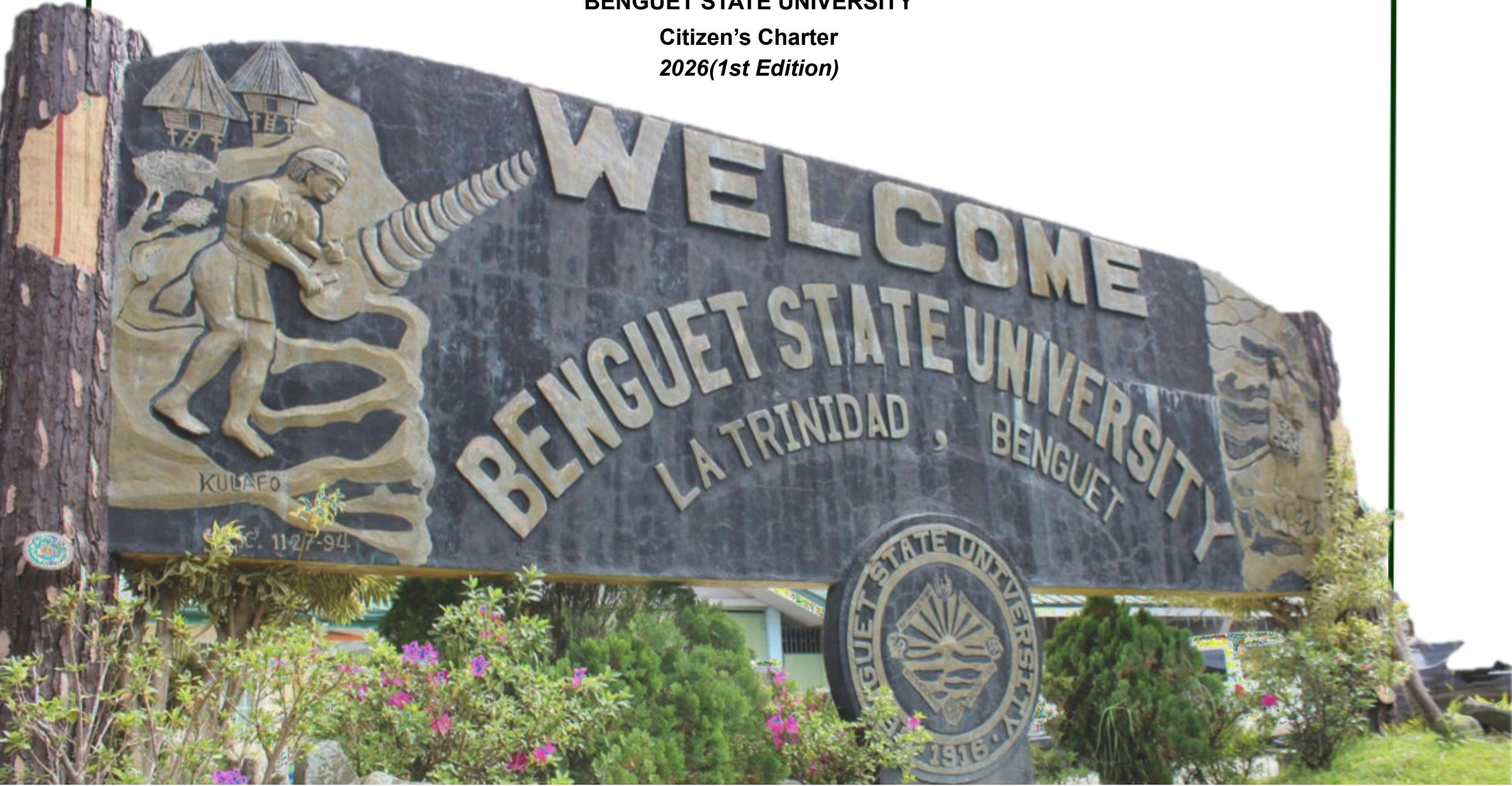




## BENGUET STATE UNIVERSITY

Citizen's Charter  
2026(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**

A premier university in transformative education, innovative research, inclusive extension services, sustainable development, and stewardship of culture and the environment

## **III. Mission:**

Cultivate resilient and future-ready human capital through excellent teaching, responsive research, proactive and sustainable community engagements, strategic partnerships, and progressive leadership

## **IV. Service Pledge:**

Benguet State University is continuously committed to improving its QMS, satisfy requirements of relevant interested parties and provide excellent service for quality education and innovative research aligned with sustainable development and client satisfaction. The University also commits to attend to all applicants who are within the premises of the office prior to the end of official working hours and during lunch break.

# LIST OF SERVICES

## LA TRINIDAD CAMPUS

### EXTERNAL SERVICES..... viii

#### ACADEMIC/STUDENT SERVICES..... 1

1. APPLICATION FOR ADMISSION FOR UNDERGRADUATE PROGRAMS.....	2
2. REGISTRATION FOR NEW STUDENTS (UNDERGRADUATE and ADVANCED STUDIES).....	3
3. STUDENT IDENTIFICATION CARD PROCESSING.....	5
4. APPLICATION FOR LEAVE OF ABSENCE.....	6
5. APPLICATION FOR ADDING OF COURSES.....	8
6. PROCESSING OF WITHDRAWAL OF COURSE/S OR ENROLLMENT.....	10
7. PROCESSING OF CHANGING OF COURSES.....	13
8. APPLICATION FOR READMISSION.....	15
9. REQUEST TO SHIFT TO ANOTHER DEGREE PROGRAM OR MAJOR FIELD.....	18
10. REQUEST FOR EVALUATION OF COURSES (BACCALAUREATE DEGREE).....	21
11. APPLICATION FOR CHANGE OF PRIMARY DATA IN ACADEMIC RECORDS.....	22
12. REQUEST FOR ISSUANCE OF PERMIT TO CROSS-ENROLL TO OTHER SCHOOLS.....	24
13. ISSUANCE OF ACADEMIC RECORDS AS NEW GRADUATE (First Issuance).....	25
14. ISSUANCE OF ACADEMIC RECORDS: OTR, TCG, CTC.....	27
15. ISSUANCE OF ACADEMIC RECORDS: CAV.....	29
16. ISSUANCE OF SECOND/SUBSEQUENT COPY OF DIPLOMA.....	32
17. CERTIFICATION OF ACADEMIC RECORDS.....	34
18. AUTHENTICATION OF ACADEMIC RECORDS.....	36
19. ONLINE VERIFICATION OF ACADEMIC RECORDS.....	37
20. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER (CGMC).....	38
21. COUNSELING AND ACADEMIC COACHING.....	40
22. REQUEST FOR CLASS ADMISSION SLIP.....	41
23. APPLICATION FOR DORMITORY ACCOMMODATIONS.....	42
24. PSYCHOLOGICAL TESTING/ASSESSMENT FOR ACADEMIC/EDUCATIONAL PURPOSES.....	45

25. SCHOLARSHIPS AND/OR GRANTS-IN-AID CONSULTATION.....	47
26. PROCESSING OF STUDENT ACTIVITY PERMIT & ACCOMPLISHMENT REPORT (OUT-OF-CAMPUS).....	47
27. PROCESSING OF STUDENT ACTIVITY PERMIT & ACCOMPLISHMENT REPORT (IN-CAMPUS).....	49
28. APPLICATION FOR STUDENT ASSISTANTSHIP PROGRAM (SAP) AND OTHER STUDENT EMPLOYMENT SERVICES.....	51
29. EMPLOYMENT COACHING/ CONSULTATION/ INQUIRIES.....	52
30. REQUEST FOR APPROVAL OF EMPLOYMENT POSTER.....	52
31. REQUEST FOR STUDENT EMPLOYMENT CERTIFICATION.....	54
32. REQUEST FOR CONSULTATION/TECHNICAL ASSISTANCE ON STUDENT SERVICES.....	55
33. BSU STUDENT ACCESS AND BORROWING OF LIBRARY RESOURCES.....	56
34. VISITOR ACCESS TO LIBRARY RESOURCES.....	57
35. MEDICAL/PHYSICAL EXAMINATION FOR NEW, TRANSFER, AND RETURNING STUDENTS.....	58
36. MEDICAL CONSULTATION AND/OR TREATMENT FOR STUDENTS.....	60
37. ISSUANCE OF MEDICAL CERTIFICATE TO STUDENTS FOR VARIOUS PURPOSES.....	61
38. DENTAL EXAMINATION FOR COLLEGE FRESHMEN AND TRANSFER STUDENTS.....	63
39. GENERAL DENTAL EXAMINATION/CONSULTATION FOR STUDENTS.....	64
40. DENTAL TREATMENT (ORAL PROPHYLAXIS, TOOTH RESTORATION, TOOTH EXTRACTION).....	65
41. REQUESTS FOR STATEMENT OF ACCOUNT / ASSESSMENT FORM FOR UNIVERSITY FEES.....	66
42. APPLICATION FOR REFUND OF SCHOOL FEES.....	67
43. EXPERIMENT FARMS AND RESOURCES MANAGEMENT SERVICES (BSU STUDENTS).....	68
44. DATA CONSULTATION FOR BSU STUDENTS.....	68
45. DATA PROCESSING AND ANALYSIS FOR BSU STUDENTS.....	69
<b>GENERAL PUBLIC SERVICES.....</b>	<b>70</b>
1. REQUESTS FOR FACILITATION OF VISITS (SCHEDULED AND WALK-IN).....	71
2. REQUEST FOR RELEASE OF UPAO RECORDS.....	72
3. RECEIVING AND EVALUATION OF EXTERNAL COMMUNICATIONS RECEIVED VIA EMAIL FOR AGENCY'S ACTION .....	72
4. REQUEST FOR COURTESY VISITS (SCHEDULED AND WALK-IN VISITORS) .....	74
5. SUBMISSION OF INQUIRIES .....	75
6. PROVISION OF BOARD RESOLUTIONS, ADCO EXCERPTS, ACADCO EXCERPTS AND ATTACHMENTS .....	76
7. REQUEST FOR EXTENSION SERVICES.....	77
8. REQUEST FOR OES TECHNICAL ASSISTANCE.....	78

9. REQUEST FOR OES DOCUMENTS.....	79
10. REQUEST FOR ORS DOCUMENTS.....	79
11. ISSUANCE OF LOT CERTIFICATION.....	80
12. ISSUANCE OF NO ADVERSE CERTIFICATION.....	81
13. ISSUANCE OF GATE PASS/ PASS THROUGH SLIP.....	82
14. APPLICATION FOR INTENSIVE FUNCTIONAL ENGLISH LANGUAGE PROGRAM (IFELP) .....	83
15. APPLICATION FOR LANGUAGE PROFICIENCY FOR INDIVIDUAL ADVANCEMENT (ELPIA) .....	85
16. APPLICATION FOR SPECIAL PROGRAM FOR ENGLISH LANGUAGE AND LITERATURE (SPELL) .....	87
17. APPLICATION FOR ENGLISH AS A FOREIGN LANGUAGE (EFL) ONLINE .....	89
18. REQUEST FOR EVENTS FACILITATION (EMCEEING AND HOSTING), PURPOSEIVE COMMUNICATION, TRAINING PROGRAMS FOR THE LOCAL GOVERNMENT UNITS, FOREIGN LANGUAGE TUTORIALS AND, PREPARATORY PROGRAM .....	91
19. RELEASE OF PROGRAM ACCREDITATION LEVEL CERTIFICATION .....	93
20. ICT TECHNICAL SUPPORT SERVICES FOR HARDWARE AND SOFTWARE (TROUBLESHOOTING, REPAIR, MAINTENANCE) .....	94
21. EVENTS AND MULTIMEDIA SUPPORT - AUDIO-VISUAL SETUP/SUPPORT DURING EVENTS/ACTIVITIES .....	95
22. NETWORK MANAGEMENT AND CONNECTIVITY SUPPORT - LOCAL AREA NETWORK (LAN), WIFI, INTERNET, EXPANSIONS, AND SYSTEM CONNECTIVITY .....	96
23. ACCOUNTS AND SYSTEMS MANAGEMENT - PROVISION, UPDATING AND MANAGEMENT OF UNIVERSITY INFORMATION SYSTEM ACCOUNTS .....	97
24. PROCUREMENT AND CONSULTANCY (IT SPECIFICATION PREPARATION, DISPOSAL, PRE-REPAIR INSPECTION, AND OTHER ICT RELATED CONSULTANCY).....	98
25. ISSUANCE OF PERMIT TO USE FACILITY (For Non- BSU Events/Activities) .....	98
<b>ADMINISTRATION-RELATED SERVICES.....</b>	<b>102</b>
1. APPLICATION FOR JOB VACANCIES.....	103
2. PRE-EMPLOYMENT PHYSICAL EXAMINATION.....	106
3. REQUEST FOR ISSUANCE OF PERSONNEL RECORDS FOR FORMER UNIVERSITY EMPLOYEES.....	107
4. CERTIFICATION OF INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (IPCR) RATING FOR FORMER EMPLOYEES.....	108
<b>PRODUCTION/BUSINESS - RELATED SERVICES.....</b>	<b>109</b>
1. FOOD SCIENCE CONSULTANCY AND EXPERT SERVICES.....	110
2. REQUEST TO AVAIL OF THE SKILL PROGRAM.....	110
3. REQUEST FOR THE BADANG EXTENSION PROGRAM.....	111
4. SALE OF GOODS TO INDIVIDUAL CLIENTS .....	111
<b>RESEARCH AND EXTENSION-RELATED SERVICES.....</b>	<b>113</b>

1. REQUEST FOR BASIC AND ADVANCED TRAINING ON A) GEOGRAPHIC INFORMATION SYSTEM, B) REMOTE SENSING, C) UNMANNED AERIAL VEHICLE, D) GLOBAL NAVIGATION SATELLITE SYSTEM, E) SPECIES DISTRIBUTION ANALYSIS, F) SITE SUITABILITY ANALYSIS, G) LANDSLIDE SUSCEPTIBILITY ANALYSIS .....	114
2. ENDORSEMENT FOR THE DOST-PCAARRD PUBLICATION INCENTIVES PROGRAM.....	115
3. ENDORSEMENT OF PROPOSALS FOR DOST-PCAARRD FUNDING.....	116
4. PROPOSAL EVALUATION FOR DOST-PCAARRD FUNDING.....	117
5. ARTICLE SUBMISSION FOR HIGHLAND EXPRESS MAGAZINE AND ANAP DIGEST.....	118
6. WEBSITE SUBMISSION AND UPLOADING OF ARTICLES AND KNOWLEDGE PRODUCT MATERIALS.....	119
7. REQUEST FOR BASIC AND ADVANCE TRAINING ON BEEKEEPING; INTERNSHIP-MENTORING PROGRAM IN BEEKEEPING.....	120
8. PROVISION OF PLANTING MATERIALS.....	121
9. PROVISION OF IHFSA TECHNICAL ASSISTANCE AND/OR SERVICES .....	122
10. APPLICATION FOR COPYRIGHT.....	123
11. APPLICATION FOR ISBN/ISSN.....	124
12. APPLICATION FOR PATENT/UTILITY MODEL.....	125
13. APPLICATION FOR TRADEMARK .....	127
14. APPLICATION FOR INDUSTRIAL DESIGN.....	128
15. REQUEST FOR ISSUANCE OF IP CERTIFICATE/S.....	130
16. HORTICULTURAL THESIS CONSULTATION.....	130
17. ISSUANCE OF BIOLOGICAL CONTROL AGENTS (BCAs).....	131
18. ISSUANCE OF PLANTING MATERIALS AND CUTFLOWER.....	133
19. PLANT DISEASE DIAGNOSIS.....	135
20. REQUEST FOR HORTICULTURAL IEC MATERIALS.....	136
21. REQUEST FOR USE OF HORTI FACILITIES AND EQUIPMENT.....	136
22. TECHNICAL ASSISTANCE AND INQUIRY FOR HORTICULTURE-RELATED CONCERNS.....	138

**INTERNAL SERVICES..... 139**

**ADMINISTRATIVE SUPPORT SERVICES..... 139**

1. REQUEST FOR ISSUANCE OF PERSONNEL RECORDS.....	140
2. CERTIFICATION OF OFFICE/DIVISION/DEPARTMENT/ INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (OPCR/DPCR/IPCR) RATING FOR CURRENT	

EMPLOYEES.....	141
3. SUBMISSION AND DOCUMENTATION OF IMPLEMENTED IN-SERVICE TRAINING (INSET).....	141
4. SUBMISSION AND DOCUMENTATION OF IMPLEMENTED EMPLOYEE ACTIVITIES.....	143
5. SUBMISSION AND DOCUMENTATION OF EXTERNAL TRAINING ACTIVITIES ATTENDED.....	144
6. ISSUANCE OF EMPLOYEE ID.....	145
7. REPLACEMENT OF EMPLOYEE ID.....	146
8. PROCESSING OF PRAISE NOMINATIONS.....	147
9. PROCESSING OF EMPLOYEE PERFORMANCE COMMITMENT AND REVIEW FORMS.....	148
10. REQUEST FOR UNIVERSITY SHORT TERM FOREIGN TRAVEL(USSFT) ON OFFICIAL TIME (OT).....	149
11. REQUEST FOR UNIVERSITY SHORT TERM FOREIGN TRAVEL (USSFT) ON OFFICIAL BUSINESS (OB).....	157
12. REQUEST FOR TRAVEL AUTHORITY FOR PERSONAL FOREIGN TRAVELS.....	170
13. REQUEST FOR HRDO TECHNICAL ASSISTANCE/RESOURCE PERSONS.....	172
14. REQUEST FOR PLANNING UNIT DOCUMENTS/SERVICES.....	173
15. PROVISION OF BOARD RESOLUTIONS, ADCO EXCERPTS, ACADCO EXCERPTS, AND ATTACHMENTS.....	174

**RESEARCH & EXTENSION SERVICES..... 175**

1. EVALUATION, APPROVAL, AND REGISTRATION OF RESEARCH PROPOSALS FOR BSU FUNDING.....	176
2. REGISTRATION OF APPROVED RESEARCH WITH EXTERNAL FUNDING.....	177
3. RENEWAL OF OFFICE ORDER OF RESEARCHERS WITH ONGOING ACTIVITIES.....	178
4. REGISTRATION OF MASTERS' THESIS OR DISSERTATION.....	179
5. EXPERIMENT FARMS AND RESOURCES MANAGEMENT SERVICES (BSU EMPLOYEES).....	180
6. DATA CONSULTATION FOR BSU EMPLOYEES.....	181
7. DATA PROCESSING AND ANALYSIS FOR BSU EMPLOYEES.....	181
8. REQUEST FOR ORS DOCUMENTS.....	182
9. EVALUATION OF EXTENSION PROPOSALS AND ENDORSEMENT FOR INTERNAL FUNDING.....	183
10. REGISTRATION OF APPROVED INTERNALLY- OR EXTERNALLY-FUNDED EXTENSION PROGRAMS/PROJECTS.....	184
11. IMPLEMENTATION OF EXTENSION ACTIVITY.....	185
12. MONITORING AND EVALUATION OF EXTENSION PROGRAMS AND PROJECTS.....	187
13. SUBMISSION OF EXTENSION PROGRAM/PROJECT FOR THE AGENCY IN-HOUSE REVIEW (AIHR).....	188
14. REQUEST FOR DISSEMINATION OF INFORMATION THROUGH OES PLATFORMS.....	189

15.	ENDORSEMENT FOR THE DOST-PCAARRD PUBLICATION INCENTIVES PROGRAM .....	189
16.	ENDORSEMENT OF PROPOSALS FOR DOST-PCAARRD FUNDING.....	191
17.	PROPOSAL EVALUATION FOR DOST-PCAARRD FUNDING.....	192
18.	CONSULTATION ON FINANCIAL REPORT PREPARATION AND LIQUIDATION PROCESS.....	193
19.	ARTICLE SUBMISSION FOR HIGHLAND EXPRESS MAGAZINE AND ANAP DIGEST.....	194
20.	WEBSITE SUBMISSION AND UPLOADING OF ARTICLES AND KNOWLEDGE PRODUCT MATERIALS.....	195
21.	PROVISION OF PLANTING MATERIALS.....	196
22.	PROVISION OF IHFSA TECHNICAL ASSISTANCE AND/OR SERVICES.....	197
23.	HORTICULTURAL THESIS CONSULTATION.....	198
24.	ISSUANCE OF BIOLOGICAL CONTROL AGENTS (BCAs).....	199
25.	ISSUANCE OF PLANTING MATERIALS AND CUTFLOWER.....	201
26.	PLANT DISEASE DIAGNOSIS.....	202
27.	REQUEST FOR USE OF HORTI FACILITIES AND EQUIPMENT.....	203
28.	TECHNICAL ASSISTANCE AND INQUIRY FOR HORTICULTURE-RELATED CONCERNS.....	204

**QUALITY ASSURANCE AND ACCREDITATION SERVICES..... 206**

1.	ISSUANCE OF QUALITY ASSURANCE RECORDS AND DOCUMENTS.....	207
2.	REGISTRATION AND ISSUANCE OF ISO DOCUMENTED INFORMATION.....	208
3.	ISSUANCE OF INTERNAL QUALITY AUDIT RECORDS AND DOCUMENTS.....	209
4.	QUALITY ASSURANCE RELATED DOCUMENT REVIEW AND COACHING.....	210
5.	ISSUANCE OF CERTIFICATIONS.....	211
6.	CONDUCT OF ORIENTATION ON PROGRAM ACCREDITATION & QA SYSTEM.....	212

**OPEN UNIVERSITY**

**EXTERNAL SERVICES..... 214**

1.	APPLICATION FOR ADMISSION.....	215
2.	PROCESSING OF ENROLLMENT FOR NEW STUDENTS.....	218
3.	PROCESSING OF ENROLLMENT FOR CONTINUING STUDENTS .....	220
4.	PROCESSING OF ADDING COURSE/S (FOR OPEN UNIVERSITY STUDENTS).....	222

5. PROCESSING OF CHANGING COURSE/S (FOR OPEN UNIVERSITY STUDENTS).....	223
6. PROCESSING OF WITHDRAWAL OF COURSE/S OR ENROLLMENT (FOR OPEN UNIVERSITY OFFICE).....	225
7. PROCESSING OF COMPLETION FORM.....	226
8. REQUEST FOR PLAN OF COURSEWORK AND EVALUATION SLIP.....	227
9. APPLICATION FOR A COMPREHENSIVE EXAMINATION.....	228
10. APPLICATION FOR THESIS PROPOSAL DEFENSE.....	230
11. APPLICATION FOR THESIS FINAL DEFENSE.....	231
12. APPLICATION FOR MASTER'S PROJECT PROPOSAL PRESENTATION/DEFENSE.....	233
13. APPLICATION FOR MASTER'S PROJECT FINAL PRESENTATION.....	234
14. MONITORING AND CHECKING OF THESIS PROPOSAL, THESIS FINAL, PROJECT PROPOSAL, AND PROJECT FINAL DRAFT.....	236
15. MONITORING AND CHECKING OF THESIS MANUSCRIPT/ PROJECT TERMINAL FOR BINDING/REPRODUCTION.....	237
16. ZOOM/GOOGLE MEETING LINK REQUESTS.....	238

**INTERNAL SERVICES..... 239**

1. ZOOM/GOOGLE MEETING LINK/USER ACCOUNT REQUESTS.....	240
2. BORROWING OF BSU-OU ICT EQUIPMENT.....	241

**FEEDBACK AND COMPLAINTS MECHANISM..... 242**



**LA TRINIDAD CAMPUS  
EXTERNAL SERVICES**

**ACADEMIC/STUDENT SERVICES**



## 1. APPLICATION FOR ADMISSION FOR UNDERGRADUATE PROGRAMS

This service is available for those who wish to be admitted in any undergraduate program of the University. This should be completed before registering/enrolling any program.

**Note: This service may be availed only on the scheduled dates based on the approved University Academic Calendar for each school year.**

<b>Office or Division:</b>	Office of the University Registrar					
<b>Classification:</b>	Simple Transaction					
<b>Type of Transaction:</b>	G2C - Government to Citizen					
<b>Who may avail:</b>	Any individual who wishes to be admitted to Benguet State University					
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>			
1. Application Form (QF-ADM—01); 2 original copies			Downloadable in the OUR FB Page and University Website			
2. PSA/NSO Birth Certificate; 1 photocopy			Philippine Statistics Authority (formerly National Statistics Office)			
3. 2x2 recent ID photo with nametag; 1 original copy			Requesting Client			
4. Certification of enrollment from current or last school attended			Current or last school attended			
5. If currently enrolled Grade 12 student: Certified true copy of Grade 11 grades; 1 copy or If graduated from Grade 12: Certified true copy of Grade 11 and Grade 12 grades; 1 copy or If Transferee: Certified copy of Grades/Transcript of Records; 1 copy or If from ALS: Certificate of Rating; 1 original copy or If High School Graduate (not K-12): Fourth Year Form 138						
<i>Additional requirement for <b>Married Female</b> using surname of husband</i>						
6. Marriage Certificate; 1 photocopy					Requesting Client	
<i>Additional requirement for <b>Authorized Representatives</b></i>						
7. Authorization Letter signed by applicant; 1 original copy			Requesting Client			
8. Valid ID of applicant; 1 photocopy						
9. Valid ID of Authorized Representative; 1 photocopy			Authorized representative of requesting client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>		
1. Proceed to the Admission Unit of the Office of the University Registrar to submit all requirements for application for admission <i>Note: Applicants with incomplete and incorrect requirements will not be processed.</i>	1.1. Receive application requirements and check completeness and correctness of documents 1.2. Issue Acknowledgment Slip (QF-ADM-08) <i>*if incomplete and incorrect documents - End of Transaction</i> 1.3 Endorse to Office of Student Services for Issuance of Test Permit	None	10 minutes	<i>Admin Staff; Unit Head</i> OUR- Admissions Unit		
<b>TOTAL</b>		<b>None</b>	<b>10 minutes</b>			



## 2. REGISTRATION FOR NEW STUDENTS (UNDERGRADUATE and ADVANCED STUDIES)

This service is available for those who have been **accepted for admission** and will be enrolling at the University.

“New First Year students” refer to those who have never enrolled in a baccalaureate degree or comparable undergraduate degree (i.e., graduates of High School, Senior High School, or ALS) and will be enrolling in the University.

“Transferees” refer to those who have already enrolled in a baccalaureate degree or comparable undergraduate degree in other Higher Education Institutions (HEIs) but will be enrolling in the University.

“Second Degree Takers” are students who have finished a baccalaureate degree and are taking another degree in the University

“Advanced Studies Students” are those enrolling in any Masters or Doctorate programs offered in the University

“Open University Students” are those who are enrolling in any program offered under the Open University

**Note: This service may be availed only during the enrollment period as scheduled based on the approved University Academic Calendar for each school year.**

<b>Office or Division:</b>	<b>Office of the University Registrar</b>	
<b>Classification:</b>	<b>Complex Transaction</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>Students who were issued Notice of Admission (for undergraduate) and Notice of Acceptance (for Advanced Studies)</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>General Requirements for NEW FIRST YEAR STUDENTS, TRANSFEREES, and SECOND DEGREE TAKERS</b>		
1. Notice of Admission (NOA) for undergraduate <b>or</b> Notice of Acceptance (for Advanced Studies and Open University); 1 original copy	Office of the University Registrar or any of the Colleges	
2. PSA/NSO Birth Certificate; 1 photocopy	Philippine Statistics Authority (formerly National Statistics Office)	
3. 2x2 recent formal studio photo; 3 original copies *taken within the last two months with nametag (signature over printed name)	Requesting Client	
4. All requirements indicated in the Notice of Admission/ Notice of Acceptance	Current or last school attended/ requesting client	
5. Long brown envelope with NO MARKINGS; 1 piece	Requesting Client	
<b>Additional Requirements if Notice of Admission/Acceptance is LOST</b>		
6. Affidavit of Loss; 1 original copy	Requesting Client	
7. Official Receipt for Spoilage Fee; 1 original copy	Cashiering Office	
<b>Additional Requirement for Transferees and Second Degree Takers only</b>		
8. Pre-Registration Form (QF-OUR-03-C)	Office of the University Registrar	
<b>Additional Requirement for Married Female using Surname of Husband</b>		
1. Marriage Certificate; 1 photocopy	Philippine Statistics Authority (formerly National Statistics Office)	
<b>Additional Requirements for Authorized Representatives</b>		
1. Authorization Letter signed by applicant; 1 original/scanned copy	Requesting Client	
2. Valid ID of applicant; 1 photocopy		
3. Valid ID of Authorized Representative; 1 photocopy	Authorized representative of requesting client	
<b>General Requirements for CROSS-ENROLLEES</b>		
1. Permit to Cross-enroll from Mother School; 1 original copy	Current School	
2. Certification of Entitlement to Free Higher Education from Mother School (If from State University)		



or State College ONLY); 1 original copy	
3. Pre-registration Form (QF-OUR-03-D)	Office of the University Registrar
4. PSA/NSO Birth Certificate; 1 photocopy	Philippine Statistics Authority (formerly National Statistics Office)
5. 2x2 recent formal studio photo; 3 original copies *taken within the last two months with nametag (signature over printed name)	Requesting Client
6. Long brown envelope with NO MARKINGS; 1 piece	
<b>General Requirements for Students Taking Up Additional Courses</b>	
1. Official Transcript of Records; 1 photocopy	Last School Attended
2. Certificate of Transfer Credential for non-BSU graduates and BSU graduates who enrolled in another school after graduation; 1 original copy	
3. Certificate of Good Moral Character; 1 original copy	
4. Pre-Registration Form (QF-OUR-03-D)	Office of the University Registrar
5. PSA/NSO Birth Certificate; 1 photocopy	Philippine Statistics Authority (formerly National Statistics Office)
6. 2x2 recent formal studio photo; 3 original copies *taken within the last two months with nametag (signature over printed name)	Requesting Client
7. Long brown envelope with NO MARKINGS; 1 piece	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Admission Unit of the Office of the University Registrar to submit all requirements as indicated in the Notice of Admission/Notice of Acceptance <i>Note: Applicants with incomplete and incorrect requirements will not be entertained</i>  <b>For transferees and Second Degree Takers, accomplish</b> Pre-Registration Form (QF-OUR-03-C)	1.1. Receive enrollment requirements 1.2. Create student account in the enrollment system 1.3. Issue Acknowledgment Receipt of Documents and ID Processing Request Form (QF-OUR-08) <i>*For transferees and Second Degree Takers, proceed to Agency Action 1.5</i> 1.4. Endorse to the college offering the program for processing of registration  <b>1.5. Issue</b> Pre-Registration Form (QF-OUR-03-C) <b>1.6. Evaluate finished courses that can be credited in the program curriculum of the student</b> <ul style="list-style-type: none"> <li><i>If there are courses for validation, send the student to the department offering the course/s to be validated; proceed to Step 1.4 after all courses for validation had been evaluated by concerned Departments</i></li> </ul> <i>If there are no courses for validation, proceed to Step 1.4</i>	None	10 minutes	<i>Admin Staff; Unit Head</i> OUR- Admissions Unit
<b>TOTAL</b>		<b>None</b>	<b>10 minutes</b>	



### 3. STUDENT IDENTIFICATION CARD PROCESSING

Enrolled students shall process their ID cards with the Office of the University Registrar for validation.

**Note: This service may be availed only during the enrollment period as scheduled based on the approved University Academic Calendar for each school year.**

<b>Office or Division:</b>	<b>Office of the University Registrar</b>	
<b>Classification:</b>	<b>Complex Transaction</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>Bona fide BSU Students</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Enrollment and Assessment Form; 1 original copy		College
2. Request Form for ID Processing (QF-OUR-08); 1 original copy		Office of the University Registrar
<b>Additional requirements for ID Card Replacement</b>		
3. Affidavit of Loss, if lost		Requesting client
4. Old ID for shifters and if ID card is damaged		Requesting client
5. Processed Change of Primary Data Form, for change of name		
6. Official Receipt, 1 original copy		Cashiering Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. PAYMENT OF CARD REPLACEMENT ONLY (FOR NEW ID CARDS/VALIDATION, PROCEED DIRECTLY TO STEP B)</b>				
1. Inform collection officer of request and submit payment	1.1. Receive payment and issue Official Receipt 1.2. Instruct client to proceed to the OUR	<b>ID Card Replacement Fee:</b> Php 136.00  <b>ID Card Replacement with BSU lace and case:</b> Php 186.00	10 minutes	Collecting Officer; Admin Officer V Cashiering Office
<b>B. ISSUANCE OF NEW ID CARD/ ID CARD VALIDATION</b>				
1. Present all applicable documents	1.1. Check requirements 1.2. Input details in the ID and capture ID of the student 1.3. Verify payment, <i>if applicable</i> 1.4. Check and print ID Card or attach validation sticker	None	10 minutes	Admin Aide, III, IV, VI; Director OUR
2. Receive validated ID	2. Issue Client Satisfaction Measurement Form (CSMF)	None	2 minutes	
	<b>TOTAL</b>	<b>ID Card Replacement Fee:</b> Php 136.00 <b>ID Card Replacement with BSU lace and case:</b> Php 186.00	<b>22 minutes</b>	



#### 4. APPLICATION FOR LEAVE OF ABSENCE

Students may file a Leave of Absence if they will not enroll for a maximum of one school year.

**Note: This service may be availed only during the specific period as scheduled based on the approved University Academic Calendar for each school year.**

<b>Office or Division:</b>	Office of the University Registrar	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Bona fide BSU Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Valid Identification Card		Requesting Client
2. QF-OUR-04 (Application for Leave of Absence Form); 1 original copy		Office of the University Registrar
3. QF-OSS-GCU-01 (Client Information Form; CIF); 1 original copy		Office of Student Services
4. Qf-OSS-GCU-02 (Parent Conference Slip), <i>only if deemed necessary</i> ; 1 original copy		
<b>Additional requirements for Authorized Representatives</b>		
5. Authorization Letter; 1 original copy or scanned copy with verifiable signature		Requesting Client
6. Valid ID of Representative; 1 photocopy		Authorized Representative of Requesting Client
7. Valid ID of client; 1 photocopy		Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform window-in-charge for the intention to file for a Leave of Absence	1.1. Interview the client of his intention to file leave of absence and check if not currently enrolled <i>* if currently enrolled, advise the student to process permit to withdraw/drop all courses first – END OF TRANSACTION</i> 1.2. Issue Application for Leave of Absence (QF-OUR-04)	None	5 minutes	Admin Aide, III, IV, VI; Director OUR
2. Legibly accomplish the QF-OUR-04 (Application for Leave of Absence) and submit at the Office of Student Services (OSS)	2.1. Ascertain identity of client and issue Client Information Form (CIF) <i>*if new client, provide a blank CIF</i> <i>*if former client, retrieve CIF from files</i> 2.2. Return the application for Leave of Absence 2.3. Refer to a Guidance Counselor	None	30 minutes	Guidance Counselor/ Guidance Coordinator; Unit Head OSS-Guidance and Counseling Unit (GCU)
3. Accomplish/update then submit CIF with the application for LOA to the Guidance Counselor	3.1. Provide counseling, life coaching, individual guidance, academic coaching, and/or career guidance and/or other appropriate interventions <i>*if deemed necessary, issue Parent Conference Slip (QF-OSS-GCU-02) and/or Case Referral Slip for other interventions</i> 3.2. Accomplish and return application for LOA	None	5 hours, 30 minutes	Guidance Counselor/ Guidance Coordinator; Unit Head OSS-GCU



	<p><i>*if with parent/guardian conference, remind client to return on the scheduled date; see <b>Step 4</b></i></p> <p><i>*if without parent/guardian conference, proceed to <b>Step 5</b></i></p>			
4. Present Parent Conference Slip and valid ID to OSS-GCU Staff	4.1. Ascertain identity of client and check records	None	30 minutes	Guidance Counselor/ Guidance Coordinator; Unit Head OSS-GCU
	4.2. Refer to Guidance Counselor concerned, if in order		2 hours, 30 minutes	
	4.3. Facilitate the parent/guardian conference			
5. Secure signatures from the College Dean concerned	5.1. Check application for LOA 5.2. Provide Academic Advising 5.3. Sign in the appropriate portion of the form	None	1 day	Department Chairperson concerned; College Dean concerned
6. Submit fully accomplished and signed application for LOA at the OUR	6.1. Receive and check the form 6.2. Evaluate and sign in the appropriate portion 6.3. Release student copy and inform the student that the college copy will be forwarded to the College concerned	None	12 minutes	Admin Aide, III, IV, VI; Director OUR
7. Receive student copy	7.1. Issue a Client Satisfaction Measurement Form (CSMF) 7.2. Log information about the processed leave form and forward college copy	None	5 minutes	Admin Aide, III, IV, VI; Document Custodian; Director OUR
<b>TOTAL IF WITH PARENT/GUARDIAN CONFERENCE</b>		<b>None</b>	<b>2 days, 1 hour, 22 minutes</b>	
<b>TOTAL IF WITHOUT PARENT/GUARDIAN CONFERENCE</b>		<b>None</b>	<b>1 day, 3 hours, 52 minutes</b>	



## 5. APPLICATION FOR ADDING OF COURSES

Students registered/enrolled for the current semester/term may add courses if they meet prerequisites and will be allowed by their College/Department.

**Note: This service may be availed only on the scheduled dates during enrollment based on the approved University Academic Calendar for each school year.**

<b>Office or Division:</b>	<b>Office of the University Registrar</b>	
<b>Classification:</b>	<b>Complex Transaction</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>Bona fide BSU Students</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Enrollment and Assessment Form		Requesting Client/Student
2. Valid Identification Card		Requesting Client/Student
3. Official Receipt, 1 original copy		Cashiering Office
4. Permit to Add Course/s Form (QF-OUR-06)		Office of the University Registrar (OUR)
<b>Additional requirements for Authorized Representatives</b>		
5. Authorization Letter; 1 original copy or scanned copy with verifiable signature		Requesting Client
6. Valid ID of Representative; 1 photocopy		Authorized Representative of Requesting Client
7. Valid ID of client; 1 photocopy		Requesting Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to respective College and inform the intention to add course/s	1.1. Check identification of the client and the Certificate of Registration 1.2. Evaluate the Student if eligible to add courses Issue Permit to Add Course/s Form (QF-OUR-06)	None	4 hours	<i>College Enrollment Personnel/Department Chairperson Main/Mother Department of student</i>
2. Fill out the Permit to Add Course/s Form (QF-OUR-06) completely and legibly and submit to Faculty Member/s teaching the course/s applied for	2.1. Check the course/s pre-requisite/s if already taken 2.2. Certify availability of slot, if in order	None	4 hours	<i>Faculty Member; Department Chairperson Department concerned</i>
3. Return to main/mother department enrolled in	3. Check and certify that added units is within the prescribed curriculum	None	4 hours	<i>Department Chairperson Main/Mother Department of student</i>
4. Proceed to the main/mother College enrolled in	4.1. Approve the adding of course/s, if in order 4.2. Inform student to pay processing fee at the Cashiering Office	None	4 hours	<i>College Clerk/Associate Dean/ College Secretary; Dean Main/Mother College of student</i>
5. Pay corresponding fee at the Cashiering Office	5. Receive tender of payment and issue Official Receipt	None	30 minutes	<i>Collecting Officer; Admin Officer V Cashiering Office</i>



6. Submit Enrollment and Assessment Form, Permit to Add Course/s, and Official Receipt at the OUR	6.1. Implement modification/s 6.2. Print new Enrollment and Assessment Form <i>*if payment is needed, direct client to Cashiering Office</i> <i>*if payment is not needed, end of transaction (issue a Client Satisfaction Measurement Form)</i>	See List A	8 minutes	<i>Enrollment Personnel; Department Chair/ College Dean Mother Department or College</i>
7. Pay necessary fees resulting from added course/s	7.1. Receive tender of payment and issue Official Receipt 7.2. Issue a Client Satisfaction Measurement Form (CSMF)	See List B	30 minutes	<i>Collecting Officer; Admin Officer V Cashiering Office</i>
<b>TOTAL IF WITH FEES RESULTING FROM ADDED COURSE/S</b>		<b>See Lists A and B</b>	<b>2 days, 1 hour, 8 minutes</b>	
<b>TOTAL IF WITHOUT FEES RESULTING FROM ADDED COURSE/S</b>		<b>See List A only</b>	<b>2 days, 38 minutes</b>	

List A  Processing Fee :  Php 100.00 (Advanced Studies);

Php 50.00 (Undergraduate)

List B (Fees are based on the nature of the subject and the degree of the student)

Undergraduate:  Lecture: Php 100.00/unit

Laboratory without equipment: Php 100.00/ unit

Laboratory with equipment: Php 150.00/ unit

Advanced Studies:  MA/MS: Php 290.00/unit

PhD RD/ PhD Sci Ed/ PhD Lang: Php 420.00/unit

PhD EM/PhD Educ EM: Php 600.00/unit



## 6. PROCESSING OF WITHDRAWAL OF COURSE/S OR ENROLLMENT

Students registered/enrolled for the current semester/term may withdraw specific course/s or their whole enrollment if permitted by their respective College.

**Note: This service may be availed only on the scheduled dates based on the approved University Academic Calendar for each school year.**

Withdrawal of Course/s or Enrollment is done during the "dropping period", not during the enrollment period. **If processed after the dropping period and before midterm examinations, a "WP" (Withdrawn with Permission) mark shall be reflected in the student's grade slip. If processed after the midterm examinations, a "D" (Dropped) mark shall be given. Unauthorized dropping of course/s shall be given a grade of "5.0".**

<b>Office or Division:</b>	<b>Office of the University Registrar</b>					
<b>Classification:</b>	<b>Highly Technical Transaction</b>					
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>					
<b>Who may avail:</b>	<b>Bona fide BSU Students applying for the withdrawal of course/s or withdrawal of enrollment</b>					
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>			
<b>A. Requirements for PROCESSING WITHDRAWAL</b>						
1. Valid Identification Card	Requesting Client/Student					
2. Enrollment and Assessment Form	Requesting Client/Student					
3. Official Receipt, 1 original copy	Cashiering Office					
4. Permit to Withdraw Enrollment Form (QF-OUR-07A) or Permit to Withdraw Course/s Form (QF-OUR-07B)	Office of the University Registrar (OUR)					
5. QF-OSS-GCU-01 (Client Information Form; CIF); 1 original copy	Office of Student Services					
6. Qf-OSS-GCU-02 (Parent Conference Slip), <i>only if deemed necessary</i> ; 1 original copy	Office of Student Services					
<b>B. Requirements for REQUEST FOR REFUND (ONLY if Withdrawal is approved and refund is applicable)</b>						
5. Request for Refund; 1 original copy	Requesting Client					
6. Student ID or Any Valid Government-issued ID (if student ID is not available)	Accounting Office					
7. Approved Permit to Withdraw Enrollment Form/ Permit to Withdraw Course/s Form; 1 original copy	Requesting Client					
8. Acknowledgement Slip (for claiming of refund, only if approved); 1 original copy	Accounting Office					
<b>Additional Requirements for Authorized Representatives</b>						
9. Authorization Letter; 1 original copy or scanned copy with verifiable signature	Requesting Client/Student					
10. Valid ID of Representative; 1 photocopy	Authorized Representative of Requesting Client/Student					
11. Valid ID of client; 1 photocopy	Requesting Client/Student					
<b>CLIENT STEPS</b>		<b>AGENCY ACTIONS</b>		<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. PROCESSING OF WITHDRAWAL</b>						
1. Proceed to respective College and inform the intention to withdraw course/s/enrollment		1.1. Check identification of the client and the Certificate of Registration 1.2. Evaluate the Student 1.3. Issue Permit to Withdraw Enrollment Form (QF-OUR-07A) or Permit to Withdraw Course/s Form (QF-OUR-07B)		None	5 minutes	College Enrollment Personnel/Department Chairperson Main Department of student



<p>2. Legibly accomplish the Permit to Withdraw Enrollment Form (QF-OUR-07A) or Permit to Withdraw Course/s Form (QF-OUR-07B)  <i>*for Undergraduate, submit at the OSS (proceed with Agency Action 2.1.)</i>  <i>**for Advanced Studies, proceed to Step 5</i></p>	<p>2.1. Ascertain identity of client and issue Client Information Form (CIF)  <i>*if new client, provide a blank CIF</i>  <i>*if former client, retrieve CIF from files</i>            2.2. Return the application for Leave of Absence            2.3. Refer to a Guidance Counselor</p>	None	30 minutes	<p><i>Guidance Counselor/</i>  <i>Guidance Coordinator;</i>  <i>Unit Head</i>  <i>OSS-Guidance and</i>  <i>Counseling Unit (GCU)</i></p>
<p>3. Accomplish/update then submit CIF with the appropriate form to the Guidance Counselor</p>	<p>3.1. Provide counseling, life coaching, individual guidance, academic coaching, and//or career guidance and/or other appropriate interventions  <i>*if deemed necessary, issue Parent Conference Slip (QF- OSS-GCU-02) and/or Case Referral Slip for other interventions</i>            3.2. Accomplish and return application form  <i>*if with parent/guardian conference, remind client to return on the scheduled date; see Step 4</i>  <i>*if without parent/guardian conference, proceed to Step 5</i></p>	None	5 hours, 30 minutes	<p><i>Guidance Counselor/</i>  <i>Guidance Coordinator;</i>  <i>Unit Head</i>  <i>OSS-GCU</i></p>
<p>4. Present Parent Conference Slip and valid ID to OSS-GCU Staff</p>	<p>4.1. Ascertain identity of client and check records</p>	None	30 minutes	<p><i>Guidance Counselor/</i>  <i>Guidance Coordinator;</i>  <i>Unit Head</i>  <i>OSS-GCU</i></p>
	<p>4.2. Refer to Guidance Counselor concerned, if in order            4.3. Facilitate the parent/guardian conference</p>		2 hours, 30 minutes	
<p>5. Secure signature/s of the Faculty Member/s teaching the course/s to be withdrawn  <i>*if processed before the start of classes, no need to specify course/s and no need for the signature of faculty member/s (proceed directly to Step 6)</i></p>	<p>5.1. Sign in the appropriate spaces in the form            5.2. Direct client to pay processing fee at the Cashiering Office</p>	None	1 day	<p><i>Faculty Member/s;</i>  <i>Department Chairperson</i>  <i>concerned</i></p>
<p>6. Pay corresponding processing fee at the Cashiering Office</p>	<p>6. Receive tender of payment and issue Official Receipt</p>	<p><b>Processing Fee (Undergraduate)</b>          – Php 50.00  <b>Processing Fee (Advanced Studies)</b> – Php 100.00</p>	30 minutes	<p><i>Collecting Officer; Admin</i>  <i>Officer V</i>  <i>Cashiering Office</i></p>
<p>7. Submit duly accomplished form and official receipt at the OUR</p>	<p>7.1. Check the completeness of entries            7.2. Implement the withdrawal of course/s or enrollment</p>	None	5 minutes	<p><i>Registrar I, II, and IV;</i>  <i>Director</i></p>



	*Release Academic Records if client is a new First Year enrollee and withdrawal is processed before the start of classes				OUR
<b>A. SUB-TOTAL FOR PROCESSING OF WITHDRAWAL – UNDERGRADUATE</b>	<b>If processed BEFORE start of classes</b>	<b>with Parent/Guardian Conference</b>	<b>Processing Fee (Undergraduate) – Php 50.00</b>	<b>1 day, 1 hour, 40 minutes</b>	
		<b>without Parent/Guardian Conference</b>		<b>6 hours, 40 minutes</b>	
	<b>If processed AFTER start of classes</b>	<b>with Parent/Guardian Conference</b>		<b>2 days, 1 hour, 40 minutes</b>	
		<b>without Parent/Guardian Conference</b>		<b>1 day, 6 hours, 40 minutes</b>	
<b>A. SUB-TOTAL FOR PROCESSING OF WITHDRAWAL – ADVANCED STUDIES</b>	<b>If processed BEFORE start of classes</b>		<b>Processing Fee (Advanced Studies) – Php 100.00</b>	<b>1 hour, 10 minutes</b>	
	<b>If processed AFTER start of classes</b>			<b>1 day, 1 hour, 10 minutes</b>	
<b>B. REQUEST FOR REFUND (ONLY IF APPLICABLE)</b>					
8. Submit accomplished request form for refund with the approved permit to withdraw at the Accounting Office	8.1. Check submitted documents 8.2. Issue acknowledgement slip, if in order 8.3. Inform client of availability of refund for claiming once process is complete		None	10 days	<i>Administrative Aide VI; Bookkeepers; Accountant IV Accounting Office</i>
9. Proceed to the Cashiering Office when notified of approval and availability of refund and present valid ID along with the acknowledgement slip	9.1. Verify availability of claim 9.2. If available, have client sign on the payroll			5 minutes	<i>Disbursing Officer; Admin Officer V Cashiering Office</i>
10. Sign the “received” portion of the payroll presented by the disbursing officer	10.1. Compare the signature of the client against the signature on the presented ID 10.2. Release cash, if in order			3 minutes	
11. Receive cash and count the disbursed amount	11.1. Issue a Client Satisfaction Measurement Form 11.2. File the payroll			2 minutes	
<b>B. SUB-TOTAL FOR REQUEST FOR REFUND</b>			<b>None</b>	<b>10 days, 10 minutes</b>	
<b>TOTAL FOR UNDERGRADUATE WITHOUT REFUND</b>	<b>If processed BEFORE start of classes</b>	<b>with Parent/Guardian Conference</b>	<b>Processing Fee (Undergraduate) – Php 50.00</b> <b>Processing Fee (Advanced</b>	<b>1 day, 1 hour, 40 minutes</b>	
		<b>without Parent/Guardian Conference</b>		<b>6 hours, 40 minutes</b>	
	<b>If processed AFTER start of classes</b>	<b>with Parent/Guardian Conference</b>		<b>2 days, 1 hour, 40 minutes</b>	



## 7. PROCESSING OF CHANGING OF COURSES

Students registered/enrolled for the current semester/term may change courses if permitted by their respective College.

**Note: This service may be availed only on the scheduled dates based on the approved University Academic Calendar for each school year.**

<b>Office or Division:</b>	Office of the University Registrar	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Bona fide BSU Students applying for changing of courses	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Valid Identification Card		Requesting Client/Student
2. Enrollment and Assessment Form		
3. Official Receipt, 1 original copy		Cashiering Office
4. Permit to Change Course/s Form (QF-OUR-05)		Office of the University Registrar (OUR)
<b>Additional Requirements for Authorized Representatives</b>		
5. Authorization Letter; 1 original copy or scanned copy with verifiable signature		Requesting Client/Student
6. Valid ID of Representative; 1 photocopy		Authorized Representative of Requesting Client/Student
7. Valid ID of client; 1 photocopy		Requesting Client/Student

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. PROCESSING OF CHANGING</b>				
1. Proceed to respective College and inform the intention to change courses	1.1. Check identification of the client and the Certificate of Registration 1.2. Evaluate the Student 1.3. Issue Permit to Change Course/s Form (QF-OUR-05)	None	4 hours	Department Chairperson Main/Mother Department of student
2. Legibly accomplish QF-OUR-05 (Permit to Change Course/s) and submit to main/mother department offering the course enrolled in	2.1. Check submitted form 2.2. Sign permit to change, if in order, and process approval 2.3. Direct client to pay processing fee at the Cashiering Office	None	1 day	Faculty Member; Department Chairperson Department concerned  College Clerk/Associate Dean/ College Secretary; Dean College concerned
3. Pay corresponding fee at the Cashiering Office	3. Receive tender of payment and issue Official Receipt	See List A	30 minutes	Collecting Officer; Admin Officer V Cashiering Office



4. Submit Enrollment and Assessment Form, Permit to Change Form, and OR to the respective College	4.1. Implement modification/s 4.2. Print new Enrollment and Assessment Form <i>*if payment is needed, direct client to Cashiering Office (see Step 8)</i> <i>*if payment is not needed but refund is applicable, see Step B</i> <i>*if payment is not needed and refund is not applicable, end of transaction (issue a Client Satisfaction Measurement Form)</i>	None	8 minutes	<i>Enrollment Personnel; Department Chair/ College Dean Mother Department or College</i>
8. Pay necessary fees resulting from added course/s	8. Receive tender of payment and issue Official Receipt <i>*if with refund, direct client to the Accounting Office (see Step B)</i> <i>*if without refund, Issue a Client Satisfaction Measurement Form)</i>	See List B	30 minutes	<i>Collecting Officer; Admin Officer V Cashiering Office</i>
<b>SUB-TOTAL IF WITH FEES RESULTING FROM CHANGING OF COURSE</b>		<b>See Lists A and B</b>	<b>1 day, 5 hours, 8 minutes</b>	
<b>SUB-TOTAL IF WITHOUT FEES RESULTING FROM CHANGING OF COURSE</b>		<b>See List A only</b>	<b>1 day, 4 hours, 38 minutes</b>	
<b>B. REQUEST FOR REFUND (ONLY IF APPLICABLE)</b>				
9. Submit accomplished request form for refund with the approved permit to withdraw at the Accounting Office	9.1. Check submitted documents 9.2. Issue acknowledgement slip, if in order 9.3. Inform client of availability of refund for claiming once process is complete	None	10 days	<i>Administrative Aide VI; Bookkeepers; Accountant IV Accounting Office</i>
10. Proceed to the Cashiering Office when notified of approval and availability of refund and present valid ID along with the acknowledgement slip	10.1. Verify availability of claim 10.2. If available, have client sign on the payroll	None	5 minutes	<i>Disbursing Officer; Admin Officer V Cashiering Office</i>
11. Sign the "received" portion of the payroll presented by the disbursing officer	11.1. Compare the signature of the client against the signature on the presented ID 11.2. Release cash, if in order		3 minutes	
12. Receive cash and count the disbursed amount	12.1. Issue a Client Satisfaction Measurement Form 12.2. File the payroll		2 minutes	
<b>B. SUB-TOTAL FOR REQUEST FOR REFUND</b>		<b>None</b>	<b>10 days, 10 minutes</b>	



TOTAL IF WITH ADDED FEES and WITH REFUND	See Lists A and B	11 days, 5 hours, 18 minutes	
TOTAL IF WITH ADDED FEES and WITHOUT REFUND	See Lists A and B	1 day, 5 hours, 8 minutes	
TOTAL IF WITHOUT ADDED FEES and WITH REFUND	See List A only	11 days, 4 hours, 38 minutes	
TOTAL IF WITHOUT ADDED FEES and WITHOUT REFUND	See List A only	1 day, 4 hours, 38 minutes	

List A  Processing Fee :  Php 100.00 (Advanced Studies);  Php 50.00 (Undergraduate)

List B (Fees are based on the nature of the subject and the degree of the student)

- Undergraduate:  Lecture: Php 100.00/unit       Laboratory without equipment: Php 100.00/ unit       Laboratory with equipment: Php 150.00/ unit
- Advanced Studies:  MA/MS: Php 290.00/unit       PhD RD/ PhD Sci Ed/ PhD Lang: Php 420.00/unit       PhD EM/PhD Educ EM: Php 600.00/unit

### 8. APPLICATION FOR READMISSION

Students may apply for readmission if: a) student stopped for one school year or more, b) student processed Leave of Absence but did not enroll on the succeeding term after the one year validity of LOA, or c) student's records are not transferred to other schools.

**Note: This service may be availed only on the scheduled dates based on the approved University Academic Calendar for each school year.**

<b>Office or Division:</b>	Office of the University Registrar
<b>Classification:</b>	Highly Technical Transaction
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Bona fide BSU Students applying for readmission

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification Card	Requesting Client/Student
2. Official Receipt; 1 original copy	Cashiering Office
3. Application for Readmission Form (QF-OUR-01)	Office of the University Registrar (OUR)
4. Chest X-ray result (taken within 6 months from application); 1 original copy	Any DOH-accredited hospital/laboratory clinic
5. Blood Typing result; 1 original copy	
6. 2x2 studio type ID picture with name tag (signature over printed name; with white background); 1 piece	Requesting Client

7. Long, white, ordinary folder (new, clean, no marks); 1 piece	
<b>Additional Requirements for Authorized Representatives</b>	
8. Authorization Letter; 1 original copy or scanned copy with verifiable signature	Requesting Client/Student
9. Valid ID of Representative; 1 photocopy	Authorized Representative of Requesting Client/Student
10. Valid ID of client; 1 photocopy	Requesting Client/Student



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform window-in-charge for the intention of readmission	1.1. Check identification of the client 1.2. Check if student is eligible for readmission 1.3. Issue Application for Readmission form (QF-OUR-01) 1.4. Instruct client to pay processing fee at the Cashiering Office and to proceed to the Medical Clinic after	None	4 hours	<i>Department Chairperson Main/Mother Department of student</i>
2. Pay processing fee at the Cashiering Office	2. Receive tender of payment and issue Official Receipt	<b>Processing Fee (Undergraduate)</b> – Php 50.00  <b>Processing Fee (Advanced Studies)</b> – Php 100.00	30 minutes	<i>Collecting Officer; Admin Officer V Cashiering Office</i>
3. Proceed to the University Health Services – Medical Clinic and submit the Application for Readmission Form with requirements no. 4 to 7	3.1. Conduct Medical/Physical examination 3.2. Sign the form if in order	None	<b>With Referral/Lab Request</b> – 3 days, 2 hours, 20 minutes  <b>Without Referral/Lab Request</b> – 2 hours, 20 minutes	<i>Nurse III, Nurse II, Administrative Aide IV; Medical Officer II; Medical Officer III/Director UHS – Medical Clinic</i>
4. Legibly accomplish the Permit to Withdraw Enrollment Form (QF-OUR-07A) or Permit to Withdraw Course/s Form (QF-OUR-07B) <i>*for Undergraduate, submit at the OSS (proceed with Agency Action 4.1.)</i> <i>**for Advanced Studies, skip Step 4 and proceed to Step 7</i>	4.1. Ascertain identity of client and issue Client Information Form (CIF) <i>*if new client, provide a blank CIF</i> <i>*if former client, retrieve CIF from files</i> 4.2. Return the application for Leave of Absence 4.3. Refer to a Guidance Counselor	None	30 minutes	<i>Guidance Counselor/ Guidance Coordinator; Unit Head OSS-Guidance and Counseling Unit (GCU)</i>
5. Accomplish/update then	5.1. Provide counseling, life coaching, individual guidance,	None	5 hours, 30 minutes	<i>Guidance Counselor/</i>



submit CIF with the appropriate form to the Guidance Counselor	academic coaching, and//or career guidance and/or other appropriate interventions <i>*if deemed necessary, issue Parent Conference Slip (QF-OSS-GCU-02) and/or Case Referral Slip for other interventions</i> 5.2. Accomplish and return application form <i>*if <b>with parent/guardian (P/G) conference</b>, remind client to return on the scheduled date; see <b>Step 6</b></i> <i>*if <b>without parent/guardian conference</b>, proceed to <b>Step 7</b></i>			Guidance Coordinator; Unit Head OSS-GCU
6. Present Parent Conference Slip and valid ID to OSS-GCU Staff	6.1. Ascertain identity of client and check records	None	30 minutes	Guidance Counselor/ Guidance Coordinator; Unit Head OSS-GCU
	6.2. Refer to Guidance Counselor concerned, if in order 6.3. Facilitate the parent/guardian conference		2 hours, 30 minutes	
7. Submit Application for Readmission Form to the Dean's Office of the College originally enrolled in	7.1. Evaluate student's records if application for readmission is in order 7.2. Assign proper curriculum to be used 7.3. Direct client to submit the readmission form to the OUR	None	4 hours, 10 minutes	College Clerk, Associate Dean/College Secretary; Dean College concerned
8. Submit the approved Application for Readmission Form at the OUR	8.1. Evaluate the academic records of the applicant based on the curriculum indicated on the form and check non-academic requirements 8.2. Forward the Notice of Readmission to respective College	None	2 days, 4 hours	Registrar I, II, and IV; Document Custodian; Director OUR
<b>TOTAL FOR UNDERGRADUATE</b>	<b>WITH REFERRAL/LAB REQUEST</b>	<b>WITH P/G CONFERENCE</b>	<b>8 days</b>	
		<b>WITHOUT P/G CONFERENCE</b>	<b>7 days, 5 hours</b>	
<b>WITHOUT REFERRAL/LAB REQUEST</b>	<b>WITH P/G CONFERENCE</b>	<b>5 days</b>		
	<b>WITHOUT P/G CONFERENCE</b>	<b>5 days, 5 hours</b>		
<b>TOTAL FOR ADVANCED STUDIES</b>	<b>WITH REFERRAL/LAB REQUEST</b>		<b>6 days, 7 hours</b>	
	<b>WITHOUT REFERRAL/LAB REQUEST</b>		<b>3 days, 7 hours</b>	
		<b>Processing Fee Undergraduate – Php 50.00</b>		
		<b>Processing Fee (Advanced Studies) – Php 100.00</b>		

## 9. REQUEST TO SHIFT TO ANOTHER DEGREE PROGRAM OR MAJOR FIELD



Students can request for shifting up to two times only and if they have a **General Weighted Average (GWA) of 2.5 (80%)** or better

**Note: This service may be availed only on the scheduled dates based on the approved University Academic Calendar for each school year.**

<b>Office or Division:</b>	Office of the University Registrar	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Bona fide BSU Students applying for shifting of courses	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Valid Identification Card	Requesting Client/Student	
2. Official Receipt; 1 original copy	Cashiering Office	
3. Request to Shift to Another Degree Program or Major Field Form (QF-OUR-02a)	Office of the University Registrar (OUR)	
4. Permit to Shift to Another Degree Program or Major Field Form (QF-OUR-02)		
<b>Additional Requirements for Authorized Representatives</b>		
5. Authorization Letter; 1 original copy or scanned copy with verifiable signature	Requesting Client/Student	
6. Valid ID of Representative; 1 photocopy	Authorized Representative of Requesting Client/Student	
7. Valid ID of client; 1 photocopy	Requesting Client/Student	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform window-in-charge for the intention to shift to another degree/program or major	1.1. Check identification of the client 1.2. Interview regarding his/her intention to shift to another degree/program or major field 1.3. Issue Request to Shift to Another Degree Program or Major Field Form (QF-OUR-02a)	None	4 hours	<i>Department Chairperson Main/Mother Department of student</i>
2. Pay processing fee at the Cashiering Office	2. Receive tender of payment and issue Official Receipt	<b>Processing Fee (Undergraduate) –</b> Php 50.00  <b>Processing Fee (Advanced Studies) –</b> Php 100.00	30 minutes	<i>Collecting Officer; Admin Officer V Cashiering Office</i>



3. Submit completely filled out QF-OUR-02a at the OUR for evaluation	3.1. Compute the GWA of the applicant 3.2. Evaluate academic records based on the GWA and curriculum used and check non-academic requirements 3.2. Release processed OF-OUR-02a <i>*if eligible, issue Permit to Shift to Another Degree Program or Major Field Form (QF-OUR-02)</i>	None	2 days	Admin Aide IV, VI; Registrar I, II, IV; Director OUR
4. Claim the processed QF-OUR-02a and seek endorsement from the OSS <i>*for Undergraduate only, proceed with Agency Action 4.1.</i> <i>**for Advanced Studies, skip Step 4 and proceed to Step 7</i>	4.1. Ascertain identity of client and issue Client Information Form (CIF) <i>*if new client, provide a blank CIF</i> <i>*if former client, retrieve CIF from files</i> 4.2. Return the application for Leave of Absence 4.3. Refer to a Guidance Counselor	None	30 minutes	Guidance Counselor/ Guidance Coordinator; Unit Head OSS-Guidance and Counseling Unit (GCU)
5. Accomplish/update then submit CIF with	5.1. Provide counseling, life coaching, individual	None	5 hours, 30 minutes	Guidance Counselor/
the appropriate form to the Guidance Counselor	guidance, academic coaching, and/or career guidance and/or other appropriate interventions <i>*if deemed necessary, issue Parent Conference Slip (QF-OSS-GCU-02) and/or Case Referral Slip for other interventions</i> 5.2. Accomplish and return application form <i>*if with parent/guardian (P/G) conference, remind client to return on the scheduled date; see Step 6</i> <i>*if without parent/guardian conference, proceed to Step 7</i>			Guidance Coordinator; Unit Head OSS-GCU
6. Present Parent Conference Slip and valid ID to OSS-GCU Staff	6.1. Ascertain identity of client and check records 6.2. Refer to Guidance Counselor concerned, if in order	None	30 minutes	Guidance Counselor/ Guidance Coordinator; Unit Head OSS-GCU
	6.3. Facilitate the parent/guardian conference		2 hours, 30 minutes	
7. Proceed to Admitting College (i.e., College offering the new degree program/ major field)	7.1. Evaluate student 7.2. Indicate curriculum to be used, if admitting the student	None	4 hours, 20 minutes	College Clerk, Associate Dean/College Secretary; Dean College concerned



8. Proceed to Releasing College (i.e., College currently enrolled in)	8.1. Process approval, if in order 8.2. Release files of student (grades slips, curriculum checklist, if applicable)	None	5 minutes	<i>Registrar I, II, and IV; Document Custodian; Director OUR</i>	
9. Submit approved QF-OUR-02 to the OUR	9.1. Change degree and indicate curriculum of the student in the Enrollment System 9.2. Sign the appropriate portion of the form 9.3. Release copy for the Admitting College to student 9.4. Issue a Client Satisfaction Measurement Form (CSMF)	None	5 minutes	<i>Admin Aide IV or VI; Director OUR</i>	
<b>TOTAL FOR UNDERGRADUATE</b>		<b>WITH P/G CONFERENCE</b>	<b>Processing Fee (Undergraduate) – Php 50.00</b>	<b>4 days, 2 hours</b>	
		<b>WITHOUT P/G CONFERENCE</b>		<b>3 days, 7 hours</b>	
<b>TOTAL FOR ADVANCED STUDIES</b>		<b>Processing Fee (Advanced Studies) – Php 100.00</b>	<b>3 days, 1 hour</b>		



## 10. REQUEST FOR EVALUATION OF COURSES (BACCALAUREATE DEGREE)

Students registered/enrolled may request for evaluation of their academic and non-academic deficiencies/standing.

<b>Office or Division:</b>	<b>Office of the University Registrar</b>	
<b>Classification:</b>	<b>Complex Transaction</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>Bona fide BSU Students applying for evaluation</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Valid Identification Card		Requesting Client/Student
2. Request for Academic Records (QF-OUR-12)		Office of the University Registrar (OUR)
3. Official Receipt; 1 original copy		
<b>Additional Requirements for Authorized Representatives</b>		
4. Authorization Letter; 1 original copy or scanned copy with verifiable signature		Requesting Client/Student
5. Valid ID of Representative; 1 photocopy		Authorized Representative of Requesting Client/Student
6. Valid ID of client; 1 photocopy		Requesting Client/Student

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform window-in-charge for the request to get an evaluation of Academic and Non-academic Deficiencies	1.1. Check identification of the client 1.2. Issue Request for Academic Records (QF-OUR-12)	None	10 minutes	<i>Admin Aide III, IV, VI; Director OUR</i>
2. Fill out the required information in the Request for Academic Records (QF-OUR-12) completely and legibly	2. Check all the filled-out information in the QF-OUR-12 and assess fees	None	10 minutes	
3. If the Requesting Party is not currently enrolled, accomplish clearance embedded in the QF-OUR-12 <i>*if currently enrolled, proceed directly to Step 4</i>	3.1. Check if there are Obligations 3.2. Sign form if in order	None	4 hours	<i>College Clerk, Associate Dean/College Secretary; Dean College concerned  Unit Heads concerned; Director OSS</i>
4. Pay corresponding processing fee	4. Receive tender of payment and issue Official Receipt	<b>Processing Fee</b> – Php 50.00	30 minutes	<i>Collecting Officer; Admin Officer V Cashiering Office</i>
5. Submit the completely filled out QF-OUR-12 at the Office of the University Registrar	5.1. Check completeness of request form along with the Official Receipt 5.2. Issue Claim Stub	None	10 minutes	<i>Admin Aide III, IV, VI; Registrar I, II, IV; Director</i>



6. Receive Claim Stub	6.1. Advise client to check OUR social media posts on the availability of requested documents 6.2. Evaluate the Academic standing and non-academic documents of the Requesting Party 6.3. Issue feedback to client if ready 6.4. Issue a Client Satisfaction Measurement Form (CSMF)	None	6 days	OUR
<b>TOTAL IF CURRENTLY ENROLLED</b>		<b>Processing Fee – Php 50.00</b>	<b>7 days</b>	
<b>TOTAL IF NOT CURRENTLY ENROLLED</b>			<b>6 days, 4 hours</b>	

### 11. APPLICATION FOR CHANGE OF PRIMARY DATA IN ACADEMIC RECORDS

Clients intending to effect a change in their personal information (e.g., first name, family name, middle name, birth date, birth place, sex, etc.) on the basis of official/legal documents shall apply for a change of primary data in their academic records.

<b>Office or Division:</b>	<b>Office of the University Registrar</b>		
<b>Classification:</b>	<b>Simple Transaction</b>		
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>		
<b>Who may avail:</b>	<b>Bona fide BSU Students applying for change of primary data in academic records</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Pertinent supporting documents to effect request for change of primary data in Academic Records (marriage certificate, annotated birth certificate or marriage certificate, or court order on annulment of marriage or void marriage)		Requesting Client/Student	
2. Valid Identification Card			
3. Application for Change of Primary Data in Academic Records (QF-OUR-13)		Office of the University Registrar	
<b>Additional Requirements for Authorized Representatives</b>			
4. Authorization Letter; 1 original copy or scanned copy with verifiable signature		Requesting Client/Student	
5. Valid ID of Representative; 1 photocopy		Authorized Representative of Requesting Client/Student	
6. Valid ID of client; 1 photocopy		Requesting Client/Student	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for change of primary data in academic records	1.1. Check the identification card of the client 1.2. Retrieve the envelope of client	None	2 minutes	<i>Admin Aide III, IV, VI; Director OUR</i>
2. Submit the pertinent supporting document/s* to effect a request for a change of primary data in the Academic Records *supporting document/s (marriage certificate, annotated	2.1. Assess the correctness of document/s submitted by the client 2.2. Issue Acknowledgement Receipt of Academic Records (supporting document/s) 2.3. Issue Application for Change of Primary Data in Academic Records (QF-OUR-13)	None	2 minutes	



birth certificate or marriage certificate, or court order on annulment of marriage or void marriage				
3. Submit accomplished Acknowledgement Receipt of Academic Records	3. Receive Acknowledgement Receipt of Academic Records and issue the student's copy	None	5 minutes	
4. Submit Application for Change of Primary Data in Academic Records (QF-OUR-13)	<p>4.1. Receive accomplished Application for Change of Primary Data in Academic Records (QF-OUR-13)</p> <p>4.2. Process approval of the application  <i>*Window-in-charge will encode the change in the Student Information and Accounting System (SIAS) and record the change in the OUR Records (database and physical file)</i></p> <p>4.3. Issue the student's copy of the accomplished Application for Change of Primary Data in Academic Records (QF-OUR-13) and forward College Copy of QF-OUR-13</p> <p>4.4. Issue Client Satisfaction Measurement Form</p>	None	6 minutes	<p><i>Admin Aide III, IV, VI;</i></p> <p><i>Registrar I, II, IV;</i></p> <p><i>Document Custodian</i></p> <p><i>Director</i></p> <p><i>OUR</i></p>
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	



## 12. REQUEST FOR ISSUANCE OF PERMIT TO CROSS-ENROLL TO OTHER SCHOOLS

Students can request Permit to Cross-Enroll to Other Schools provided the following conditions are met:

- a) A student may be allowed to cross enroll if the student is graduating and the remaining course is not offered in the University; or
- b) The course to be cross-enrolled is a pre-requisite for the succeeding semester and the course is not offered during the current term.

<b>Office or Division:</b>	<b>Office of the University Registrar</b>		
<b>Classification:</b>	<b>Simple Transaction</b>		
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>		
<b>Who may avail:</b>	<b>Bona fide BSU Students applying for Permit to Cross-Enroll</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Valid Identification Card		Requesting Client/Student	
2. Enrollment and Assessment Form <i>*must be currently enrolled before processing Permit to Cross-Enroll</i>			
3. Application for Permission to Cross Enroll to Other Schools (QF-OUR-16)		Office of the University Registrar	
<b>Additional Requirements for Authorized Representatives</b>			
3. Authorization Letter; 1 original copy or scanned copy with verifiable signature		Requesting Client/Student	
4. Valid ID of Representative; 1 photocopy		Authorized Representative of Requesting Client/Student	
5. Valid ID of client; 1 photocopy		Requesting Client/Student	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform window-in-charge for the intention to Cross-enroll to other school	1.1. Check identification of the client 1.2. Interview client regarding: reason to cross-enroll to other school, if already enrolled, and if Academic Advising was conducted by the Department Chairperson concerned 1.3. Issue Application for Permission to Cross-Enroll to other school Form (QF-OUR-16), if in order	None	10 minutes	<i>Admin Aide III, IV, VI; Director OUR</i>
2. Legibly accomplish and submit QF-OUR-16 (Application for Permission to Cross-Enroll to other school Form) to main/ mother College	2.1. Evaluate if course being cross-enrolled is not offered 2.2. Perform Academic Advising 2.3. Endorse/recommend by signing form 2.4. Direct client to pay processing fee at the Cashiering Office	None	15 minutes	<i>Department Chairperson Department Concerned Dean College Concerned</i>
3. Pay corresponding processing fee at the Cashiering Office	3. Receive tender of payment and issue Official Receipt	<b>Processing Fee (Undergraduate)</b> – Php 50.00; <b>Processing Fee (Post-Baccalaureate/ Advanced Studies)</b> – Php 100.00	30 minutes	<i>Collecting Officer; Admin Officer V Cashiering Office</i>



4. Submit the completely accomplished and signed QF-OUR-16 at the Office of the University Registrar	4.1. Prepare the Permit to Cross-enroll 4.2. Facilitate evaluation, verification, and signing of the Permit to Cross-Enroll by the OUR Director	None	2 days, 7 hours	<i>Processor-in-Charge; Director OUR</i>
5. Proceed to the OUR and claim Permit to Cross-Enroll	5.1. Issue the Permit to Cross-Enroll 5.2. Issue a Client Satisfaction Measurement Form (CSMF)	None	5 minutes	<i>Admin Aide III, IV,; Director OUR</i>
<b>TOTAL</b>		<b>Processing Fee (Undergraduate)</b> – Php 50.00; <b>Processing Fee (Post-Baccalaureate/Advanced Studies)</b> – Php 100.00	<b>3 days</b>	

### 13. ISSUANCE OF ACADEMIC RECORDS AS NEW GRADUATE (First Issuance)

Students/Alumni may request the first issuance of their **Official Transcript of Records (with or without Certificate of Transfer Credentials)** or **Diploma**, for various purposes.

<b>Office or Division:</b>	<b>Office of the University Registrar</b>
<b>Classification:</b>	<b>Complex Transaction</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>
<b>Who may avail:</b>	<b>BSU Students or Alumni</b>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. Requirements for REQUESTING OF ISSUANCE</b>	
1. Valid ID or Proof of Identification	Requesting Client
2. QF-OUR-12 Form - (Request for Academic Records); 1 original copy	Office of the University Registrar
3. University Clearance (embedded to QF-OUR-12 Form); 1 original copy	
4. Official Receipt; 1 original copy	Cashiering Office
<b>Additional Requirements for Authorized Representatives</b>	
5. Authorization Letter; 1 original copy or scanned copy with verifiable signature	Requesting Client
6. Valid ID of Representative; 1 photocopy	
7. Valid ID of client; 1 photocopy	
<b>B. Requirements for CLAIMING OF REQUESTED DOCUMENTS</b>	
1. Valid ID or Proof of Identification	Requesting Client
2. Claim Stub; 1 original copy	Office of the University Registrar
3. Notarized Affidavit of Loss; 1 original copy ( <i>if claim stub is lost</i> )	Requesting Client
<b>Additional Requirements for Authorized Representatives</b>	
4. Authorization Letter; 1 original copy or scanned copy with verifiable signature	Requesting Client
5. Valid ID of Representative; 1 photocopy	Authorized Representative of Requesting Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. REQUESTING ISSUANCE</b>				
1. Inform window-in-charge of document/s to be requested and submit Documentary Stamps and Clearance form, if applicable.	1.1. Determine the type of request 1.2. Retrieve records and evaluate completeness of non-academic requirements and University Clearance <i>*for <b>incomplete</b> non-academic requirements, advise client of the needed requirements prior of processing request- END OF TRANSACTION</i> <i>*for <b>complete</b> non-academic requirements, issue request form (QF-OUR-12)</i> 1.3. Instruct client to proceed and accomplish University Clearance to concerned offices <i>*if <b>Clearance is not required or is already accomplished by client, proceed directly to Step 3</b></i>	None	5 minutes	Admin Aide, III, IV, VI; Director OUR
2. Fill out QF-OUR-12 Form and process Clearance signing <i>*Signatories:</i> (1) College Dean (2) Office of Student Services (3) Accounting Office	2.1. Evaluate records of client and sign Clearance as applicable 2.2. Advise client to proceed to the Cashiering Office	None	3 hours, 20 minutes	College Dean concerned  Director/ Unit Heads OSS  Accountant IV Accounting Office
3. Present ID and pay fees at the Cashiering Office	3.1. Assess concern and collect the appropriate fees 3.2. Issue an Official Receipt to the client and return ID	See Fees Below	30 minutes	Collecting Officer; Admin Officer V Cashiering Office
4. Proceed to the OUR and submit the request form with the Official Receipt	4.1. Check completeness of request form along with the Official Receipt 4.2. Issue Claim Stub and advise client to check the OUR tracking link on the availability of requested documents 4.3. Prepare, check, and sign requested documents	None	6 days, 4 hours	Admin Aide, III, IV, VI; Director OUR
<b>A. SUB-TOTAL FOR REQUESTING ISSUANCE (if client processes Clearance)</b>		See Fees Below	<b>6 days, 7 hours, 55 minutes</b>	
<b>A. SUB-TOTAL FOR REQUESTING FOR ISSUANCE (if client already has Clearance/ Clearance is not required)</b>			<b>6 days, 4 hours, 35 minutes</b>	



<b>B. CLAIMING OF REQUESTED DOCUMENTS</b>				
1. Present Claim Stub and Valid ID <i>*Present Affidavit of Loss if claim stub is lost</i>	1.1. Receive claim stub or affidavit of loss 1.2. Release requested document/s	None	3 minutes	Admin Aide, III, IV, VI; Director OUR
2. Receive documents	2. Issue a Client Satisfaction Measurement Form (CSMF)		2 minutes	
<b>B. SUB-TOTAL FOR CLAIMING OF DOCUMENTS</b>		None	<b>5 minutes</b>	
<b>TOTAL (if client processes Clearance)</b>			<b>7 days</b>	
<b>TOTAL (if client already has Clearance/ Clearance is not required)</b>		See Fees Below	<b>6 days, 4 hours, 40 minutes</b>	

**FEEES FOR THE ISSUANCE OF ACADEMIC RECORDS AS NEW GRADUATE (First issuance of Official Transcript of Records and Diploma)**

- Official Transcript of Record - Php 50.00/page
- Graduation Fee - Php 300.00 (Undergraduate); Php 500.00 (Advanced Studies)
- Diploma - Php 200.00
- Documentary Stamp Tax - Php 30.00 per document

**14. ISSUANCE OF ACADEMIC RECORDS: OTR, TCG, CTC**

Students/Alumni may request the issuance of their **Official Transcript of Records (OTR)**, **True Copy of Grades (TCG)**, and **Certificate of Transfer Credentials (CTC)** or **Honorable Dismissal** (transferring to other schools).

<b>Office or Division:</b>	<b>Office of the University Registrar</b>
<b>Classification:</b>	<b>Complex Transaction</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>
<b>Who may avail:</b>	<b>BSU Students or Alumni</b>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>A. Requirements for REQUESTING OF ISSUANCE</b>	
1. Valid ID or Proof of Identification	Requesting Client
2. QF-OUR-12 Form - (Request for Academic Records); 1 original copy	Office of the University Registrar
3. University Clearance (embedded to QF-OUR-12 Form); 1 original copy	
4. Official Receipt; 1 original copy	Cashiering Office
<i>Additional Requirements for clients who were already Granted Transfer Credentials or clients whose records were already transferred to another school</i>	
5. Certificate of Transfer Credential issued by BSU if not yet submitted to another school; 1 original copy	Requesting Client
6. Certificate of No Objection (if CTC was already submitted to another school); 1 original copy	Current/Last School Attended
<b>Additional Requirements for Authorized Representatives</b>	
7. Authorization Letter; 1 original copy or scanned copy with verifiable signature	Requesting Client
8. Valid ID of Representative; 1 photocopy	
9. Valid ID of client; 1 photocopy	



B. Requirements for CLAIMING OF REQUESTED DOCUMENTS	
1. Valid ID or Proof of Identification	Requesting Client
2. Claim Stub; 1 original copy	Office of the University Registrar
3. Notarized Affidavit of Loss; 1 original copy (if claim stub is lost)	Requesting Client
Additional Requirements for Authorized Representatives	
4. Authorization Letter; 1 original copy or scanned copy with verifiable signature	Requesting Client
5. Valid ID of Representative; 1 photocopy	Authorized Representative of Requesting Client
6. Valid ID of client; 1 photocopy	Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. REQUESTING ISSUANCE				
1. Inform window-in-charge of document/s to be requested and submit Documentary Stamps and Clearance form, if applicable.	1.1. Determine the type of request 1.2. Retrieve records and evaluate completeness of non-academic requirements and University Clearance <i>*for incomplete non-academic requirements, advise client of the needed requirements prior of processing request- END OF TRANSACTION</i> <i>* for complete non-academic requirements, issue request form (QF-OUR-12)</i> 1.3. Assess appropriate fees, and check Clearance Form, if applicable <i>*if client already Graduated and has clearance, or clearance is NOT required, endorse to Cashiering Office (Step 3)</i> <i>*if clearance is required to client, endorse to concerned offices (Step 2)</i>	None	5 minutes	Admin Aide, III, IV, VI; Director OUR
2. Fill out QF-OUR-12 Form and process Clearance signing <i>*3 Signatories for clients who wish to transfer to other school, or students who filed LOA and/or did continue studies.</i>	2.1. Evaluate records of client and sign Clearance as applicable <i>*assess clients transferring to other school, or students who filed LOA and/or did continue studies</i> 2.2. Advise client to proceed to the Cashiering Office	None	3 hours, 20 minutes	College Dean concerned  Director/ Unit Heads OSS  Accountant IV Accounting Office
3. Present ID and pay fees at the Cashiering Office	3.1. Assess concern and collect fees 3.2. Issue the Official Receipt to the client and return ID	See Fees below	30 minutes	Collecting Officer; Admin Officer V Cashiering Office



4. Proceed to the OUR and submit the request form with the Official Receipt	4.1. Check completeness of request form along with the Official Receipt 4.2. Issue Claim Stub and advise client to check the OUR tracking link on the availability of requested documents 4.3. Prepare, check, and sign requested documents	None	6 days, 4 hours	<i>Admin Aide, III, IV, VI; Director OUR</i>
<b>A. SUB-TOTAL FOR REQUESTING ISSUANCE (if client processes Clearance)</b>		<b>See Fees Below</b>	<b>6 days, 7 hours, 55 minutes</b>	
<b>A. SUB-TOTAL FOR REQUESTING FOR ISSUANCE (if client already has Clearance/ Clearance is not required)</b>			<b>6 days, 4 hours, 35 minutes</b>	
<b>B. CLAIMING OF REQUESTED DOCUMENTS</b>				
1. Present Claim Stub and Valid ID <i>*Present Affidavit of Loss if claim stub is lost</i>	1.1. Receive claim stub or affidavit of loss 1.2. Release requested document/s	None	3 minutes	<i>Admin Aide, III, IV, VI; Director OUR</i>
2. Receive documents	2. Issue a Client Satisfaction Measurement Form (CSMF)		2 minutes	
<b>B. SUB-TOTAL FOR CLAIMING OF DOCUMENTS</b>		<b>None</b>	<b>5 minutes</b>	
<b>TOTAL (if client processes Clearance)</b>		<b>See Fees Below</b>	<b>7 days</b>	
<b>TOTAL (if client already has Clearance/ Clearance is not required)</b>			<b>6 days, 4 hours, 40 minutes</b>	

**FEES FOR THE ISSUANCE OF ACADEMIC RECORDS (OTR, TCG, and CTC/Honorable Dismissal)**

- Official Transcript of Record - Php 50.00/page
- Graduation Fee - Php 300.00 (Undergraduate); Php 500.00 (Advanced Studies)
- Diploma - Php 200.00
- Documentary Stamp Tax - Php 30.00 per document

**15. ISSUANCE OF ACADEMIC RECORDS: CAV**

Students/Alumni may request the issuance of their **Certification, Authentication and Verification (CAV)** with Official Transcript of Records, Diploma, and other documents for various purposes.

<b>Office or Division:</b>	<b>Office of the University Registrar</b>	
<b>Classification:</b>	<b>Complex Transaction</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>BSU Students or Alumni</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Requirements for REQUESTING OF ISSUANCE</b>		
1. Valid ID or Proof of Identification	Requesting Client	
2. Original and Photocopy of Documents to be authenticated (e.g. OTR, Diploma, etc.)	Requesting Client	
3. QF-OUR-12 Form - (Request for Academic Records); 1 original copy	Office of the University Registrar	
4. University Clearance (embedded to QF-OUR-12 Form); 1 original copy	Office of the University Registrar	
5. Official Receipt; 1 original copy	Cashiering Office	



<b>Additional Requirements for Authorized Representatives</b>	
6. Authorization Letter; 1 original copy or scanned copy with verifiable signature	Requesting Client
7. Valid ID of Representative; 1 photocopy	Authorized Representative of Requesting Client
8. Valid ID of client; 1 photocopy	Requesting Client

<b>B. Requirements for CLAIMING OF REQUESTED DOCUMENTS</b>	
1. Valid ID or Proof of Identification	Requesting Client
2. Claim Stub; 1 original copy	Office of the University Registrar
3. Notarized Affidavit of Loss; 1 original copy (if claim stub is lost)	Requesting Client
<b>Additional Requirements for Authorized Representatives</b>	
4. Authorization Letter; 1 original copy or scanned copy with verifiable signature	Requesting Client
5. Valid ID of Representative; 1 photocopy	Authorized Representative of Requesting Client
6. Valid ID of client; 1 photocopy	Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. REQUESTING ISSUANCE</b>				
1. Inform window-in-charge of document/s to be requested and submit Clearance form, if applicable.	1.1. Determine the type of request 1.2. Retrieve records and evaluate completeness of non-academic requirements and University Clearance <i>*for <b>incomplete</b> non-academic requirements, advise client of the needed requirements prior of processing request – END OF TRANSACTION</i> <i>* for <b>complete</b> non-academic requirements, issue request form (QF- OUR-12)</i> 1.3. Assess appropriate fees, and check Clearance Form, if applicable <i>*if client already Graduated and has clearance, or clearance is NOT required, endorse to Cashiering Office (Step 3)</i> <i>*if clearance is required to client, endorse to concerned offices (Step 2)</i>	None	5 minutes	Admin Aide, III, IV, VI; Director OUR



2. Fill out QF-OUR-12 Form and process Clearance signing *3 signatories are needed for the following: • New graduates • Students who filed for Leave of Absence and/or did not continue studies	2.1. Sign Clearance as applicable *OSS clears currently enrolled students *3 offices clear new graduates or students who filed LOA and/ or did continue studies 2.2. Advise client to proceed to the Cashiering Office	None	3 hours, 20 minutes	College Dean concerned Director/ Unit Heads OSS Accountant IV Accounting Office
3. Present ID and pay fees at the Cashiering Office	3.1. Assess concern and collect fees 3.2. Issue the Official Receipt to the client and return ID	See Fees below	30 minutes	Collecting Officer; Admin Officer V Cashiering Office
4. Proceed to the OUR and submit the request form with the Official Receipt	4.1. Check completeness of request form along with the Official Receipt 4.2. Issue Claim Stub and advise client to check the OUR tracking link on the availability of requested documents 4.3. Prepare, check, and sign requested documents	None	6 days, 4 hours	Admin Aide, III, IV, VI; Director OUR
<b>A. SUB-TOTAL FOR REQUESTING ISSUANCE (if client processes Clearance)</b>		See Fees Below	<b>6 days, 7 hours, 55 minutes</b>	
<b>A. SUB-TOTAL FOR REQUESTING FOR ISSUANCE (if client already has Clearance/ Clearance is not required)</b>			<b>6 days, 4 hours, 35 minutes</b>	
<b>B. CLAIMING OF REQUESTED DOCUMENTS</b>				
1. Present Claim Stub and Valid ID *Present Affidavit of Loss if claim stub is lost	1.1. Receive claim stub or affidavit of loss 1.2. Release requested document/s	None	3 minutes	Admin Aide, III, IV, VI; Director OUR
2. Receive documents	2. Issue a Client Satisfaction Measurement Form (CSMF)		2 minutes	
<b>B. SUB-TOTAL FOR CLAIMING OF DOCUMENTS</b>		<b>None</b>	<b>5 minutes</b>	
<b>TOTAL (if client processes Clearance)</b>		See Fees Below	<b>7 days</b>	
<b>TOTAL (if client already has Clearance/ Clearance is not required)</b>			<b>6 days, 4 hours, 40 minutes</b>	

**FEES FOR THE ISSUANCE OF ACADEMIC RECORDS : CAV**

- Official Transcript of Record - Php 50.00/page     
  True Copy of Grades - Php 50.00/set (Undergraduate); Php 100.00/copy (Advanced Studies)  
 Authentication and Verification - Php 50.00/set;     
 Succeeding set/s:    Php 50.00/set (Local);    Php 20.00/set (Overseas)



### 16. ISSUANCE OF SECOND/SUBSEQUENT COPY OF DIPLOMA

Alumni may request for the issuance of second/subsequent copies of their Diploma (e.g., replacement, correction of name) through the OUR.

<b>Office or Division:</b>	<b>Office of the University Registrar</b>
<b>Classification:</b>	<b>Complex Transaction</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>
<b>Who may avail:</b>	<b>BSU Alumni</b>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. Requirements for REQUESTING OF ISSUANCE</b>	
1. Valid ID or Proof of Identification	Requesting Client
2. QF-OUR-21 (Request Form for Diploma Replacement); 1 original copy	Office of the University Registrar
3. Official Receipt; 1 original copy	Cashiering Office
<i>Additional Requirement for authorized representative</i>	
4. Authorization Letter; 1 original copy or scanned copy with verifiable signature	Requesting Client
5. Valid ID of Representative; 1 photocopy	
6. Valid ID of client; 1 photocopy	
<i>Additional Requirements for REPLACEMENT/CORRECTION OF NAME only</i>	
7. PSA Birth Certificate or PSA Marriage Certificate; 1 photocopy, <i>if for correction; bring original copy for verification</i>	Requesting Client
8. Affidavit of Loss with explanation; 1 original copy, <i>if requesting for replacement due to loss/damage/correction</i>	
<b>B. Requirements for CLAIMING OF REQUESTED DOCUMENTS</b>	
1. Claim Stub; 1 original copy	Office of the University Registrar
2. Affidavit of Loss; 1 original copy (if claim stub is lost)	Requesting Client
<i>Additional Requirement for authorized representative</i>	
3. Special Power of Attorney; 1 original copy	Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. REQUESTING ISSUANCE</b>				
1. Inform window-in-charge of document/s to be requested and submit Documentary Stamps and Clearance form, if applicable.	1.1. Determine the type of request <i>*for Replacement/Correction of Name: ask for Affidavit of Loss/ explanation and/or PSA Birth Certificate/Marriage Certificate</i> 1.2. Issue request form, assess fees, then refer to Cashiering Office	None	5 minutes	<i>Admin Aide, III, IV, VI; Director OUR</i>
2. Present ID and request form to collection officer and pay fees	2.1. Assess concern and charge the appropriate fee 2.2. Issue the Official Receipt to the client and return ID	<b>Processing Fee:</b> Php 200.00 <b>Documentary Stamp Tax:</b> Php 30.00	30 minutes	<i>Collecting Officer; Admin Officer V Cashiering Office</i>
3. Proceed to the OUR and	3.1. Check completeness of request form along with the	None	6 days, 4 hours	<i>Admin Aide, III,</i>



submit the request form with the Official Receipt	Official Receipt			IV, VI; Director OUR
	3.2. Issue Claim Stub			
	3.3. Prepare, check, and sign requested documents			Admin Aide, III, IV, VI; Director OUR
				University and Board Secretary
<b>A. SUB-TOTAL FOR REQUESTING ISSUANCE</b>		<b>Php 230.00</b>	<b>6 days, 4 hours, 35 minutes</b>	
<b>B. CLAIMING OF REQUESTED DOCUMENTS</b>				
1. Present Claim Stub and Valid ID <i>*Present Affidavit of Loss if claim stub is lost</i>	1.1. Receive claim stub or affidavit of loss	None	3 minutes	Admin Aide, III, IV, VI; Director OUR
	1.2. Release requested document/s			
2. Receive documents	2. Issue a Client Satisfaction Measurement Form (CSMF)		2 minutes	
<b>B. SUB-TOTAL FOR CLAIMING OF DOCUMENTS</b>		<b>None</b>	<b>5 minutes</b>	
<b>TOTAL</b>		<b>Php 230.00</b>	<b>6 days, 4 hours, 40 minutes</b>	



## 17. CERTIFICATION OF ACADEMIC RECORDS

Students and Alumni may request the certification of their academic records such as their **final grades, enrollment, units earned, grading system, medium of instruction, graduation, general weighted average, as honor graduate, completed degree, course description, certificate of no objection, and other certifications** for various purposes.

<b>Office or Division:</b>	<b>Office of the University Registrar</b>	
<b>Classification:</b>	<b>Simple Transaction</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>BSU Students or Alumni</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Requirements for REQUESTING OF ISSUANCE</b>		
1. Valid ID or Proof of Identification	Requesting Client	
2. QF-OUR-12 Form (Request for Academic Records); 1 original copy	Office of the University Registrar	
3. University Clearance (embedded to QF-OUR-12 Form); 1 original copy		
4. Official Receipt; 1 original copy	Cashiering Office	
<i>Additional Requirements for <b>Certification of Units Earned</b></i>		
5. Duly accomplished Plan of Course work; 1 original copy	Mother College/Requesting Client	
6. Summary of Units Earned endorsed by the College; 1 original copy		
<i>Additional Requirements for <b>Authorized representative</b></i>		
5. Authorization Letter; 1 original copy or scanned copy with verifiable signature	Requesting Client	
6. Valid ID of Representative; 1 photocopy		
7. Valid ID of client; 1 photocopy		
<b>B. Requirements for CLAIMING OF REQUESTED DOCUMENTS</b>		
1. Valid ID or Proof of Identification	Requesting Client	
2. Claim Stub; 1 original copy	Office of the University Registrar	
3. Notarized Affidavit of Loss; 1 original copy (if claim stub is lost)	Requesting Client	
<i>Additional Requirements for <b>Authorized Representative</b></i>		
4. Authorization Letter; 1 original copy or scanned copy with verifiable signature	Requesting Client	
5. Valid ID of Representative; 1 photocopy	Authorized Representative of Requesting Client	
6. Valid ID of client; 1 photocopy	Requesting Client	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. REQUESTING ISSUANCE</b>				
1. Inform window-in-charge of document/s to be requested and submit Documentary Stamps and Clearance form, if applicable.	1.1. Determine the type of request 1.2. Retrieve records and evaluate completeness of non-academic requirements and University Clearance <i>*for <b>incomplete</b> non-academic requirements, advise client of the needed requirements prior of processing request – END OF TRANSACTION</i> <i>* for <b>complete</b> non-academic requirements, issue request form (QF-OUR-12)</i> 1.3. Assess appropriate fees, and check Clearance Form, if applicable <i>*if client already Graduated and has clearance, or clearance is NOT required, endorse to Cashiering Office (<b>Step 3</b>)</i> <i>*if clearance is required to client, endorse to concerned offices (<b>Step 2</b>)</i>	None	5 minutes	Admin Aide, III, IV, VI; Director OUR
2. Process Clearance <i>*Certifications requested for scholarship purposes must be cleared by OSS</i>	2.1. Sign Clearance as applicable or clear students (for those currently enrolled) 2.2. Instruct client to proceed to the cashiering office			3 hours, 20 minutes
3. Present ID and pay fees at the Cashiering Office	3.1. Assess concern and charge the appropriate fee 3.2. Issue the Official Receipt to the client and return ID	See Fees below	30 minutes	Collecting Officer; Admin Officer V Cashiering Office
4. Proceed to the OUR and submit the request form with the Official Receipt	4.1. Check completeness of request form along with the Official Receipt 4.2. Verify that documentary stamps have already been submitted 4.3. Issue Claim Stub and advise client to check the OUR tracking link on	None	2 days, 4 hours	Admin Aide, III, IV, VI; Director OUR



	the availability of requested documents 4.4. Prepare, check, and sign requested documents			
<b>A. SUB-TOTAL FOR REQUESTING ISSUANCE (if client processes Clearance)</b>		<b>See Fees Below</b>	<b>2 days, 7 hours, 55 minutes</b>	
<b>A. SUB-TOTAL FOR REQUESTING FOR ISSUANCE (if client already has Clearance/ Clearance is not required)</b>			<b>2 days, 4 hours, 35 minutes</b>	
<b>B. CLAIMING OF REQUESTED DOCUMENTS</b>				
1. Present Claim Stub and Valid ID *present Affidavit of Loss if claim stub is lost	1.1. Receive claim stub or affidavit of loss 1.2. Release requested document/s	None	3 minutes	
2. Receive documents	2. Issue Client Satisfaction Measurement Form (CSMF)		2 minutes	
<b>B. SUB-TOTAL FOR CLAIMING OF REQUESTED DOCUMENTS</b>		<b>None</b>	<b>5 minutes</b>	
<b>TOTAL (if client processes Clearance)</b>		<b>See Fees Below</b>	<b>3 days</b>	
<b>TOTAL (if client already has Clearance/ Clearance is not required)</b>			<b>2 days, 4 hours, 40 minutes</b>	

#### FEES FOR THE ISSUANCE OF CERTIFIED TRUE COPIES OF ACADEMIC RECORDS

Certification Fee - Php 50.00/copy (Undergraduate); Php 100.00/copy (Advanced Studies)

#### 18. AUTHENTICATION OF ACADEMIC RECORDS

Alumni may request the authentication of their academic records (e.g., **Diploma, OTR**) through the Office of the University Registrar (OUR).

<b>Office or Division:</b>	<b>Office of the University Registrar</b>		
<b>Classification:</b>	<b>Simple Transaction</b>		
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>		
<b>Who may avail:</b>	<b>BSU Students or Alumni</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Academic Record/s to be authenticated (e.g., Diploma, OTR, etc.); <b>bring 1 original copy for reference and the desired number of sets to be authenticated; 1 set of documents consist of the following:</b> Set A) 1 Photocopy of OTR and 1 photocopy of Diploma or Set B) 2 Photocopies of OTR or Set C) 2 Photocopies of Diploma or Set D) 2 photocopies of certifications		Requesting Client	
2. Valid ID or Proof of Identification			
3. QF-OUR-12 Form (Request for Academic Records); 1 original copy		Office of the University Registrar	
4. Official Receipt; 1 original copy		Cashiering Office	
<i>Additional Requirement for authorized representative</i>			
5. Authorization Letter; 1 original copy or scanned copy with verifiable signature			
6. Valid ID of Representative; 1 photocopy		Requesting Client	
7. Valid ID of client; 1 photocopy			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform window-in-charge of document/s to be requested and submit Documentary Stamps and Clearance form, if applicable.	1.1. Determine the type of request and evaluate documents 1.2. Issue request form, assess fees, then refer to Cashiering Office 1.3. Prepare requested document/s while client processes payment	None	5 minutes	<i>Admin Aide, III, IV, VI; Director OUR</i>
2. Present request form and pay fees at the Cashiering Office	2.1. Assess concern and charge the appropriate fee 2.2. Issue the Official Receipt to the client and return ID	<b>Authentication Fee:</b> Php 50.00/set	30 minutes	<i>Collecting Officer; Admin Officer V Cashiering Office</i>
3. Proceed to OUR and submit form and Official Receipt	3.1. Check Official Receipt 3.2. Verify and sign documents 3.3. Release requested document/s	None	8 minutes	<i>Admin Aide, III, IV, VI; Director OUR</i>
4. Receive document/s	4. Issue Client Satisfaction Measurement Form (CSMF)		2 minutes	
<b>TOTAL</b>		<b>Authentication Fee:</b> Php 50.00/set	<b>45 minutes</b>	

#### 19. ONLINE VERIFICATION OF ACADEMIC RECORDS

Verifying Agencies may request for verification of the Academic Records of BSU students and alumni.

<b>Office or Division:</b>	<b>Office of the University Registrar</b>	
<b>Classification:</b>	<b>Complex Transaction</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government</b>	
<b>Who may avail:</b>	<b>Verifying Individuals/Agencies verifying records of BSU Students and Alumni</b>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. QF-OUR-18 Form (Verification of Academic Records Form)		Requesting Client
2. Verification Form/s of the Agency, <i>if there are</i>		Office of the University Registrar
3. Valid Identification Card (scanned) of Student with visible signature		
4. Authorization/Consent from the student/client whose records are to be verified		
5. Academic Records to be verified (OTR, Diploma, etc.)		Cashiering Office
6. Official Receipt; 1 original copy or scanned copy showing clear details of payment		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email the Office of the University Registrar at registrar@bsu.edu.ph for the online verification of Academic Records	1.1 Determine the type of request 1.2 Check the content of the email, assess concern and forward the steps for online verification to be accomplished by the verifying agency. <i>*If incomplete documents, inform the client to comply with the requirements</i>	None	5 minutes	<i>Admin Aide, III, IV, VI; Director OUR</i>



2. Email the duly accomplished form, the receipt/confirmation of payment, academic documents to be verified, a scanned/ photocopy of a valid ID card and authorization/consent of the individual whose record/data will be verified.	2.1 Print the submitted documents 2.2 Retrieve the record of the student 2.3 Acknowledge the email and inform client of processing time 2.4. Prepare, check and sign requested document 2.5. Scan and email the document to the verifying agency	<b>Verification Fee (Undergraduate)</b> – Php 50.00  <b>Verification Fee (Advanced Studies)</b> – Php 100.00	3 days	
3. Acknowledge receipt of the document	3. Issue Client Satisfaction Measurement Form (CSMF)	None	10 minutes	
<b>TOTAL</b>		<b>Verification Fee (Undergraduate)</b> – Php 50.00  <b>Verification Fee (Advanced Studies)</b> – Php 100.00	<b>3 days, 10 minutes</b>	

**20. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER (CGMC)**

Students and alumni may request for the issuance of a Certificate of Good Moral Character for various purposes.

<b>Office or Division:</b>	<b>Office of Student Services - Student Discipline Unit (OSS-SDU)</b>	
<b>Classification:</b>	<b>Simple Transaction</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>BSU Students and Alumni</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. PAYMENT OF CGMC FEE General Requirement</b>		
1. Valid ID	Requesting Client	
<b>B. REQUEST FOR ISSUANCE OF CGMC General Requirements</b>		
1. Official Receipt for the payment of CGMC Fee	Cashiering Office	
2. Endorsement of Student Development Services (SDS) Division Personnel	Office of Student Services (OSS) Building; Room 100	
3. Printed or Electronic Copy of the Official Transcript of Records or Valid ID ( <b>IF ALUMNI</b> ) or Validated University Student ID or Printed/Electronic Copy of Certificate of Registration for the current/most recent Semester ( <b>IF ACTIVE/FORMER STUDENT</b> )	Requesting Client	
4. CGMC Issuance Checklist of Requirements Form <i>*to be issued at the start of transaction</i>	Office of Student Services (OSS) Building; Room 100	
<b>Additional Requirements for Authorized Representatives</b>		
5. Authorization Letter; 1 original copy	Requesting Client being represented	
6. Valid ID of Requesting Client; 1 photocopy		
7. Valid ID of Authorized Representative; 1 photocopy	Authorized representative of the requesting client	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. PAYMENT OF CGMC FEE</b>				
1. Present Valid ID and other requirements (if authorized representative) and inform collecting teller of request	1.1. Assess concern and charge the appropriate fee 1.2. Issue the Official Receipt to the client and return ID	<b>CGMC Fee - Php 50.00/ copy</b>	30 minutes	<i>Collecting Officer; Admin Officer V Cashiering Office</i>
<b>A. Sub-Total for Payment of CGMC Fee</b>		<b>CGMC Fee - Php 50.00/ copy</b>	<b>30 minutes</b>	
<b>B. REQUEST FOR ISSUANCE OF CGMC</b>				
1. Proceed to the OSS-SDS Office (Room 100) and inform personnel of request	1.1. Instruct client to sign in at the SDU Transaction Sheet (OSS-SDU-15) 1.2. Issue a CGMC Issuance Checklist of Requirements Form	None	10 minutes	<i>Unit Heads; Division Chief OSS – SDS Division</i>
2. Accomplish and submit the CGMC Issuance Checklist of Requirements along with all applicable documents,	2.1. Check record/s of requesting client and interview the client and get pertinent information 2.2. Provide endorsement if everything is in order then refer client to the SDS-Student Discipline Unit (SDU) Office at Room 204		30 minutes	
3. Proceed to the SDS-SDU Office at Room 204	3.1. Check entries written in the CGMC Issuance Checklist Requirements Form with the endorsement 3.2. Encode transaction details in the CGMC Serial No. Tracking Form (OSS-SDU-14) 3.3. Prepare and process the requested document 3.4. Have client proof-read the CGMC		30 minutes	
4. Proof-read the prepared CGMC and return to the service provider, pointing out corrections, if any	4.1. Input corrections if there are any 4.2. Imprint University Seal 4.3. Issue the sealed CGMC to the client		15 minutes	
5. Receive the CGMC	5. Issue a Client Satisfaction Measurement Form (CSMF)		5 minutes	
<b>B. Sub-Total for Request for Issuance of CGMC</b>		<b>None</b>	<b>1 hour, 30 minutes</b>	
<b>TOTAL</b>		<b>CGMC Fee - Php 50.00/ copy</b>	<b>2 hours</b>	



## 21. COUNSELING AND ACADEMIC COACHING

Currently enrolled students may seek assistance with or without referral from faculty/personnel/others for counseling or academic coaching by Registered Guidance Counselors.

<b>Office or Division:</b>	<b>Office of Student Services - Guidance and Counseling Unit (OSS-GCU)</b>
<b>Classification:</b>	<b>Highly Technical</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>
<b>Who may avail:</b>	<b>BSU Students and Referral sources (e.g., parents, guardians, University faculty members)</b>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. CONSULTATION General Requirements</b>	
1. Validated BSU Student ID <b>or</b> Certificate of Enrollment/Registration and another Valid ID, if student ID is not available	Requesting Client
2. Referral Slip (QF-OSS-01)	Office of Student Services (OSS) Building; Room 206
3. Client Intake Form (QF-OSS-GCU-01)	Office of Student Services (OSS) Building; GCU Office - Room 206
4. Client Information Form (CIF), for <b>NEW/ FIRST TIME CLIENTS ONLY</b>	
<b>Additional Requirement for Academic Coaching only:</b>	
5. Grades for the current semester; 1 original copy or photocopy	Dean's Office of the College concerned/ Requesting Client
<b>Additional Requirements if Parent/Guardian Conference is required by the attending Guidance Counselor:</b>	
6. Valid Government-issued ID	Parent/Guardian of student concerned
7. QF-OSS-GCU-02 (Parent Conference Slip); 1 original copy	OSS – Guidance and Counseling Unit (OSS-GCU)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. AVAILMENT OF COUNSELING/ ACADEMIC COACHING</b>				
1. Submit applicable requirements	1.1. Ascertain identity of client and issue CIF <i>*if new client, provide a blank CIF</i> <i>*if former client, retrieve CIF from files</i> 1.2. Provide a Feedback Slip 1.3. Refer client to a Guidance Counselor	None	30 minutes	<i>Guidance Counselor/ Guidance Coordinator; Unit Head OSS-GCU</i>
2. Accomplish/ update then submit issued forms to the Guidance Counselor	2.1. Provide counseling, life coaching, individual guidance, academic coaching and/or career guidance and/or other appropriate interventions <i>*If deemed necessary, issue Parent Conference Slip (QF-OSS-GCU-02) and/or Case Referral Slip for other interventions.</i> 2.2. Fill in and issue the Feedback Slip <i>*if with parent-guardian conference, remind client to return on scheduled date</i> <i>*if without parent-guardian conference, issue a Client Satisfaction Measurement Form (CSMF)</i>		5 hours, 30 minutes	
<b>A. SUB-TOTAL FOR THE AVAILMENT OF COUNSELING/ACADEMIC COACHING</b>		<b>None</b>	<b>6 hours</b>	



<b>B. PARENT-GUARDIAN CONFERENCE (IF DEEMED NECESSARY ONLY)</b>				
1. Present Parent Conference Slip and valid ID to GCU staff	1.1. Ascertain identity of client and check records 1.2. Refer to Guidance Counselor concerned, if in order	None	30 minutes	Guidance Counselor/Guidance Coordinator; Unit Head OSS-GCU
	1.3. Facilitate the parent/guardian conference 1.4. Issue a Client Satisfaction Measurement Form (CSMF)		2 hours, 30 minutes	
<b>B. SUB-TOTAL FOR PARENT-GUARDIAN CONFERENCE</b>		<b>None</b>	<b>3 hours</b>	
<b>TOTAL IF WITH PARENT/GUARDIAN CONFERENCE</b>		<b>None</b>	<b>1 day, 1 hour</b>	
<b>TOTAL IF WITHOUT PARENT/GUARDIAN CONFERENCE</b>		<b>None</b>	<b>6 hours</b>	

## 22. REQUEST FOR CLASS ADMISSION SLIP

Currently enrolled students may request the issuance of a Class Admission Slip for absences or tardiness incurred in academic classes.

<b>Office or Division:</b>	<b>Office of Student Services - Guidance and Counseling Unit (OSS-GCU)</b>		
<b>Classification:</b>	<b>Complex Transaction</b>		
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>		
<b>Who may avail:</b>	<b>BSU Students and Referral sources (e.g., parents, guardians, University faculty members)</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Validated BSU Student ID <b>or</b> Certificate of Enrollment/Registration and 1 Valid ID, <i>if student ID is not available</i>		Requesting Client	
2. QF-OSS-GCU-01 (Client Information Form; CIF); 1 original copy		Office of Student Services (OSS)	
3. Referral Slip (QF-OSS-01), <i>if referred only</i> ; 1 original copy		Dean's Office of the College concerned or OSS	
4. QF-OSS-GCU-08 (Feedback Slip); 1 original copy		OSS – Guidance and Counseling Unit (OSS-GCU)	
6. Letter of Explanation signed by parent/guardian; 1 original copy		Parent/ Guardian of requesting client	
7. Valid government-issued ID of parent/guardian with 3 specimen signatures; 1 photocopy			
8. Supporting Documents such as, but not limited to the following: a. Medical Certificate issued by the University Health Services (if issued by any other physician, the medical certificate should be <b>verified by the University Physician</b> ); 1 original copy b. Certificate of Participation/Attendance; 1 photocopy c. Letter of Request/Explanation from coaches/adviser or Travel Order if the student represents the school in official extracurricular activities; 1 original copy d. Marriage Certificate; 1 photocopy e. Baptismal Certificate; 1 photocopy f. Certificate of Appearance for court hearings and for document processed in government offices; 1 photocopy g. Death Certificate/ Barangay Certification of Death of the deceased family member/relative; 1 photocopy h. Travel Order approved by the Office of the Vice President for Academic Affairs; 1 photocopy		Requesting Client	



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. SUBMISSION OF REQUEST</b>				
1. Submit applicable requirements	1.1. Ascertain identity of client and issue CIF <i>*if new client, provide a blank CIF</i> <i>*if former client, retrieve CIF from files</i> 1.2. Refer client to a Guidance Counselor	None	30 minutes	Guidance Counselor/Guidance Coordinator; Unit Head OSS-GCU
2. Accomplish/ update then submit CIF to the Guidance Counselor along with supporting document/s	2.1. Provide counseling, life coaching, individual guidance, academic coaching and/or career guidance and/or other appropriate interventions <i>*If deemed necessary, issue Parent Conference Slip (QF- OSS-GCU-02) and/or Case Referral Slip for other interventions.</i> 2.2. Fill in and issue the Admission Slip <i>*if with parent-guardian conference, remind client to return on scheduled date</i> <i>*if without parent-guardian conference, issue a Client Satisfaction Measurement Form (CSMF)</i>	None	5 hours, 30 minutes	Guidance Counselor/Guidance Coordinator; Unit Head OSS-GCU
<b>A. SUB-TOTAL FOR THE SUBMISSION OF REQUEST</b>		<b>None</b>	<b>6 hours</b>	

<b>B. PARENT-GUARDIAN CONFERENCE (IF DEEMED NECESSARY ONLY)</b>				
1. Present Parent Conference Slip and valid ID to GCU staff	1.1. Ascertain identity of client and check records	None	30 minutes	Guidance Counselor/Guidance Coordinator; Unit Head OSS-GCU
	1.2. Refer to Guidance Counselor concerned, if in order		2 hours, 30 minutes	
	1.3. Facilitate the parent/guardian conference			
	1.4. Issue a Client Satisfaction Measurement Form (CSMF)			
<b>B. SUB-TOTAL FOR PARENT-GUARDIAN CONFERENCE</b>		<b>None</b>	<b>3 hours</b>	
<b>TOTAL IF WITH PARENT/GUARDIAN CONFERENCE</b>		<b>None</b>	<b>1 day, 1 hour</b>	
<b>TOTAL IF WITHOUT PARENT/GUARDIAN CONFERENCE</b>		<b>None</b>	<b>6 hours</b>	

### 23. APPLICATION FOR DORMITORY ACCOMMODATIONS

Students may apply for available accommodation in the University Dormitories throughout their stay in the University.

<b>Office or Division:</b>	<b>Office of Student Services - Student Wellness Services - Student Housing Unit (OSS-SWS-SHU)</b>
<b>Classification:</b>	<b>Simple Transaction</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen; G2G - Government to Government</b>
<b>Who may avail:</b>	<b>Single University freshmen, sophomore, or junior students; Graduate students from other SUCs/HEIs having review classes in the University; On-the-Job Trainees from other SUCs/HEIs; Personnel from other government agencies, Transient Lodgers (accommodated during term breaks only)</b>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Dormitory Application Form; 1 original copy	University Dormitories (whichever is applicable) a. Ladies' Dormitory - BSU Compound, Balili, La Trinidad, Benguet; edna.delmas@yahoo.com b. Men's Dormitory - Tabangaoen, Balili, La Trinidad, Benguet; bsumensdorm@yahoo.com
2. 2"x2" ID Picture with white background and name tag; 2 pieces	Requesting Client
3. Long Brown Expanding Envelope; 1 piece	
4. Official Receipt; 1 photocopy, bring original for verification <i>*to be issued if slots are available and payment is processed</i>	Cashiering Office
<b>Additional Requirements for STUDENTS or OJTs</b>	
4. Certificate of Enrollment/Registration / Enrollment Form; 1 photocopy	School/University enrolled in or last attended
5. Certificate of Good Moral Character; 1 photocopy	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the University Dormitories for available accommodations	1.1. Check availability of slots 1.2. Provide Feedback <i>*if no slots available, place client in Waiting List</i> <i>*if slots are available, issue Dormitory Application Form</i>	None	30 minutes	Front Desk Personnel; Dormitory Manager OSS-SWS-SHU
2. Accomplish and submit Dormitory Application form along with other requirements, as applicable	2.1. Receive and review requirements submitted 2.2. Advise applicant to pay the dormitory fee at the Cashiering Office 2.3. Remind client to immediately submit a photocopy of the Official Receipt to the Dorm Manager or the Front Desk personnel for the confirmation/approval of residency		30 minutes	
2. Present Dormitory Application Form/ verbalize request to collection teller and pay fees	2.1. Assess concern and charge the appropriate fee 2.2. Issue the Official Receipt to the client	See list of fees below	30 minutes	Collecting Officer; Admin Officer V Cashiering Office

3. Submit a photocopy of the Official Receipt with the original for verification	3.1. Receive and verify official receipt 3.2. Record payment in the record book and database 3.3. Issue Acceptance Notice as a resident of the Dormitory 3.4. Remind the client to check-in the dormitory 1-2 days before the start of classes (for students) or <u>(insert check-in time for other clients)</u> 3.5. Give the client a list of personal belongings needed for dormitory residence	None	25 minutes	Front Desk Personnel; Dormitory Manager OSS-SWS-SHU
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4. Receive Acceptance Notice including the list of personal belongings needed and take note of reminders	4.3. Issue a Client Satisfaction Measurement Form (CSMF)	None	5 minutes	
<b>TOTAL</b>		<b>See list of fees below</b>	<b>50 minutes</b>	

<b>LADIES' DORM MAIN / MEN'S DORM FEES</b>		<b>LADIES' DORM ANNEX FEES</b>	
<b>BSU STUDENT RATES</b>	<b>TRANSIENT RATES</b>	<b>BSU STUDENT RATES</b>	<b>TRANSIENT RATES</b>
Php 400.00/ head/ month <i>*A downpayment of 50% of the total fee for the semester is required</i>	a. <b>For Resident's Parent/Sibling/Guardian:</b> Php 50.00/head/night b. <b>For OJT and Review Classes:</b> Php 1,500.00/ head/ month c. <b>For other clients:</b> i. With Beddings: Php 150.00/ head/ night ii. Without Beddings: Php 100.00/ head/ night	a. <b>Quadruple Sharing Room:</b> Php 2,000.00/ head/ month b. <b>Triple Sharing Room:</b> Php 2,500.00/ head/ month c. <b>Twin Sharing Room (with restroom):</b> Php 3,000.00/ head/ month d. <b>Twin Sharing Room (without restroom):</b> Php 2,500.00/head/month <i>*A downpayment of one month's pay is required for all rooms</i>	a. <b>For Resident's Parent/Sibling/Guardian:</b> Php 50.00/ head/ night b. <b>For 3-4 Sharing Room:</b> Php 300.00/head/night c. <b>For Twin Sharing Room:</b> Php 400.00/head/night



**24. PSYCHOLOGICAL TESTING/ASSESSMENT FOR ACADEMIC/EDUCATIONAL PURPOSES**

Clients may request the conduct of psychological testing from the Office of Student Services for academic or education-related concerns.

<b>Office or Division:</b>	<b>Office of Student Services - Student Wellness Services - Testing and Materials Development Unit (OSS-SWS-TMDU)</b>
<b>Classification:</b>	<b>Highly Technical Transaction</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entity</b>
<b>Who may avail:</b>	<b>BSU Students, other government agencies or private entities (e.g., private schools)</b>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<b>A. SCHEDULING Requirements</b>		
1. University Student ID or other Valid ID	Requesting Client	
2. Official Forms or Documents pertaining to the request for psychological testing, such as: <ul style="list-style-type: none"> <li>· Guidance and Counseling Unit Referral Slip; 1 original copy</li> <li>· OSS Office Order issued by the OSS Director</li> <li>· Approved Communication Letter addressed to the University President; 1 original copy</li> <li>· Endorsement Slip addressed to OSS from the University Officials; 1 original copy</li> </ul>		
<b>B. TEST-TAKING/ ADMINISTRATION Requirements</b>		
1. University Student ID or other Valid ID		Requesting Client
2. Appointment Slip/ Test Permit issued during scheduling	OSS-SWS-TMDU; Room 205, OSS Building	
<b>C. RELEASING OF TEST RESULTS Requirements</b>		
1. University Student ID or other Valid ID	Requesting Client	
2. Claim Stub; 1 original copy	OSS-SWS-TMDU; Room 205, OSS Building	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. SCHEDULING</b>				
1. Present University ID or other valid ID and any of the official forms or documents	1.1. Verify identification and completeness of the forms/documents submitted 1.2. Assess the fees to be paid <i>*if <b>payment is not needed</b>, proceed to <b>agency action 3.3.</b></i> <i>*if <b>payment is needed</b>, issue the form for Assessment of fees and instruct client to pay at the Cashiering Office (proceed to <b>client step 2</b>)</i>	None	10 minutes	<i>Service Providers/ Psychometricians; Unit Head OSS-SWS-TMDU</i>
2. Inform collection teller of service being availed and pay fees	2.1. Assess concern and charge the appropriate fee 2.2. Issue the Official Receipt (OR) to the client	<b>Testing Fees</b> <b>Regular:</b> Php 200.00 or <b>Special:</b> Php 300.00	30 minutes	<i>Collecting Officer; Admin Officer V Cashiering Office</i>



3. Present OR to the TMDU personnel	3.1. Verify OR and stamp with "OSS TMDU Processed"	None	5 minutes	Service Providers/ Psychometricians; Unit Head OSS-SWS-TMDU
	3.2. Return the stamped Official receipt		12 minutes	
3.3. Process the request (encode necessary info) 3.4. Print and issue the appointment slip or test permit	3 minutes			
4. Receive appointment slip or test permit and note schedule	4. Explain content of test permit			

### B. TEST-TAKING/ ADMINISTRATION

1. Proceed to the testing venue on the schedule indicated in the appointment slip/test permit and present slip/permit with Valid ID to the TMDU personnel	1.1. Verify schedule and identity of client 1.2. Usher client to the testing area	None	5 minutes	Service Providers/ Psychometricians; Unit Head OSS-SWS-TMDU
2. Follow instructions and undergo psychological testing/ assessment	2.1. Administer the psychological test/s to the client 2.2. Issue claim stub after test administration		2 days	
3. Receive claim stub for claiming of results after scoring	3.1. Advise client of scoring procedures and expected release of results, as applicable 3.2. Score answer sheet/s and interpret scores 3.3. Prepare Psychological Assessment Report (PAR) 3.4. Print, check, sign, and seal PAR for release		<b>Individual testing:</b> 7 days from last day of administration <b>Group testing:</b> 15 days from last day of administration	

### C. RELEASING OF TEST RESULTS

1. Present valid ID and Claim Stub and listen to the interpretation of the results	1.1. Verify identity of client 1.2. Locate PAR from the Test Results Cabinet 1.3. Interpret test results of the client before issuing PAR	None	2 hours	Service Providers/ Psychometricians; Unit Head OSS-SWS-TMDU
2. Receive the PAR	2. Issue a Client Satisfaction Measurement Form (CSMF)		2 minutes	

<b>TOTAL FOR <u>INDIVIDUAL</u> TESTING <u>WITH</u> FEES</b>	<b>Testing Fees Regular: Php 200.00 or Special: Php 300.00</b>	<b>9 days, 3 hours, 7 minutes</b>
<b>TOTAL FOR <u>INDIVIDUAL</u> TESTING <u>WITHOUT</u> FEES</b>	<b>None</b>	<b>9 days, 2 hours, 37 minutes</b>
<b>TOTAL FOR <u>GROUP</u> TESTING <u>WITH</u> FEES</b>	<b>Testing Fees Regular: Php 200.00 or Special: Php 300.00</b>	<b>17 days, 3 hours, 7 minutes</b>
<b>TOTAL FOR <u>GROUP</u> TESTING <u>WITHOUT</u> FEES</b>	<b>None</b>	<b>17 days, 2 hours, 37 minutes</b>



## 25. SCHOLARSHIPS AND/OR GRANTS-IN-AID CONSULTATION

Students in the tertiary and in the graduate and post-graduate levels may consult with the Office of Student Services - Student Wellness Services - Student Scholarships and Grants Unit (OSS-SWS-SSGU) regarding the processing of their scholarships or financial grants.

<b>Office or Division:</b>	<b>Office of Student Services - Student Wellness Services - Student Scholarships and Grants Unit (OSS-SWS-SSGU)</b>	
<b>Classification:</b>	<b>Simple Transaction</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>BSU Students in the Tertiary, Graduate, and Post-graduate Levels</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Specific Requirements for STUDENTS SUBMITTING ACADEMIC RECORDS AND OTHER SPONSOR-REQUIRED DOCUMENTS</b>		
1. Certificate of Enrollment/ Registration (COE or COR); 1 original copy	Office of the University Registrar	
2. Certificate of Final Grades (CFG); 1 original copy		
3. Certificate of Good Moral Character; 1 original copy	OSS - Student Development Services - Student Discipline Unit (OSS-SDS-SDU)	
4. Validated University Student ID; 1 photocopy, bring original for verification	Requesting Client	
5. Active LandBank of the Philippines ATM Card; 1 photocopy ( <i>front side only</i> )		
<b>Specific Requirements for GRADUATE/POST-GRADUATE STUDENTS IN THE TERTIARY LEVEL SPONSORED BY BSU</b>		
1. Certificate of Registration (COR)	Office of the University Registrar	
2. Approved Permit to Enroll (if BSU EMPLOYEE ONLY)	Human Resource Management Office (HRMO)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbalize request/concern and present academic records with other-sponsored documents	1.1. Receive documents 1.2. Evaluate completeness and veracity of submitted documents	None	55 minutes	Admin Staff; Unit Head
	1.3. Inform client of findings <i>*if in order, documents will be forwarded to concerned sponsor</i> <i>*if documents are lacking, specify these for client to comply with</i>			OSS-SDS-SSGU
2. Note feedback	2. Issue a Client Satisfaction Measurement Form (CSMF)		5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>1 hour</b>	

## 26. PROCESSING OF STUDENT ACTIVITY PERMIT & ACCOMPLISHMENT REPORT (OUT-OF-CAMPUS)

Students, Faculty Members, and other University personnel serving as Recognized Student Organization (RSO) Advisers may request the conduct of activities for University students outside the premises of the La Trinidad Campus.

<b>Office or Division:</b>	<b>Office of Student Services - Student Development Services - Student Organizations and Activities Unit (OSS-SDS-SOAU)</b>
<b>Classification:</b>	<b>Complex Transaction</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen; G2G - Government to Government</b>
<b>Who may avail:</b>	<b>BSU Students: Officers and/or Members of Recognized Student Organizations (RSO)</b>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. REQUIREMENTS FOR PROCESSING OF ACTIVITY PERMIT</b>	
1. RSO Activity Permit (AP) Form (QF-OSS-SOAU-02); 2 original copies <i>*should be submitted at least three (3) days before the first day of the activity</i>	OSS-SDS-SOAU
2. Travel Order under the name of the RSO Adviser (or appropriate employee holding a plantilla position) approved by the University President; 1 original copy	Requesting Recognized Student Organization (RSO)
3. List of participating students and faculty members or employees with plantilla positions	
4. Medical Clearance; 1 original copy	University Health Services - Medical Clinic
5. Notarized Informed Consent (signed by parents/legal guardians); 1 original copy	Office of the Vice President for Academic Affairs
6. Itinerary of Travel/ Program of Activities/ Program Paper	
7. Brief Activity Description and Budget of the Activity	Requesting Recognized Student Organization (RSO)
8. Communication to parties involved with corresponding approval (e.g., Letters for the use of venue, speakers)	
<b>B. REQUIREMENTS OF ACCOMPLISHMENT REPORT SUBMISSION</b>	
1. BSU-issued Identification Card (Validated and Worn)	Officer/s or Member/s of RSO concerned
2. Two Sets of Filled-out RSO Activity Accomplishment Report (QF-OSS-SOAU-03)	
3. Submit all applicable Supporting Documents: <input type="checkbox"/> Photo Documentation (before & after) <input type="checkbox"/> Report of Earnings <input type="checkbox"/> Daily Financial Statement <input type="checkbox"/> Sample Output/s <input type="checkbox"/> Attendance Sheet/s <input type="checkbox"/> List of Bulletin Boards <input type="checkbox"/> List of New Officers <input type="checkbox"/> Communication Letters <input type="checkbox"/> Minutes of Meeting/s <input type="checkbox"/> List of winners/awards <input type="checkbox"/> Evaluation Results w/ implications	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. PROCESSING OF ACTIVITY PERMIT</b>				
1. Submit the RSO AP Form (QF-OSS-SOAU-02) and appropriate attachments	1.1. Check completeness of the RSO AP Form 1.2. Inspect documents if applicable to nature of activity <i>*if requirements are not met, disapprove (end of transaction)</i> <i>*if in order, endorse activity by signing the RSO AP Form</i> 1.3. Release signed form to client	None	1 day	<i>Admin Staff; Unit Head OSS-SDS-SOAU</i>
2. Receive endorsed RSO AP Form and submit to the Office of the OSS Director	2.1. Review and approve the activity, if in order 2.2. Release the form to the client with reminders on post-activity requirements	None	2 days	<i>Admin Staff; Vice President for Academic Affairs</i>
<b>A. SUB-TOTAL FOR PROCESSING OF ACTIVITY PERMIT (OUT-OF-CAMPUS)</b>		<b>None</b>	<b>3 days</b>	
<b>B. ACCOMPLISHMENT REPORT SUBMISSION</b>				



1. Fill-out the Student Organizations and Activities Unit (SOAU) Transaction Sheet (QF-OSS-SOAU-08) and submit documents	1.1. Receive the filled-out RSO-AR with attachments from the client 1.2. Direct client to take a seat and make himself/herself comfortable 1.3. Evaluate submitted RSO-AR in terms of the following: *Completeness of signatories in the RSO AR Form *Applicable documentary attachments *Timeliness of the AR Form submission (5 days after the Conduct of the activity) 1.4. If in order, acknowledge receipt of the RSO-AR indicating date of receipt, timeliness of submission, remarks as necessary before affixing signature where appropriate 1.5. Retain the original copy of the RSO-AR for SOAU office 1.6. Give back the RSO-AR copy to the client	None	55 minutes	Unit Head SDU Division Head SDS
2. Receive the RSO copy of the document for file and reference	2. Issue a Client Satisfaction Measurement Form (CSMF)	None	5 minutes	
<b>B. SUB-TOTAL FOR ACCOMPLISHMENT REPORT SUBMISSION</b>		<b>None</b>	<b>1 hour</b>	
<b>TOTAL</b>		<b>None</b>	<b>3 days, 1 hour</b>	

## 27. PROCESSING OF STUDENT ACTIVITY PERMIT & ACCOMPLISHMENT REPORT (IN-CAMPUS)

Students, Faculty Members, and other University personnel serving as Recognized Student Organization (RSO) Advisers may request the conduct of activities for University students within the premises of the La Trinidad Campus.

<b>Office or Division:</b>	<b>Office of Student Services - Student Development Services - Student Organizations and Activities Unit (OSS-SDS-SOAU)</b>
<b>Classification:</b>	<b>Complex Transaction</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen; G2G - Government to Government</b>
<b>Who may avail:</b>	<b>BSU Students: Officers and/or Members of Recognized Student Organizations (RSO)</b>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. REQUIREMENTS FOR PROCESSING OF ACTIVITY PERMIT</b>	
1. RSO Activity Permit (AP) Form (QF-OSS-SOAU-02); 2 original copies <i>*should be submitted at least two (2) days before the first day of the activity</i>	OSS-SDS-SOAU
2. Program Paper for assemblies and orientations/socialization activities; 1 original copy	Requesting Recognized Student Organization (RSO)
3. Activity Design	
4. Risk / Hazard Assessment carried out	
5. Sample of campaign materials or gallery description or film synopsis; 1 original copy	
6. Regional Department of Social Welfare and Development (DSWD) Permit for raffle draw tickets worth at least Php 1.00; 1 original copy, <i>if with raffle draw only</i>	DSWD Office, La Trinidad Municipal Hall, Km.5, La Trinidad, Benguet
7. Solicitation Permit from the Mayor's Office; 1 original copy, <i>if soliciting funds for activities only</i>	Municipality of La Trinidad Mayor's Office



<b>B. REQUIREMENTS OF ACCOMPLISHMENT REPORT SUBMISSION</b>	
1. BSU-issued Identification Card (Validated and Worn)	Officer/s or Member/s of RSO concerned
2. Two Sets of Filled-out RSO Activity Accomplishment Report (QF-OSS-SOAU-03)	
3. Submit all applicable Supporting Documents: <input type="checkbox"/> Photo Documentation (before & after) <input type="checkbox"/> Report of Earnings <input type="checkbox"/> Daily Financial Statement <input type="checkbox"/> Sample Output/s <input type="checkbox"/> Attendance Sheet/s <input type="checkbox"/> List of Bulletin Boards <input type="checkbox"/> List of New Officers <input type="checkbox"/> Communication Letters <input type="checkbox"/> Minutes of Meeting/s <input type="checkbox"/> List of winners/awards <input type="checkbox"/> Evaluation Results w/ implications	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. PROCESSING OF ACTIVITY PERMIT</b>				
1. Submit the RSO AP Form (QF- OSS-SOAU-02) and appropriate attachments	1.1. Check completeness of the RSO AP Form 1.2. Inspect documents if applicable to nature of activity <i>*if requirements are not met, disapprove (end of transaction)</i> <i>*if in order, endorse activity by signing the RSO AP Form</i>	None	1 hour	Admin Staff; Unit Head OSS-SDS-SOAU
2. Receive endorsed RSO AP Form and submit to the Office of the OSS Director	2.1. Review and approve RSO AP Form, if in order 2.2. Release approved RSO AP Form to client and provide reminders on the submission of post-activity requirements	None	7 hours	Admin Staff; Vice President for Academic Affairs OVPAAs
<b>A. SUB-TOTAL FOR PROCESSING OF ACTIVITY PERMIT (IN-CAMPUS)</b>		<b>None</b>	<b>1 day</b>	

<b>B. ACCOMPLISHMENT REPORT SUBMISSION</b>				
1. Fill-out the Student Organizations and Activities Unit (SOAU) Transaction Sheet (QF-OSS-SOAU-08)	1.1. Receive the filled-out RSO-AR with attachments from the client 1.2. Direct client to take a seat and make himself/herself comfortable	None	55 minutes	Unit Head SDU  Division Head SDS
	1.3. Evaluate submitted RSO-AR in terms of the following: <i>*Completeness of signatories in the RSO AR Form</i> <i>*Applicable documentary attachments</i> <i>*Timeliness of the AR Form submission (5 days after the Conduct of the activity)</i> 1.4. If in order, acknowledge receipt of the RSO-AR indicating date of receipt, timeliness of submission, remarks as necessary before affixing signature where appropriate 1.5. Retain the original copy of the RSO-AR for SOAU office 1.6. Give back the RSO-AR copy to the client			Unit Head SDU  Division Head SDS



2. Submit the filled-out RSO AR Form (QF-OSS-SOAU-03) and attachments	2. Issue a Client Satisfaction Measurement Form (CSMF)	None	5 minutes	
<b>B. SUB-TOTAL FOR ACCOMPLISHMENT REPORT SUBMISSION</b>		None	<b>1 hour</b>	
<b>TOTAL</b>		None	<b>1 day, 1 hour</b>	

**28. APPLICATION FOR STUDENT ASSISTANTSHIP PROGRAM (SAP) AND OTHER STUDENT EMPLOYMENT SERVICES**

Student Assistantship Program (SAP) and other student employment services are services provided to BSU students applying for available student employment vacancies.

<b>Office or Division:</b>	<b>Office of Student Services – Vocational and Placement Unit (VPU)</b>
<b>Classification:</b>	<b>Simple Transaction</b>
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>
<b>Who may avail:</b>	<b>BSU Students</b>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. Requirement for ONLINE PRE-QUALIFICATION</b>	
1. Online Application Form <i>*to be accomplished only on the specified application periods</i>	Official Social Media Account of the OSS (Fb Name: BSU Office of Student Services) Note: Online application link is posted when there are available job vacancies.

<b>B. Requirements for ONSITE APPLICATION (IF CLIENT PASSES THE PREQUALIFICATION)</b>	
1. Valid BSU Student Identification Card	Requesting Client
2. Semestral Certificate of Registration (COR) enrolled for a maximum of 15 units for the current semester; 1 photocopy	
3. Letter of consent from parent/guardian; 1 original copy	
4. Letter of endorsement from thesis adviser ( <i>only if enrolled in thesis</i> ); 1 original copy	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. ONLINE PRE-QUALIFICATION</b>				
1. Check the official social media account of the OSS and access the online application through the link provided. Fill-out all required information in the application form.	1.1. Evaluate enrollment status and number of units enrolled. 1.2. Notify clients through email/SMS on the result of evaluation. <i>*If pre-qualified, inform the client to submit documentary requirements and to prepare for a job interview. If not qualified, inform the reason of disqualification.</i>	None	2 days <i>*after the last day of online application</i>	<i>Vocational and Placement Coordinator VPU</i>
<b>A. SUB-TOTAL FOR ONLINE PRE-QUALIFICATION</b>		<b>None</b>	<b>2 days</b>	

<b>B. ONSITE APPLICATION (IF CLIENT PASSES THE PREQUALIFICATION)</b>				
2. Check email or SMS for the results of online application. If pre-qualified, prepare and submit the required documents	2. Evaluate authenticity and completeness of documentary requirements. If requirements are correct and complete, proceed to the job interview.	None	1 hour	<i>Vocational and Placement Coordinator VPU</i>



3. Go through the job interview.	3.1. Conduct job interviews and determine fitness to perform expected tasks. 3.2. Inform client of the result of application and schedule for job orientation if hired. If not hired, explain the reason for disqualification. 3.3. Issue a Client Satisfaction Measurement Form (CSMF)	None	1 hour	
<b>B. SUB-TOTAL FOR ONSITE APPLICATION</b>		<b>None</b>	<b>2 hours</b>	
<b>TOTAL</b>		<b>None</b>	<b>2 days, 2 hours</b>	

**29. EMPLOYMENT COACHING/ CONSULTATION/ INQUIRIES**

Employment Coaching/ consultation/inquiries is a service provided to walk-in clients (alumni, parents or guardians of alumni and/or former students or authorized representatives and other government agencies, BSU students) who need guidance, advice, support seeking jobs or career advancement.

<b>Office or Division:</b>	<b>Office of Student Services – Vocational and Placement Unit (VPU)</b>			
<b>Classification:</b>	<b>Simple Transaction</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>BSU Students, Alumni</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Identification Card		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the OSS-VPU at Room 106 (ground floor of the OSS Building) and inform attending VPU Personnel of the purpose of transaction and present Identification Card for validation.	1.1. Instruct the client to sign in the VPU Request Log and validate identity of the requesting client 1.2. Provide employment coaching/ respond to queries 1.3. Issue a Client Satisfaction Measurement Form (CSMF)	None	2 hours	<i>Vocational and Placement Coordinator VPU</i>
<b>TOTAL</b>		<b>None</b>	<b>2 hours</b>	

**30. REQUEST FOR APPROVAL OF EMPLOYMENT POSTER**

Employment Poster or Notice of Vacancy Approval is a service provided to walk-in clients (alumni, parents or guardians of alumni and/or former students or authorized representatives and other government agencies, BSU students) requesting approval of said posters within the Benguet State University Campus.

<b>Office or Division:</b>	<b>Office of Student Services – Vocational and Placement Unit (VPU)</b>			
<b>Classification:</b>	<b>Simple Transaction</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>BSU Students, Alumni, Business Owner, Company or other Government Agencies</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Employment Poster or Notice of Vacancy; original copies of posters to be approved for posting		Requesting Client		
2. Any company business registration document (for business entities only); 1 photocopy				
3. Employment Posting Request Form; 1 original copy		OSS - VPU		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OSS-VPU at Room 106 (ground floor of the OSS Building) and present the employment poster/s or notice/s of vacancies and any company business registration document (if applicable)	1.1. Issue a request form to the requesting client	None	5 minutes	<i>Vocational and Placement Coordinator VPU</i>
2. Fill out entries and submit the Employment Posting Request Form	2.1. Evaluate and verify the company documents and employment poster/notice of vacancy and receive filled- out Employment Posting Request Form 2.2. Imprint "Approved for Employment Posting" mark, write duration of posting, and affix signature on the employment posters/notices of vacancy, if in order. 2.3. Return marked and signed employment posters 2.4. Issue reminders regarding employment posting before the posters/notices are posted 2.5. Issue a Client Satisfaction Measurement Form (CSMF)		55 minutes	
<b>TOTAL</b>		<b>None</b>	<b>1 hour</b>	



### 31. REQUEST FOR STUDENT EMPLOYMENT CERTIFICATION

Employment Certification issuance is a service provided to walk-in external (alumni, parents or guardians of alumni and/or former students or authorized representatives) and internal clients (BSU students) processing Certificate of Employment for student assistants who processed their employment application through the VPU.

<b>Office or Division:</b>	<b>Office of Student Services – Vocational and Placement Unit (VPU)</b>	
<b>Classification:</b>	<b>Simple Transaction</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>Benguet State University (BSU) students, alumni, or their parents, guardians, or authorized representatives</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Valid Identification Card		Requesting Client
<b>Additional Requirement for Authorized Representatives</b>		
2. Authorization Letter of Representative		Requesting Client Being Represented
3. Supporting Document to Item # 2: Photocopy of the Identification Cards (with picture and signature) of both the requesting client and authorized representative		Requesting Client and Authorized Representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OSS-VPU at Room 106 located at the ground floor of the OSS Building. Inform attending VPU Personnel of the purpose of transaction and present Identification Card for validation. Present Authorization and Identification Cards if representative.	1.1 Instruct the client to sign in the VPU Request Log and validate identity of the requesting client or authorized representative	None	10 minutes	Vocational and Placement Coordinator VPU
2. Fill-out VPU Request Log	2.1. The VPU Unit Head or Staff-in-charge verifies employment information in available VPU employment files. 2.2. Prepare the document using the pre-signed Employment Certificate template 2.3. Show the certification to the client/representative for proof-reading		2 days	
3. Proofread the certification	3.1. Imprint the University Seal to the signed Certificate of Employment 3.2. Issue Certificate of Employment		10 minutes	
4. Receive the Certificate of Employment	4. Issue a Client Satisfaction Measurement Form (CSMF)		5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>2 days, 25 minutes</b>	



### 32. REQUEST FOR CONSULTATION/TECHNICAL ASSISTANCE ON STUDENT SERVICES

Clients may consult with the office of the OSS Director on concerns with student services or for requests for technical assistance and other support services from OSS delivery units.

<b>Office or Division:</b>	<b>Office of Student Services (OSS)</b>	
<b>Classification:</b>	<b>Simple Transaction</b>	
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government</b>	
<b>Who may avail:</b>	<b>Benguet State University (BSU) students their parents, guardians, or authorized personnel, other government and private agencies</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Validated BSU ID or Enrollment Form, <i>if BSU student</i> <b>or Any valid ID for other clients</b>		Requesting Client
2. Approved written request addressed to the University President and cascaded to the OSS Director <i>with attached Seminar, Training, or Workshop program or Project Proposals, if applicable</i>		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and verbalize request	1.1. Establish purpose of transaction 1.2. Endorse to the Director for appropriate action or refer to personnel/units	None	3 days	<i>Admin Staff; Unit/Division Heads;</i>
	1.3. Contingent upon the intent of the transaction, assist accordingly as follows: <ul style="list-style-type: none"> <li>✓ Prepare / Provide requested reports required of the office observing data privacy policy</li> <li>✓ Receive invitations / proposals then endorse to the OSS Director / GCU Head for appropriate action and feedback</li> <li>✓ Answer queries and provide clarifications if needed</li> <li>✓ Provide directions on guidelines</li> </ul> 1.4. Issue a Client Satisfaction Measurement Form (CSMF)			<i>Director OSS</i>
<b>TOTAL</b>		<b>None</b>	<b>2 days, 25 minutes</b>	



### 33. BSU STUDENT ACCESS AND BORROWING OF LIBRARY RESOURCES

University students may freely access and use various University library resources and facilities as well as borrow books, as needed.

<b>Office or Division:</b>	<b>University Library and Information Services (ULIS)</b>			
<b>Classification:</b>	<b>Simple Transaction</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entity</b>			
<b>Who may avail:</b>	<b>BSU Students, Visitors (e.g., external researchers from other SUCs/HEIs, government agencies, other walk-in visitors)</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>General Requirement</b>				
1. Validated University Student ID			Requesting Client	
<b>Additional Requirement for the Borrowing of Books</b>				
1. Any Valid ID (e.g., Voter's ID, SSS ID, Passport, Postal ID, Driver's License, GSIS UMID, National ID, TIN ID, PRC ID, etc.)			Requesting Client	
2. Library Visitor's Form			University Library and Information Services (ULIS)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. ACCESSING LIBRARY RESOURCES</b>				
1. Tap valid University ID on the turnstile RFID reader to enter	1. Verify identity of client and check relevant library requirements	None	2 minutes	<i>Personnel at the Control Desk; College Librarian IV ULIS</i>
2. Inform Library staff at the Control Desk of concern/ materials or resources to be accessed	2.1. Assess client's needs 2.2. Instruct/refer the client to the location of needed library resources/facilities/services and/or how these may be accessed		5 minutes	
<b>B. BORROWING OF LIBRARY RESOURCES</b>				
3. Present valid University ID and library resource/s to the Circulation Desk for checking out	3.1. Receive valid University ID and library resources 3.2. Verify identity of client 3.3. Issue the Book Card to the borrower	None	5 minutes	<i>Personnel at the Control Desk; College Librarian IV ULIS</i>
4. Fill-in and submit the book card	4.1. Scan the borrower's valid University ID and the barcode of	None	15 minutes	
	library resources to be borrowed, using the Library Integrated System <i>*if barcode is not recognized, manually type the barcode</i> 4.2. Fill in the Date Due Slip 4.3. Issue the library resources to the borrower and return ID 4.4. Remind the borrower of the due date and the University Circulation Policy			
5. Receive library resources and ID	5.1. Issue a Client Satisfaction Measurement Form (CSMF) 5.2. Place book card in the filing tray		3 minutes	
<b>TOTAL IF ACCESSING RESOURCES ONLY</b>		<b>None</b>	<b>7 minutes</b>	
<b>TOTAL IF ACCESSING AND BORROWING RESOURCES</b>		<b>None</b>	<b>30 minutes</b>	



### 34. VISITOR ACCESS TO LIBRARY RESOURCES

Visitors may access and use various University library resources and facilities within the premises of the Library, for a minimal fee.

<b>Office or Division:</b>	<b>University Library and Information Services (ULIS)</b>
<b>Classification:</b>	<b>Simple Transaction</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entity</b>
<b>Who may avail:</b>	<b>Visitors (e.g., external researchers from other SUCs/HEIs, government agencies, other walk-in visitors)</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Any Valid ID (e.g., Voter's ID, SSS ID, Passport, Postal ID, Driver's License, GSIS UMID, National ID, TIN ID, PRC ID, etc.)	Requesting Client
2. Library Visitor's Form	ULIS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit a Library Visitor's Form along with a valid ID and payment	1.1. Verify identity of client and check relevant library requirements 1.2. Collect the appropriate fee and issue receipt	See list of fees below	2 minutes	<i>Personnel at the Control Desk; College Librarian IV ULIS</i>
2. Inform the Library staff at the Control Desk of concern	2.1. Assess client's needs 2.2. Instruct/refer the client to the location of needed library resources/facilities/services and/or how these may be accessed	None	5 minutes	
<b>TOTAL</b>		See list of fees below	7 minutes	

**For Undergraduate Students and below - Php 30.00/day; For Advanced Studies students and non-students - Php 50.00/day**  
**For BSU Alumni who recently graduated - fee is waived for 1 year from date of graduation only**



**35. MEDICAL/PHYSICAL EXAMINATION FOR NEW, TRANSFER, AND RETURNING STUDENTS**

This service is a requirement for new, transfer and returning students both Undergraduate and Advanced Studies to assess their health status. The scope of this service is from validation of requirements to the issuance of Medical Certificate for new, and transfer students, and signing of Readmission Form for returning students.

<b>Office or Division:</b>	University Health Services - Medical Clinic
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Enrolled College Freshmen, Transferees, New Advanced Study Students and Returning Students.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Certificate of Enrollment (COE) for new and transfer College Students <b>or</b> Notice of Acceptance (NOA) for New, and transfer enrollees for Advanced Studies, <b>or</b> Readmission Form for returning students (those with gap in residency); 1 (original copy)	NOA - Office of the University Registrar
2. Schedule of Physical Examination	COE - College Concerned College Concerned
3. Long, White, Ordinary Folder (no marks of prints) – 1 piece	Requesting Client
4. 2 x 2” ID picture taken not more than 2 months from date of Physical Examination (PE), with studio generated nametag (signature over printed name), with white background – 1	
5. Chest X-ray result taken within 6 months from date of PE at any DOH-accredited Hospital or Laboratory Clinic; 1 original copy	Any DOH-accredited Hospital or Laboratory Clinic
6. Blood Typing Result; 1 original copy	
7. Duly accomplished personal data section of the Physical Examination Form (QF-UHS-MC-01, latest revision); 1 original copy	University Health Services - Medical Clinic
<b>Additional Requirements for Bachelor of Science in Nursing (BSN) Only</b>	
8. HBSAg Test (Hepa Test) for enrollees who were not vaccinated with Hepatitis B vaccine.	Any DOH-accredited Hospital or Laboratory Clinic
9. Anti-HBS for enrollees who were already vaccinated with Hepatitis B vaccine.	
10. Urinalysis Result taken within 2 weeks from date of PE.	
11. Stool Exam Result taken within 2 weeks from date of PE.	
12. Complete Blood Count (CBC) result taken within 1 month from scheduled date of PE	
<b>Specific Requirements for Referred/Follow-up Clients</b>	
1. Feedback Form signed by Specialist/s for REFERRED CLIENTS; 1 original copy	University Health Services - Medical Clinic
2. Laboratory Test Result/s, IF REQUIRED BY UNIVERSITY PHYSICIAN; 1 original copy	Any DOH-accredited Hospital or Laboratory Clinic
3. Medical Certificate from Specialist/s, IF REQUIRED BY UNIVERSITY PHYSICIAN; 1 original copy	Specialist/s at any DOH accredited Hospital or Clinic



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the following documents: <ul style="list-style-type: none"> <li>● NOA for new advanced studies enrollees;</li> <li>● COE for new and transfer college students;</li> <li>● Schedule of Physical Examination;</li> <li>● Readmission Form for returning students;</li> <li>● Physical Examination Form;</li> <li>● 2" x 2" ID picture;</li> <li>● Long, white folder;</li> <li>● Chest x-ray result;</li> <li>● Blood Typing result; and/or Other requirements applicable (see checklist)</li> </ul>	1.1. Check required documents 1.2. Instruct client to write their name and other pertinent information in the Physical Examination Log Sheet	None	10 minutes	<i>Nurse III, Nurse II,            Administrative Aide IV;            Director UHS – Medical Clinic</i>
2. Write name and other pertinent information in the Physical Examination Log Sheet and submit self for monitoring of: <ul style="list-style-type: none"> <li>● Pertinent medical history</li> <li>● Vital signs (Blood pressure, pulse rate, Respiratory rate, Temperature)</li> <li>● Body Mass Index (Height and Weight)</li> <li>● Visual Acuity</li> </ul>	2.1. Trace medical history, take height, weight, blood pressure, pulse rate, respiratory rate and visual acuity 2.2. Record findings in the Physical Examination Form 2.3. Instruct client to proceed to the Physician's Room		1 hour, 5 minutes	
3. Proceed to the Physician's Room and follow instructions	3. <i>Conduct Medical Examination</i> <i>*if cleared, issue Medical Certificate (proceed to step 4)</i> <i>*if client needs referral, issue Referral and Feedback Form (return to Step 2 after complying and submit applicable requirements</i> <i>*if client needs additional laboratory result/s based on examination, issue laboratory request/s (return to Step 2 after complying and submit applicable requirements in the checklist)nts in the checklist)</i>		<b>Without referral/lab request:</b> 1 hour  <b>With referral/lab request:</b> 3 days	<i>Medical Officer II,            Medical Officer III/Director            UHS - Medical Clinic</i>
4. Proceed to the personnel at the exit and hand health record	4.1. Receive Health Record. 2.2. Issue a Client Satisfaction Measurement Form (CSMF)		5 minutes	<i>Nurse III, Nurse II,            Administrative Aide IV;            Director            UHS – Medical Clinic</i>
<b>TOTAL IF WITH REFERRAL/LAB REQUEST</b>		<b>None</b>	<b>3 days, 2 hours, 20 minutes</b>	
<b>TOTAL IF WITHOUT REFERRAL/LAB REQUEST</b>		<b>None</b>	<b>2 hours, 20 minutes</b>	



### 36. MEDICAL CONSULTATION AND/OR TREATMENT FOR STUDENTS

This service is for all students with health concerns.

Office or Division:	University Health Services - Medical Clinic
Classification:	Complex Transaction
Type of Transaction:	G2C - Government to Citizen
Who may avail:	BSU Bonafide Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated University Student ID <b>or</b> Certificate of Enrollment or Registration with other valid ID (if University ID is not available)	Requesting Client
<i>Specific Requirements for Referred/Follow-up Clients</i>	
1. Feedback Form signed by Specialist/s FOR REFERRED CLIENTS; 1 original copy	University Health Services - Medical Clinic
2. Laboratory Test Result/s IF REQUIRED BY UNIVERSITY PHYSICIAN; 1 original copy	Any DOH-accredited Laboratory Clinic
3. Medical Certificate from Specialist/s, IF REQUIRED BY UNIVERSITY PHYSICIAN; 1 original copy	Specialist/s at any DOH-accredited Hospital or Clinic

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid University student ID or certificate of enrollment/registration and other valid ID, as applicable	1.1. Verify identity of client 1.2. Instruct client to enter name and other pertinent data in Client Log Sheet	None	5 minutes	<i>Nurse III, Nurse II, Administrative Aide IV;</i>
2. Enter name and other pertinent data in Client Log Sheet	2.1. Retrieve Health Record 2.2. Encourage the patient to verbalize chief complaints.		15 minutes	<i>Director UHS - Medical Clinic</i>
3. Verbalize chief complaints and health needs and submit self for monitoring of vital signs.	3.1. Note chief complaints, trace medical history, and monitor vital signs. 3.2. Instruct client to proceed to the Physician's room		45 minutes	<i>Nurse III, Nurse II, Director UHS - Medical Clinic</i>
4. Proceed to the Physician's room and submit self for examination <i>*receive any form/s issued</i>	4.1. Conduct Medical Examination and Medical Procedure/s if needed. <i>*if medication is needed, issue prescription form</i> <i>*if referral is needed, issue Referral and Feedback Form (return to <b>Step 2</b> after complying and submit applicable requirements in the checklist)</i> 4.2. Endorse to the Nurse for the issuance of medication and/or other appropriate intervention (e.g. bed rest, lab procedure/s, hot water bag application, ice pack application, etc.) <i>*if <b>intervention and/or laboratory procedure is needed, proceed to Step 5</b></i>		<b>Without Referral</b> 1 hour  <b>With Referral</b> 3 days	<i>Medical Officer II, Medical Officer III/Director UHS - Medical Clinic</i>



	<i>*if no intervention and/or laboratory procedure is needed, proceed to Step 6</i>			
5. Follow instructions for intervention	5. Administer appropriate intervention <i>*If medicine is needed, issue based on prescription form and record in the Medicine Logbook with client affixing their signature; provide instructions on proper intake of medicine/s. *Conduct health teachings as necessary</i>		4 hours	Nurse III, Nurse II, Medical Technologist, Director UHS - Medical Clinic
6. Receive any issued form/s or take note of health teachings	6. Issue a Client Satisfaction Measurement Form (CSMF)		2 minutes	Nurse III, Nurse II, Administrative Aide IV, Medical Officer II, Medical Officer III/Director UHS - Medical Clinic
<b>TOTAL FOR REGULAR REQUESTS (Without issuance of Medicine and/or Intervention; Without Referral)</b>		None	2 hours, 7 minutes	
<b>TOTAL FOR REQUESTS (With Referral but without Intervention; )</b>		None	3 Days, 1 hour, and 7 Minutes	
<b>TOTAL FOR REQUESTS (With issuance of Medicine and/or Intervention but Without Referral)</b>		None	5 Hours and 7 Minutes	
<b>TOTAL FOR REQUESTS (With Referral but without issuance of Medicine and/or Intervention; )</b>		None	3 Days, 5 Hours, and 7 Minutes	

### 37. ISSUANCE OF MEDICAL CERTIFICATE TO STUDENTS FOR VARIOUS PURPOSES

University students may request for the issuance of a medical certificate in compliance with requirements of their degree program or for other purposes (e.g., OJT/Practice Teaching, Internship, Athletics, Scouting, Scholarship application, and other school activities requiring a Medical Certificate)

<b>Office or Division:</b>	<b>University Health Services—Medical Clinic</b>	
<b>Classification:</b>	<b>Simple Transaction</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>BSU Bonafide Students who will undergo On-the-Job Training, Internship, Practicum, Practice Teaching, Athletics, or will apply for scholarship, or other activities requiring a Medical Certificate</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter of Request for the issuance of Medical Certificate with list of students eligible for On-the-Job Training, Practice Teaching, Internship, Athletics, or other purpose	College/Department concerned	
2. Validated University Student ID or Certificate of Enrollment/Registration with other Valid ID, if University ID is not available	Requesting Client	



3. Laboratory Test Result/s as required by the concerned College/Department or as deemed necessary by the University Physician based on medical examination	Any DOH-accredited hospital/laboratory
<i>Additional Requirement for Scholarship Purposes Only</i>	
4. Official Receipt for Payment of Medical Certificate for Scholarship Application	Cashiering Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. PAYMENT OF FEE (FOR SCHOLARSHIP ONLY; FOR OTHER REQUESTS, PROCEED DIRECTLY TO STEP B. REQUEST FOR MEDICAL CERTIFICATE)</b>				
1. Inform collection teller of service being availed and pay fees	1.1. Assess concern and charge the appropriate fee 1.2. Issue the Official Receipt (OR) to the client	Php 50.00	30 minutes	<i>Administrative Aide IV; Administrative Officer V Cashiering Office</i>
<b>B. REQUEST FOR MEDICAL CERTIFICATE</b>				
1. Present valid University student ID or certificate of enrollment/registration and other valid ID, as applicable, along with other requirements	1.1. Check required documents 1.2. Retrieve client's Health Record 1.3. Instruct client to enter name and other pertinent data in the Client Log Sheet	None	30 minutes	<i>Nurse III, Nurse II, Administrative Aide IV; Director UHS - Medical Clinic</i>
2. Enter name and other pertinent data in the Client Log Sheet	2.1. Explain procedure 2.2. Trace medical history, monitor vital signs, and gather other pertinent data 2.3. Instruct client to proceed to the Physician's Room		1 hour	
4. Proceed to the Physician's Room and submit self for examination	4.1. Conduct Medical Examination 4.2. Issue Medical Certificate if cleared 4.3. Instruct client to log out upon exit		1 hour	<i>Medical Officer II, Medical Officer III/Director UHS - Medical Clinic</i>
5. Receive medical certificate and log out in the Client Log Sheet	5. Issue a Client Satisfaction Measurement Form (CSMF)		2 minutes	<i>Nurse III, Nurse II, Administrative Aide IV; Director UHS - Medical Clinic</i>
<b>TOTAL FOR SCHOLARSHIP-RELATED PURPOSES</b>		<b>Php 50.00</b>	<b>3 hours, 2 minutes</b>	
<b>TOTAL FOR OTHER PURPOSES</b>		<b>None</b>	<b>2 hours, 32 minutes</b>	



### 38. DENTAL EXAMINATION FOR COLLEGE FRESHMEN AND TRANSFER STUDENTS

Freshmen and transfer students shall be examined at the University Health Services – Dental Clinic to assess their oral health status.

<b>Office or Division:</b>	<b>University Health Services—Dental Clinic</b>	
<b>Classification:</b>	<b>Simple Transaction</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>Freshmen students or Transfer Students</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Validated University Student ID or Certificate of Enrollment/Registration with other Valid ID, if University ID is not available		Requesting Client
2. Dental Health Record; 1 original copy <i>*to be filled in during consultation</i>		UHS - Dental Clinic

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present applicable identification	1.1. Verify identification 1.2. Issue appropriate forms <i>*if New Patient: Dental Health Record and Informed Consent</i> <i>*if Old Patient: Dental Health Record only</i>	None	5 minutes	<i>Dental Aide, Dentist</i> UHS - Dental Clinic
2. Fill out and submit form/s provided by staff	2.1. Check completeness of form/s 2.2. Instruct client to enter name and other pertinent data in the Patient's Treatment Logbook		5 minutes	
3. Write name and other pertinent data in the patient's Treatment Logbook	3. Instruct client to proceed to the examination room		2 minutes	
4. Submit self for necessary procedure	4.1. Administer appropriate procedure <i>*conduct oral examination, record dentition, gum health and other oral health conditions (if any) in the dental health record, and inform client of dental conditions and needs</i> 4.2. Issue a dental slip with prescription or referral slip, as necessary		8 minutes	
5. Receive dental slip and log out in the Client Log Sheet	5. Issue a Client Satisfaction Measurement Form (CSMF)		2 minutes	
<b>TOTAL</b>		<b>None</b>	<b>22 minutes</b>	



### 39. GENERAL DENTAL EXAMINATION/CONSULTATION FOR STUDENTS

University students may avail of oral examination and consultation, emergency dental care, referral to specialists or to another dentist, and the issuance of a dental certificate.

<b>Office or Division:</b>	<b>University Health Services—Dental Clinic</b>
<b>Classification:</b>	<b>Simple Transaction</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>
<b>Who may avail:</b>	<b>BSU Bonafide Students who will undergo On-the-Job Training, Internship, Practicum, Practice Teaching, Athletics, or will apply for scholarship, or other activities requiring a Medical Certificate</b>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Validated University Student ID	Requesting Client
2. Dental Health Record with Informed Consent (for NEW PATIENT); 1 original copy or Dental Health Record only (for OLD PATIENT) <i>*to be issued during consultation</i>	UHS - Dental Clinic

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present applicable identification	1.1. Verify identification 1.2. Issue appropriate forms <i>*if New Patient: Dental Health Record and Informed Consent</i> <i>*if Old Patient: Dental Health Record only</i>	None	5 minutes	Dental Aide, Dentist UHS - Dental Clinic
2. Fill out/update and submit form/s provided by staff	2.1. Check completeness of form/s 2.2. Instruct client to enter name and other pertinent data in the Patient's Treatment Logbook		For new patient: 14 minutes For old patient: 4 minutes	
3. Write name and other pertinent data in the patient's Treatment Logbook	3. Instruct client to proceed to the examination room		2 minutes	
4. Submit self for necessary procedure	4.1. Administer appropriate procedure <i>*if new patient: conduct oral examination, record dentition, gum health and other oral health conditions (if any) in the Dental Health Record, give recommendations and do emergency dental care if needed</i> <i>*if old patient: conduct oral examination, update Dental Health Record, give recommendations, and do emergency dental care if needed</i> 4.2. Issue necessary documents (prescription and/or medicine, referral slip, or dental certificate)		17 minutes	
5. Receive medical certificate and log out the Client Log Sheet	5. Issue a Client Satisfaction Measurement Form (CSMF)		2 minutes	
<b>TOTAL FOR NEW CLIENTS</b>		<b>None</b>	<b>40 minutes</b>	
<b>TOTAL FOR OLD CLIENTS</b>		<b>None</b>	<b>30 minutes</b>	



#### 40. DENTAL TREATMENT (ORAL PROPHYLAXIS, TOOTH RESTORATION, TOOTH EXTRACTION)

University students may receive dental treatment such as oral prophylaxis (dental cleaning), tooth restoration (e.g., fillings), and tooth extraction.

<b>Office or Division:</b>	<b>University Health Services—Dental Clinic</b>
<b>Classification:</b>	<b>Simple Transaction</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>
<b>Who may avail:</b>	<b>BSU Bonafide Students</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Validated University Student ID	Requesting Client
2. Appointment Slip (to be issued at the clinic)	UHS - Dental Clinic
<b>WHERE TO SECURE</b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. SETTING OF APPOINTMENT</b>				
1. Present validated University ID card and inform staff of treatment needs	1.1. Take note of client's personal information 1.2. Schedule client for treatment 1.3. Inform client of dental clinic policy and issue an appointment slip	None	4 minutes	<i>Dental Aide, Dentist</i> UHS - Dental Clinic
<b>B. AVAILING OF DENTAL TREATMENT</b>				
1. Proceed to the dental clinic based on the appointment slip and present the slip to the staff	1.1. Check appointment slip 1.2. Issue appropriate forms <i>*For New Patients: new Dental Health Record, Informed Consent Form</i> <i>*For Old Patients: retrieve Dental Health Record</i> 1.3 Instruct client to write pertinent data in the Patient's Treatment Logbook	None	<b>For new patient:</b> 15 minutes  <b>For old patient:</b> 5 minutes	<i>Dental Aide, Dentist</i> UHS - Dental Clinic
2. Fill out and submit issued form/s as well as the Patient's Treatment Logbook	2.1. Check information provided 2.2. Instruct client to enter the examination room		2 minutes	
3. Submit self for dental treatment	3.1. Administer appropriate procedure <i>*Oral prophylaxis, tooth extraction, or tooth restoration, as applicable</i> 3.2. Record dentition, gum health, or other oral health condition in the dental health record and give oral health instructions or post-operative instructions 3.3. Issue documents as necessary (prescription and/or medicine or referral slip)		<b>For Tooth Restoration:</b> 46 minutes <b>For Oral Prophylaxis:</b> 37 minutes <b>For Tooth Extraction:</b> 28 minutes	
4. Log out time in the Client Log Sheet	4. Issue a Client Satisfaction Measurement Form (CSMF)		2 minutes	
<b>TOTAL FOR NEW CLIENTS</b>		None	<b>TOOTH RESTORATION</b> <b>1 hour, 9 minutes</b>	
			<b>ORAL PROPHYLAXIS</b> <b>1 hour</b>	
			<b>TOOTH EXTRACTION</b> <b>51 minutes</b>	
<b>TOTAL FOR OLD CLIENTS</b>		None	<b>TOOTH RESTORATION</b> <b>59 minutes</b>	
			<b>ORAL PROPHYLAXIS</b> <b>50 minutes</b>	
			<b>TOOTH EXTRACTION</b> <b>41 minutes</b>	



#### 41. REQUESTS FOR STATEMENT OF ACCOUNT / ASSESSMENT FORM FOR UNIVERSITY FEES

Clients may request from the Accounting Office a Statement of Account (SOA) for the payment of applicable University fees (e.g., tuition fees).

<b>Office or Division:</b>	<b>Accounting Office</b>
<b>Classification:</b>	<b>Simple Transaction</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>
<b>Who may avail:</b>	<b>Benguet State University students, parents/guardians, scholarship sponsors</b>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any Valid ID (e.g., Voter's ID, SSS ID, Passport, Postal ID, Driver's License, GSIS UMID, National ID, TIN ID, PRC ID, etc.)		Requesting Client		
2. Request form; 1 original copy		Accounting Office		
3. Authorization form/letter and proof of identity (for authorized representatives only)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in and submit request form along with valid ID <i>*present authorization letter/form if authorized representative</i>	1.1. Receive accomplished form and check details 1.2. Prepare statement of account/assessment form and release to client	None	4 minutes	<i>Administrative Aide VI; Bookkeepers; Accountant IV Accounting Office</i>
2. Receive statement of account/ assessment form	2.1. Instruct client to pay at the Cashiering Office 2.2. Issue a Client Satisfaction Measurement Form		1 minute	
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	



## 42. APPLICATION FOR REFUND OF SCHOOL FEES

Students may apply for the refund of schools fees due to withdrawal of their enrollment or in cases of overpayment (due to dropping/dissolving of courses)

<b>Office or Division:</b>	<b>Accounting Office</b>	
<b>Classification:</b>	<b>Simple Transaction</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>Benguet State University students, parents/guardians</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Any Valid ID (e.g., Voter's ID, SSS ID, Passport, Postal ID, Driver's License, GSIS UMID, National ID, TIN ID, PRC ID, etc.)		Requesting Client
2. Request form for Refund; 1 original copy		Accounting Office
3. Approved withdrawal/dropping form		College of requesting client
4. Acknowledgement slip (For claiming of refund, if approved ONLY)		Accounting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. SUBMISSION OF APPLICATION FOR REFUND</b>				
1. Fill in request form for refund and present approved withdrawal/dropping form	1.1. Check request form with approved withdrawal/dropping form 1.2. Issue acknowledgement slip 1.3. Inform client of availability of refund for claiming, once processing is complete	None	10 days	<i>Administrative Aide VI; Bookkeepers; Accountant IV Accounting Office</i>
<b>A. SUB-TOTAL FOR SUBMISSION OF APPLICATION</b>		<b>None</b>	<b>10 days</b>	
<b>B. CLAIMING OF APPROVED APPLICATION FOR REFUND</b>				
1. Proceed to the Cashiering Office when notified of approval and availability of refund and present valid ID along with the acknowledgment slip	1.1. Verify availability of claim 1.2. If available, have client sign on the payroll	None	3 minutes	<i>Disbursing Officer; Admin Officer V Cashiering Office</i>
2. Sign on the "received" portion of the payroll presented by the disbursing officer	2.1. Compare the signature of the client against the signature on the presented ID 2.2. Release cash, if in order		2 minutes	
3. Receive cash and count the disbursed amount	3.1. Issue a Client Satisfaction Measurement Form 3.2. File the payroll		2 minutes	
<b>B. SUB-TOTAL FOR CLAIMING OF REFUND</b>		<b>None</b>	<b>7 minutes</b>	
<b>TOTAL</b>		<b>None</b>	<b>10 days, 7 minutes</b>	



#### 43. EXPERIMENT FARMS AND RESOURCES MANAGEMENT SERVICES (BSU STUDENTS)

This service is available for University students who need an on-station site for their research studies.

<b>OFFICE OR DIVISION:</b>	Office of Research Services (ORS)			
<b>CLASSIFICATION:</b>	Highly Technical Transaction			
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Citizen			
<b>WHO MAY AVAIL:</b>	BSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QF-ORS-03-02 (Request Form for Experimental Area); 1 original copy		Office of Research Services (ORS)		
2. Inspection Certificate (if seedlings and planting materials are obtained outside the Experimental Farms); 1 original copy		BSU Plant Health Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out QF-ORS-03-02 and submit to the ORS	1.1. Receive and check completeness of the request form 1.2. If area is available, contact client for site visit <i>*If area is NOT available or request is denied, contact client and inform of reason (end of transaction, issue a Client Satisfaction Measurement Form)</i>	None	5 days	<i>Science Research Assistant, Farm Manager; Director ORS</i>
2. Coordinate with contact person for site visit and MOA preparation (if site is in order)	2.1. Facilitate site visit 2.2. Get feedback from client if site meets their specifications <i>*if in order, process approval of Request for Experimental Area *if site does not meet client specifications, end of transaction (issue a Client Satisfaction Measurement Form)</i> 2.3. Notify client once Request for Experimental Area is approved and issue a copy	None	6 days	<i>Farm Worker, Science Research Assistant, Farm Manager; Director ORS</i>
3. Receive copy of Request for Experimental Area	3. Issue Client Satisfaction Measurement Form (CSMF)		5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>11 days, 5 minutes</b>	

#### 44. DATA CONSULTATION FOR BSU STUDENTS

This service is provided to students who need data consultation for their research papers.

<b>OFFICE OR DIVISION:</b>	Office of Research Services (ORS)			
<b>CLASSIFICATION:</b>	Simple Transaction			
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Citizen			
<b>WHO MAY AVAIL:</b>	BSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QF-ORS-03-05(Research/Thesis Consultation Request Form); 1 original copy		Office of Research Services (ORS)		
2. Hard Copy or Soft Copy of Thesis Paper		Requesting Client		
3. Valid University student ID or other proof of enrollment in the current semester				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out QF-ORS-03-03 and submit to ORS after securing needed signatures	1. Receive and check completeness Assess the submitted thesis paper	None	2 hours	Statistician; Director ORS
2. Receive consultation results and recommendation	2. Discussion of the thesis paper		3 hours	
3. Receive output	3. Issue Client Satisfaction Measurement Form (CSMF)		5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>5 hours, 5 minutes</b>	

#### 45. DATA PROCESSING AND ANALYSIS FOR BSU STUDENTS

This service is provided to students who need data processing and analysis for their research papers.

<b>Office or Division:</b>	<b>Office of Research Services (ORS)</b>
<b>Classification:</b>	<b>Complex Transaction</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>
<b>Who may avail:</b>	<b>Benguet State University students</b>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. QF-ORS-03-03 (Data Analysis/Processing Assistance Request Form); 1 original copy	Office of Research Services (ORS)
2. Raw data; Electronic copy saved in a Microsoft Excel Spreadsheet (.xls, .xlsx)	Requesting Client
3. Thesis Paper; 1 hard copy or soft copy	
4. Valid University Student ID or other proof of enrollment in the current semester	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out QF-ORS-03-03 and submit to ORS after securing needed signatures	1.1. Receive and check completeness 1.2. Ask for raw data, if in order	None	2 hours	Statistician; Director ORS
2. Provide raw data in the required format	2.1. Discuss the thesis paper with the requesting client 2.2. Check data and clarify variables, if there are missing values and other pertinent information 2.3. If in order, endorse to the Director for approval		1 hour	
	2.4. Analyze and process given data <i>*General understanding or interpretation of the analysis will only be included in the generated output. The detailed discussion of the results will be the requesting client's responsibility</i> 2.5. Transmit output to client once completed		6 days	
	3. Receive output		3. Issue a Client Satisfaction Measurement Form (CSMF)	
<b>TOTAL</b>		<b>None</b>	<b>6 days, 3 hours, 5 minutes</b>	



## **LA TRINIDAD CAMPUS EXTERNAL SERVICES**

### **GENERAL PUBLIC SERVICES**



### 1. REQUESTS FOR FACILITATION OF VISITS (SCHEDULED AND WALK-IN)

Clients may avail of this service for a smooth coordination with employees or offices to be visited with the UPAO orienting and touring clients in line with their purpose.

<b>Office or Division:</b>	<b>University Public Affairs Office</b>
<b>Classification:</b>	<b>Complex Transaction</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entities</b>
<b>Who may avail:</b>	<b>Any client who wishes to visit/tour University offices and/or areas</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Request Letter addressed to the University President (for scheduling of visits only); 1 original copy <b>AND/OR</b>	Requesting Client or Institution/Office which client belongs to
2. QF-UPAO-03 (Request for Facilitation of Visit; for walk-in only) (If details needed are incomplete in the letter); latest revision, 1 Original Copy	University Public Affairs Office
<b>WHERE TO SECURE</b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. FOR SCHEDULING OF VISITS (FOR WALK-IN, DIRECTLY SEE "B. ACTUAL VISIT")</b>				
1. Submit a request letter to the Office of the University President thru any of the following: a. <i>Physical submission</i> b. <i>Email: president@bsu.edu.ph</i>	1.1. Acknowledge receipt of the request letter 1.2. If in order, endorse the letter to UPAO for coordination	None	1 day	<i>Administrative Assistant III; Executive Assistant IV, Office of the President</i>
	1.3. If request is in order, coordinate with relevant offices for the schedule of the visit and for other relevant preparations <b>**If not</b> , send QF-UPAO-03 to be filled out by the requester 1.4. Provide feedback to client for approved schedule of visit		5 days	UPAO Director Information Officer II Information Officer I Administrative Aide VI, UPAO
2. Provide complete details in the form (QF-UPAO-03)	2.1. Receives completed QF-UPAO-03 and coordinate to concerned offices 2.2. Provide feedback to client for approved schedule of visit			
<b>B. ACTUAL VISIT</b>				
1. Proceed to the UPAO for reception <i>*show feedback for approved schedule (if visit is scheduled)</i> <b>OR</b> <i>*fill-in QF-UPAO-03 (if walk-in) then proceed to Client Step 1 (A)</i>	1.1. Ascertain identity of clients 1.2. Check details of visit based on approved schedule (if visit is scheduled) or on QF-UPAO-03 (if walk-in) 1.3. Orient visitors if visit is in order and facilitate tour or other appropriate activities 1.4. Issue a Client Satisfaction Measurement Form (CSMF) 1.5. Archive the letter and request form (QF-UPAO-03)	None	1 day	UPAO Director Information Officer II Information Officer I Administrative Aide VI, UPAO
<b>TOTAL</b>		None	4 days	



## 2. REQUEST FOR RELEASE OF UPAO RECORDS

This service may be availed to access available copies (print/digital) of University publications produced by the UPAO as well as photos/videos of University events.

<b>Office or Division:</b>	<b>University Public Affairs Office</b>
<b>Classification:</b>	<b>Complex Transaction</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entities</b>
<b>Who may avail:</b>	<b>Any client who wishes to access publicly-available UPAO records</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
1. QF-UPAO-09 (Provision of UPAO Records)	University Public Affairs Office
2. Request Letter or Rider (for clients requesting records for official purposes only)	Requesting Client or Institution/Office which client belongs to

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form, letter or rider to the University Public Affairs Office OR Submit request letter thru email at <a href="mailto:publicaffairs@bsu.edu.ph">publicaffairs@bsu.edu.ph</a>	1.1. Acknowledge receipt of the request letter	None	1 hours	Information Officer II; Information Officer I; Administrative Aide VI; Director, UPAO
	1.2. If in order, endorse the letter to the University Public Affairs Office for action		2 days	
1.3. Provide feedback to client on action *If requested records are available, retrieve records or photocopy/print records and release to client OR send via email to client *Clients may also access digital copies of requested records via QR code	1 hour			
2. Receive requested records	2.1. Issue a Client Satisfaction Measurement Form (CSMF) 2.2. Archive the request letter/QF-UPAO-09 and other correspondences relevant to the request			
<b>TOTAL</b>		<b>None</b>	<b>2 Days and 2 Hours</b>	

## 3. RECEIVING AND EVALUATION OF EXTERNAL COMMUNICATIONS RECEIVED VIA EMAIL FOR AGENCY'S ACTION

This service may be availed by submitting or sending communications to the Office of President via email: [president@bsu.edu.ph](mailto:president@bsu.edu.ph) only.

<b>OFFICE OR DIVISION:</b>	<b>OFFICE OF THE PRESIDENT (OP)</b>
<b>CLASSIFICATION:</b>	<b>Simple Transaction</b>
<b>TYPE OF TRANSACTION:</b>	<b>G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business Entities</b>
<b>WHO MAY AVAIL:</b>	<b>Any client who wishes to send communications via the OP email</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Electronic copy of communications	Requesting Client / Institution / Office which the client belongs to
2. Rider Slip	Office of the President

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submit communications thru email at president@bsu.edu.ph	1.1. Acknowledge email and check details of the communication 1.2. Print the communication letter and attach action slip 1.3. Forward to the University President for evaluation or action	None	1 day	<i>Private Secretary II; Administrative Assistant III; Executive Assistant IV, Office of the President</i>
	1.4. Evaluate the details of the communications and provide appropriate feedback to the client. <i>*If the communication requires evaluation or input from other BSU offices, refer it to the concerned office/s for appropriate action.</i>  <i>*If the communication warrants action from various offices within the University, furnish them with a copy of the communication (either printed or via email) for coordination and necessary response.</i> 1.5. Provide feedback to clients via email. 1.6 Issue CSMFF.		2 days	<i>Private Secretary II; Administrative Assistant III; Executive Assistant IV; University President, Office of the President</i>
<b>TOTAL</b>		<b>None</b>	<b>3 working days</b>	



#### 4. REQUESTS FOR COURTESY VISITS (SCHEDULED AND WALK-IN VISITORS)

Clients may avail of this service for scheduling at the Office of the President and coordination for concerned employees or offices in line with their purpose.

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE PRESIDENT (OP)
<b>CLASSIFICATION:</b>	Simple Transaction
<b>TYPE OF TRANSACTION:</b>	G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business Entities
<b>WHO MAY AVAIL:</b>	Any client who wishes to visit the Office of the President for courtesy call
<b>CHECKLIST OF REQUIREMENTS</b>	
1 Request Letter addressed to the University President (for scheduling of visits only)	<b>WHERE TO SECURE</b>
	Requesting Client / Institution / Office which the client belongs to

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. FOR SCHEDULING OF COURTESY VISITS (FOR WALK-IN, DIRECTLY SEE “B. ACTUAL VISIT”)</b>				
1. Submit a request letter to the Office of the University President thru any of the following: a. Physical submission b. Email: president@bsu.edu.ph	1.1. Acknowledge receipt of the request letter	None	1 day	Administrative Assistant III, OP
	1.2. If the request is in order, the University President confirms the request for a courtesy call. 1.3. Inform the requesting party the confirmed visit requests 1.4. Calendar the confirmed schedule of visit and inform the requesting party. <i>*Contact BSU offices to be involved, if any, and inform them the date of the visit</i>		2 days	<i>Private Secretary II; Administrative Assistant III; Executive Assistant IV; University President, Office of the President</i>
<b>B. ACTUAL VISIT</b>				
1. Proceed to OP for reception	1.1. Ascertain identity of clients 1.2. Check if the University President is available for the courtesy visit <i>*If the President is available, accommodate clients, if not, advise the clients to reschedule the visit</i> 1.3. Accommodate the visitors 1.4 Issue CSMFF.	None	1 day	<i>Private Secretary II; Administrative Assistant III; Executive Assistant IV; University President, Office of the President</i>
<b>TOTAL</b>		None	<b>3 working days</b>	



## 5. SUBMISSION OF INQUIRIES

This service may be availed to submit inquiries for feedback by the Office of the President.

<b>OFFICE OR DIVISION:</b>	OFFICE OF THE PRESIDENT (OP)
<b>CLASSIFICATION:</b>	Complex Transaction
<b>TYPE OF TRANSACTION:</b>	G2G – Government to Government Employee/Agency
<b>WHO MAY AVAIL:</b>	Any client who wishes to submit inquiries to the Office of the President
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Hard copy/ies of printed letter of inquiry or e-copy of the letter/inquiry	Requesting Client / Institution / Office which the client belongs to
2. Request Letter or rider	Office of the President (OP)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of inquiry to the President's Office  OR  Submit letter/inquiry thru email at president@bsu.edu.ph or BSU-Office of the President Facebook Page	<ul style="list-style-type: none"> <li>Acknowledge receipt of letter or inquiry</li> </ul>	None	1 working days	<i>Private Secretary II; Administrative Assistant III; Executive Assistant IV, Office of the President</i>
	<ul style="list-style-type: none"> <li>Evaluate details of the inquiry</li> <li>Forward to the University President for evaluation of the inquiry</li> </ul> <p><i>* If inquiry needs verification from the BSU offices, contact or forward the inquiry to the concerned office.</i></p>		2 Working Days	
	<ul style="list-style-type: none"> <li>Prepare reply of feedback to the sender and send through letter, email or messenger.</li> <li>Send digital event collaterals to the requester thru email or USB</li> </ul> <p>1.5 Issue CSMFF.</p>		4 working days	<i>Private Secretary II; Administrative Assistant III; Executive Assistant IV; University President, Office of the President</i>
<b>TOTAL</b>		<b>None</b>	<b>7 working days</b>	



## 6. PROVISION OF BOARD RESOLUTIONS, ADCO EXCERPTS, ACADCO EXCERPTS, AND ATTACHMENTS

This service pertains to requesting agenda documents (policy, document brief with draft MOA, and other related documents), excerpts and attendance from the Academic Council, Administrative Council, and Board of Regents Meetings.

<b>Office or Division:</b>	Office of the University and Board Secretary (OUBS)	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2G – Government to Government	
<b>Who May Avail:</b>	Benguet State University students, partners, and stakeholders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished document request form (QF-OUBS-05), latest revision, 1 Original Copy		Office of the University and Board Secretary (OUBS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Form (QF-OUBS-05) and submit the completed form.	1.1. Receive the accomplished form and check the completeness of the information provided. 1.2. Check the availability of the requested document 1.3. Prepare the document requested if available. <i>*If not available, prepare Certification of the University and Board Secretary of the unavailability of documents</i> 1.4. Notify client once ready and release requested document	None	3 hours	Admin Staff, Board Secretary I; University and Board Secretary, OUBS
3. Receive the requested document and sign the Request Form (QF-OUBS-05) to acknowledge receipt of the document.	2.1 Release the requested agenda document. 2.2 Issue a Client Satisfaction Measurement Form (CSMF)		5 Minutes	
<b>TOTAL</b>		<b>None</b>	<b>3 Hours and 5 Minutes</b>	



## 7. REQUEST FOR EXTENSION SERVICES

This service is provided to clients requesting extension services from the University.

<b>Office or Division:</b>	<b>Office of Extension Services (OES)</b>			
<b>Classification:</b>	<b>Simple Transaction</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entities</b>			
<b>Who may avail:</b>	<b>Farmers, Community People, LGUs, Private Organizations, NGOs, Basic Education Institutions, SUCs, Higher Education Institutions and other government agencies</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. QF-OES-01 (Extension Activity Request Form); 1 original copy or request letter addressed to the University President			Office of Extension Services or BSU Digital Assets Management System (DAMS)/ Requesting client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished Extension Activity Request (EAR) Form to concerned sectoral VPs/ Colleges/Centers/ Institutes	1.1. Receive and review the filled out request form as to correctness and completeness of information 1.2. Provide feedback on the request <i>*if approved, see OES Internal Service #3</i> <i>*if disapproved, return EAR with reason of disapproval</i>	None	2 Days, 7 Hours	<i>Admin Staff; Sectoral Vice President</i> OVPRE/OVPAA/OPVAF/OVPBA <b>Or</b> <i>Admin Staff; Director OES</i> <b>or</b> <i>Extension Coordinator Research Center/Institute/ College concerned</i>
4 Receive Feedback on request	2. Issue Client Satisfaction Measurement Form (CSMF)		1 Hour	
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	



### 8. REQUEST FOR OES TECHNICAL ASSISTANCE

This service is provided to clients requesting technical assistance from the Office of Extension Services (OES).

<b>Office or Division:</b>	<b>Office of Extension Services (OES)</b>			
<b>Classification:</b>	<b>Highly Technical Transaction</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entities</b>			
<b>Who may avail:</b>	<b>Farmers, Community People, LGUs, Private Organizations, NGOs, Basic Education Institutions, SUCs, Higher Education Institutions and other government agencies</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			n/a	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verbalize concern/ request to the OES staff	1.1. Note details of request and check availability of technical assistance	None	30 Minutes	Admin Staff; Director OES
	1.2. Provide feedback on the request <i>*if approved, provide technical assistance needed</i> <i>*if disapproved, provide feedback with reason of disapproval</i>		10 days	
2. Receive Feedback/ Technical assistance on request	2. Issue Client Satisfaction Measurement Form (CSMF)			
<b>TOTAL</b>		<b>None</b>	<b>10 days</b>	



### 9. REQUEST FOR OES DOCUMENTS

This service is provided to external clients requesting for documents such as Certifications from the Office of Extension Services.

<b>Office or Division:</b>	<b>Office of Extension Services (OES)</b>
<b>Classification:</b>	<b>Highly Technical Transaction</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen; G2G - Government to Government; G2B - Government to Business Entities</b>
<b>Who may avail:</b>	<b>Farmers, Community People, LGUs, Private Organizations, NGOs, Basic Education Institutions, SUCs, Higher Education Institutions and other government agencies</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Document Request Form; 1 original copy	Office of Extension Services or <a href="https://drive.google.com/drive/u/0/folders/1UkUyviL-yAjb8_RuerYgdu-VxzWnv571">https://drive.google.com/drive/u/0/folders/1UkUyviL-yAjb8_RuerYgdu-VxzWnv571</a>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished document request form	1.1. Receive and review filled out document request form as to correctness and completeness of information 1.2. Provide feedback on the request <i>*if approved, provide technical assistance needed</i> <i>*if disapproved, provide feedback with reason of disapproval</i> 1.3. Issue a Client Satisfaction Measurement Form (CSMF)	None	10 days	<i>Admin Staff; Director OES</i>
<b>TOTAL</b>		<b>None</b>	<b>10 days</b>	

### 10. REQUEST FOR ORS DOCUMENTS

This service is provided to government agencies who need documents (e.g., List of Researchers, etc.) from the office.

<b>Office or Division:</b>	<b>Office of Research Services (ORS)</b>
<b>Classification:</b>	<b>Simple Transaction</b>
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>
<b>Who may avail:</b>	<b>Government Agencies needing data/documents form the ORS</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Document Request form	Office of Research Services (ORS)
2. Approved Letter of Request addressed to the University President	Requesting Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit document request form with the approved letter of request	1.1. Receive and check completeness 1.2. Prepare and issue the requested document/s to client	None	1 day	<i>Admin staff; Director ORS</i>
2. Receive the requested document/s	2. Issue a Client Satisfaction Measurement Form (CSMF)		5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>1 day, 5 minutes</b>	

### 11. ISSUANCE OF LOT CERTIFICATION

This service is provided to any individual who request for verification and certification of survey plans that are situated in the municipality of La Trinidad.

<b>Office or Division:</b>	<b>University Planning Unit (PU)</b>	
<b>Classification:</b>	<b>Complex Transaction</b>	
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen, G2G – Government to Government</b>	
<b>Who may avail:</b>	<b>All lot owners within the Municipality of La Trinidad, Benguet</b>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request From (QF-PDO-01); latest revision, 1 Original Copy		University Planning Unit
2. Survey Plan with technical description, signed by a Licensed Geodetic Engineer; 4 copies of either white print or blueprint		Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form (QF-PDO-01) and submit the requirements to the Planning Unit	1.1. Plot and verify survey. <i>*If the area is inside BSU reservation, no certification will be issued. Instead, a note will be written on the plan specifying which University lot the area falls into.</i> 1.2. If the survey is cleared, provide a payment slip to the client for payment at the Cashiering Office.	None	3 hours	<i>Planning Officer II; Information Systems Researcher II; Director Planning Unit</i>
2. Pay fee at the Cashiering Office	2. Receive payment and issue an Official Receipt	<b>**For the first lot</b> Php 70.00 and Php 30.00 for succeeding lots	30 minutes	<i>Collecting Officer; Admin Officer V Cashiering Office</i>
3. Present receipt to the Planning Unit and provide contact information for notification.	3.1. Prepare the requested certification and process for signing 3.2. Route the certification for signing of the <i>Planning Officer II, Information Systems Researcher II, Chief, Planning Unit, Office of Legal Affairs, and University President</i> 3.3. Once signed, message the client for the release of requested certification. 3.4. Once signed, message the client for the release of requested certification.	None	6 days, 3 hours	<i>Admin Aide IV; Planning Officer II; Information Systems Researcher II; Director, Planning Unit</i>  <i>University Legal Officer, Office of Legal Affairs</i>  <i>University President, Office of the President</i>



4. Claim requested document at the Planning Unit	4.1. Release signed lot certification and let the client sign one copy (serves as office file) and release the remaining copies. 4.2. Issue a Client Satisfaction Measurement Form (CSMF)		30 minutes	Administrative Aide IV; Administrative Assistant II; Planning Officer III, Planning Office
<b>TOTAL</b>		<b>**Php 70.00 for the first lot and Php 30.00 for succeeding lots</b>	<b>7 days</b>	

## 12. ISSUANCE OF NO ADVERSE CERTIFICATION

This service is provided to any individual who requests to lease an area within the University Registration.

<b>Office or Division:</b>	<b>University Planning Unit (PU)</b>		
<b>Classification:</b>	<b>Simple Transaction</b>		
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen, G2G – Government to Government</b>		
<b>Who may avail:</b>	<b>All lessees of Benguet State University</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Request From (QF-PDO-01)			University Planning Unit
2. Record of Declared Properties; 1 original copy			Requesting Client
3. Current Cedula; 1 photocopy			
4. Valid Government Issued ID			
<b>Additional Requirements if NEW APPLICANT</b>			
1. Approved letter of intent addressed to the University President; 1 original copy			Requesting Client
2. Notice of Award			Office of the Vice President for University Business Affairs
<b>Additional Requirement if property/ies falls within any of the barangay: Alapang, Alno, Balili, Betag, Buyagan, Lubas, Puguis, Wangal, and Tawang</b>			
1. Title or sketch/survey plan; 1 Photocopy			Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form (QF-PDO-01) and submit the requirements to the Planning Unit	1.1. Assess submitted documents, verify if declared property/ies and current address are within BSU reservation or not <i>*If declared property/ies and current address is inside BSU reservation, refer to the Office for Legal Affairs. (End of Transaction)</i> <i>*if declared property/ies and current address is outside the BSU reservation, provide a payment slip for processing of fees</i>	None	4 hours, 30 minutes	Administrative Aide IV; Forest Ranger; Administrative Assistant II; Legal Officer



2. Pay fee at the Cashiering Office	2. Receive payment and issue an Official Receipt	<b>For 2 copies of the Certification – Php 50.00</b>	30 minutes	<i>Collecting Officer; Admin Officer V Cashiering Office</i>
3. Present receipt to the Planning unit	Prepare the requested certification and have it signed by the following: <ul style="list-style-type: none"> <li>• Planning Officer II</li> <li>• PU Chief</li> <li>• Legal Officer</li> </ul> 3.2. Issue a Client Satisfaction Measurement Form (CSMF)	None	2 days, 4 hours	<i>Admin Aide IV, Planning Officer II, Planning Officer III; Director, Planning Unit</i>  <i>University Legal Officer, Office for Legal Affairs</i>
<b>TOTAL</b>		<b>2 copies of the Certification – Php 50.00</b>	<b>3 days</b>	

### 13. ISSUANCE OF GATE PASS/ PASS THROUGH SLIP

This service is provided to any individual who requests entry and/or exit of construction materials passing through the premises of the University.

<b>Office or Division:</b>	<b>University Planning Unit (PU)</b>
<b>Classification:</b>	<b>Simple Transaction</b>
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>
<b>Who may avail:</b>	<b>All lot owners whose construction materials will pass through University properties</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Request From (QF-PDO-01)	University Planning Unit
2. Land title or Survey Plan or Sketch Plan; 1 photocopy	Requesting Client
3. Gate Pass/ Pass Through Slip Form; 2 original copies <i>*to be issued during the service</i>	University Planning Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form (QF-PDO-01) and submit the requirements to the Planning Unit	1.1. Assess submitted documents. <i>*If for RENEWAL, check file and prepare new gate pass/pass through slip if in order.</i> <i>*if for NEW PASS, verify if construction is within or outside BSU reservation (a pass will NOT be issued if construction is within BSU reservation)</i> 1.2. Provide 2 copies of the Gate Pass/Pass through slip form for the client to accomplish	None	3 hours, 30 minutes	<i>Admin Aide IV, Planning Officer II, Forest Ranger; Director Planning Unit</i>
2. Fill out and submit the forms	2.1. Sign the forms and issue one copy to the client 2.2. Issue a Client Satisfaction Measurement Form (CSMF)		30 minutes	



<b>TOTAL</b>	<b>None</b>	<b>4 hours</b>	
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**14. APPLICATION FOR INTENSIVE FUNCTIONAL ENGLISH LANGUAGE PROGRAM (IFELP).**

IFELP is a one-month intensive online program on listening, speaking, reading, writing, and viewing. It is an interactive and communicative instruction.

<b>Office or Division:</b>	International Language Center		
<b>Classification:</b>	Complex Transaction		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	Foreign Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Two (2) photocopies of passport pages where name, photo, birthdate, and birthplace and valid visa appear.		Requesting Client	
2. Four (4) 2x2 ID pictures			
3. One (1) original copy, Letter of intent addressed to the Director of the International Language Center.			
4. One (1) photocopy of any of the following English Language Test results (TOEFL, TOEIC, IELTS, TWS, TSE) as applicable.			
5. Foreign Student Information Sheet		International Language Center	
6. CGAF (BI Form CGAF-003); latest revision, (specify the number of copies needed and whether these are original copy/ies or photocopy)		Bureau of Immigration	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in a Foreign Student Information Sheet and submit the needed documentary requirements.	1.1. Guide and explain the contents of the form to the student. 1.2 Check the completeness of the submitted documents. 1.3 Receive the documentary requirements.	<i>None</i>	<i>5 minutes</i>	Administrative Aide IV, ILC
2. <b>**a.</b> For students paying their fees personally, obtain a statement of account at the ILC office then proceed to client step	2.1. Prepare the statement of account of the student.	<i>None</i>	<i>5 minutes</i>	Administrative Aide IV, ILC



b. <i>**For students from institutions with a MOA with BSU, proceed to the next step 4.</i>				
3. Present the statement of account form and ID to the collection teller at the cashier's office.  <i>**For special collecting officers, present the cash count sheet and report of collection. These documents are presented with the tender of payment.</i>	3.1. Verify the amount to be collected and input the details on the collection system (SIAS). 3.2. Issue the official receipt to the client together with returning the ID and form of the client.	₱60,000.00	30 minutes	Two (2) Administrative Aide IV, Cashier's Office
4. Submit the completed Foreign Student Information Sheet.	4.1. Check if the form is answered completely and correctly.	None	5 minutes	Administrative Aide IV, ILC
5. The student duly accomplishes the CGAF (BI Form CGAF-003-Rev 0).  <i>**If the applicant is minor, it shall be signed by the parent or the legal guardian.</i>	5.1. Check if the form is answered completely and correctly. 5.2. Submit duly accomplished application form and supporting documents to the Bureau of Immigration. 5.3. Submit Order of Payment Slip and payment to the cashier.	None	1 day	University Liaison Officer, OUR
	5.4. Examine the completeness of the applications and all supporting documents submitted based on Checklist of Documentary requirements.	None	For Regular 3 Days  For Express 1 Day	Evaluation Officer (Bureau of Immigration)
	5.5. Issue Order of Payment Slip.	None	10 minutes	Assessors (Bureau of Immigration)
	5.6. Issue Official Receipt.	None	10 minutes	Cashier (Bureau of Immigration)
	5.7. Release of Passport, and copy of permit of applicant	None	5 minutes	Releasing (Bureau of Immigration)



6. Receive the photocopy of SSP.	6.1. Inform the student of the general guidelines and reminders of the International Language Center. 6.2. Provide the CSMFF to the student for completion.	None	15 minutes	Administrative Aide IV, ILC
<b>Total if processed under Express for NEW APPLICATION</b>		PHP 65,240.00 + U.S. \$50.00	2 days, 1 hour, 26 minutes	
<b>Total if processed under Regular for NEW APPLICATION</b>		PHP 63,740.00 + U.S. \$50.00	4 days, 1 hour, 26 minutes	

\* A student is required to apply for a Special Study Permit at the Bureau of Immigration (BI) with the assistance of the ILC and the Office of the Registrar.

### 15. APPLICATION FOR LANGUAGE PROFICIENCY FOR INDIVIDUAL ADVANCEMENT (ELPIA)

ELPIA is a one-month online English language tutorial (two (2) hours per day from Monday to Friday). Its lessons are tailored to address students' needs (e.g. preparation before acceptance to university or school, before taking English related examinations or presentations and the like).

<b>Office or Division:</b>	International Language Center
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Foreign Students
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Two (2) photocopies of passport pages where name, photo, birthdate, and birthplace and valid visa appear.	Requesting Client
2. Four (4) 2x2 ID pictures	
3. One (1) original copy, Letter of intent addressed to the Director of the International Language Center.	
4. One (1) photocopy of any of the following English Language Test results (TOEFL, TOEIC, IELTS, TWS, TSE) as applicable.	
5. Foreign Student Information Sheet	International Language Center
6. CGAF (BI Form CGAF-003-Rev 0)	Bureau of Immigration
<b>WHERE TO SECURE</b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in a Foreign Student Information Sheet then submit the complete documentary requirements.	1.1. Guide and explain the contents of the form to the student. 1.2 Check the completeness of the submitted document 1.3 Receive the documentary requirements.	None	5 minutes	Administrative Aide IV; Director, ILC



<p>2. a. For students paying their fees personally, obtain a statement of account at the ILC office then proceed to step 3. b. For students from institutions with a MOA with BSU, proceed to the next step 4.</p>	<p>2.1. Prepare the statement of account of the student.</p>		<p>5 minutes</p>	
<p>3. Present the statement of account form and ID to the collection teller at the cashier's office. <i>**For special collecting officers, present the cash count sheet and report of collection. These documents are presented with the tender of payment.</i></p>	<p>3.1. Verify the amount to be collected and input the details on the collection system (SIAS). 3.2. Issue the official receipt to the client together with returning the ID and form of the client.</p>	<p>₱13,200.00</p>	<p>30 minutes</p>	<p>Administrative Officer V, Cashiers Office</p>
<p>4. Submit the completed Foreign Student Information Sheet.</p>	<p>4.1. Check if the form is answered completely and correctly.</p>		<p>5 minutes</p>	<p>Administrative Aide IV; Director, ILC</p>
<p>5. Duly accomplishes the CGAF (BI Form CGAF-003-Rev 0). If the applicant is minor, it shall be signed by the parent or the legal guardian.</p>	<p>5.1. Check if the form is answered completely and correctly. 5.2. Submit duly accomplished application form and supporting documents to the Bureau of Immigration. 5.3. Submit Order of Payment Slip and payment to the cashier.</p>	<p>None</p>	<p>1 day</p>	<p>University Liaison Officer, OUR</p>
	<p>5.4. Examine the completeness of the applications and all supporting documents submitted based on Checklist of Documentary requirements.</p>		<p><b>**Regular =3 Days</b></p> <p><b>**Express =1 Day</b></p>	<p>Evaluation Officer (Bureau of Immigration)</p>
	<p>5.5. Issue Order of Payment Slip.</p>		<p>10 minutes</p>	<p>Assessors (Bureau of Immigration)</p>
	<p>5.6. Issue Official Receipt.</p>		<p>10 minutes</p>	<p>Cashier (Bureau of Immigration)</p>



	5.7. Release of Passport, and copy of permit of applicant	None	5 minutes	Releasing (Bureau of Immigration)
6. Receive the photocopy of the SSP.	6.1. Inform the student of the general guidelines and reminders of the International Language Center. 6.2. Provide the CSMFF to the student for completion.		16 minutes	Administrative Aide IV; Director, ILC
<b>Total if processed under Express for NEW APPLICATION</b>		PHP 18,440.00 + U.S. \$50.00	2 days, 1 hour, 26 minutes	
<b>Total if processed under Regular for NEW APPLICATION</b>		PHP 16,940.00 + U.S. \$50.00	4 days, 1 hour, 26 minutes	

\* A student is required to apply for a Special Study Permit at the Bureau of Immigration (BI) with the assistance of the ILC and the Office of the Registrar.

#### 16. APPLICATION FOR SPECIAL PROGRAM FOR ENGLISH LANGUAGE and LITERATURE (SPELL)

SPELL is an Eight-month online language and literature program. It has Two terms with sixteen (16) weeks each.

<b>Office or Division:</b>	International Language Center		
<b>Classification:</b>	Complex Transaction		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	Foreign Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Two (2) photocopies of passport pages where name, photo, birthdate, and birthplace and valid visa appear.		Requesting Client	
2. Four (4) 2x2 ID pictures			
3. One (1) original copy, Letter of intent addressed to the Director of the International Language Center.			
4. One (1) photocopy of any of the following English Language Test results (TOEFL, TOEIC, IELTS, TWS, TSE) as applicable.			
5. Foreign Student Information Sheet		International Language Center	
6. CGAF (BI Form CGAF-003-Rev 0)		Bureau of Immigration	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in a Foreign Student Information Sheet.	1.1. Guide and explain the contents of the form to the student. 1.2 Check the completeness of the submitted document.	None	5 minutes	Administrative Aide IV; Director, ILC



	1.3 Receive the documentary requirements.			
2. a. For students paying their fees personally, obtain a statement of account at the ILC office then b. For students from institutions with a MOA with BSU, proceed to the next step	2.1. Prepare the statement of account of the student.	None	5 minutes	
3. Present the statement of account form and ID to the collection teller at the cashier's office. For special collecting officers, present the cash count sheet and report of collection. These documents are presented with the tender of payment.	3.1. Verify the amount to be collected and input the details on the collection system (SIAS). 3.2. Issue the official receipt to the client together with returning the ID and form of the client.	₱56,732.00	30 minutes	Administrative Officer V, Cashiers Office
4. Submit the completed Foreign Student Information Sheet	4.1. Check if the form is answered completely and correctly.	None	5 minutes	Administrative Aide IV; Director, ILC
5. The student duly accomplishes the CGAF (BI Form CGAF-003-Rev 0). If the applicant is minor, it shall be signed by the parent or the legal guardian.	5.1. Check if the form is answered completely and correctly. 5.2. Submit duly accomplished application form and supporting documents to the Bureau of Immigration. 5.3. Submit Order of Payment Slip and payment to the cashier.	None	1 day	University Liaison Officer, OUR
	5.4. Examine the completeness of the applications and all supporting documents submitted based on Checklist of Documentary requirements.	None	<b>For Regular</b> 3 Days  <b>For Express</b> 1 Day	Evaluation Officer (Bureau of Immigration)
	5.5. Issue Order of Payment Slip.	None	10 minutes	Assessors (Bureau of Immigration)
	5.6. Issue Official Receipt.	<b>EXPRESS:</b>  Php 5,240.00 plus ACR I-Card Fee U.S. \$50.00 (BSP Forex Rate)  <b>REGULAR:</b>	10 minutes	Cashier (Bureau of Immigration)



		<i>Php 3,740.00 plus ACR I-Card Fee U.S. \$50.00 (BSP Forex Rate)</i>		
	5.7. Release of Passport, and copy of permit of applicant	<i>None</i>	<i>5 minutes</i>	<i>Releasing (Bureau of Immigration</i>
6. Receive the photocopy of their SSP.	6.1. Inform the student of the general guidelines and reminders of the International Language Center. 6.2. Provide the CSMFF to the student for completion.	<i>None</i>	<i>15 minutes</i>	<i>Administrative Aide IV; Director, ILC</i>
<b>Total if processed under Express for NEW APPLICATION</b>		<b>PHP 61,972.00 + U.S. \$50.00</b>	<b>2 days, 1 hour, 25 minutes</b>	
<b>Total if processed under Regular for NEW APPLICATION</b>		<b>PHP 60,472.00 + U.S. \$50.00</b>	<b>4 days, 1 hour, 25 minutes</b>	

\* A student is required to apply for a Special Study Permit at the Bureau of Immigration (BI) with the assistance of the ILC and the Office of the Registrar

#### 17. APPLICATION FOR ENGLISH AS A FOREIGN LANGUAGE (EFL) ONLINE

EFL is a one-month tutorial (one (1) hour per day from Monday to Friday). It is a customized language lessons based on students' immediate needs.

<b>Office or Division:</b>	International Language Center		
<b>Classification:</b>	Complex Transaction		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	Foreign Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Two (2) photocopies of passport pages where name, photo, birthdate, and birthplace and valid visa appear.		Requesting Client	
2. Four (4) 2x2 ID pictures			
3. One (1) original copy, Letter of intent addressed to the Director of the International Language Center.			
4. One (1) photocopy of any of the following English Language Test results (TOEFL, TOEIC, IELTS, TWS, TSE) as applicable.			
5. Foreign Student Information Sheet		International Language Center	
6. CGAF (BI Form CGAF-003-Rev 0)		Bureau of Immigration	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in a Foreign Student Information Sheet (available in the office)	1.1. Guide and explain the contents of the form to the student. 1.2 Check the completeness of the submitted document 1.3 Receive the documentary requirements.	None	10 minutes	Administrative Aide IV; Director, ILC
2. a. For students paying their fees personally, obtain a statement of account at the ILC office then b. For students from institutions with a MOA with BSU, proceed to the next step 4.	2.1. Prepare the statement of account of the student.	None	5 minutes	
3. Present the statement of account form and ID to collection teller at the cashier's office. For special collecting officers, present the cash count sheet and report of collection. These documents are presented with the tender of payment.  <i>**For online payment: Payment can be deposited to the following account: Bank: Landbank of the Philippines Branch: La Trinidad Account Name: Benguet State University Account Number: 1372-0058-62  When payment is made thru overseas: Swift Code: TLBP-PH-MM-XXX Routing Number: XXX-LBP-PHI-MM-XXX</i>	3.1. Verify the amount to be collected and input the details on the collection system (SIAS). 3.2. Issue the official receipt to the client together with returning the ID and form of the client.	₱7,700.00	30 minutes	Administrative Officer V, Cashier Office
4. Submit the completed Foreign Student Information Sheet and a copy of the receipt to the International Language Center and can and accomplish the Client Satisfaction Monitoring Feedback Form (CSMFF).	4.1. Check if the form is answered completely and correctly. 4.2. Give the final schedule of class and the soft copy of lessons. 4.3. Provide the QR code of the CSMFF to the student for completion.	None	6 minutes	Administrative Aide IV; Director, ILC
<b>For students WITH MOA</b>		None	<b>51 minutes</b>	
<b>For students WITHOUT MOA</b>		₱7,700.00		

\* A student is required to apply for a Special Study Permit at the Bureau of Immigration (BI) with the assistance of the ILC and the Office of the Registrar.



**18. REQUEST FOR EVENTS FACILITATION (EMCEEING AND HOSTING), PURPOSIVE COMMUNICATION, TRAINING PROGRAMS FOR THE LOCAL GOVERNMENT UNITS, FOREIGN LANGUAGE TUTORIALS AND, PREPARATORY PROGRAMS**

These services are aimed at providing accessible and affordable yet quality trainings or seminars or webinars on Events Facilitation (Emceeing and Hosting), Purposive Communication, Training Programs for the Local Government Units, Foreign Language Tutorials and Preparatory Programs within and outside of the university.

<b>Office or Division:</b>	International Language Center
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2B - Government to Business Entity; G2C – Government to Citizens, and G2G – Government to Government
<b>Who may avail:</b>	General Public, Benguet State University Personnel and interested applicants from other Government Agencies
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
NONE	N/A

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the programs available.	1.1. Give the list of programs. 1.2. Ask the number of participants and the date of the training. 1.3 All training/events are customized according to groups (student and professional organizations, community members, community organizations, non-government organizations, human resource offices, private and public agencies). 1.4 Training hours/days may be customized for at least 2-4 hour to 60-hour courses depending on the topics to be chosen. Fees naturally adjust. 1.5 Training may be conducted at requested locations.	None	1 hour	<i>Administrative Aide IV; Director, ILC</i>
2. Present the statement of account form and ID to the collection teller at the cashier's office. For special collecting officers, present the cash count sheet and report of collection. These documents are presented with the tender of payment.  <b>**For online payment:</b>	2.1. Verify the amount to be collected and input the details on the collection system (SIAS). 2.2. Issue the official receipt to the client together with returning the ID and form of the client	<b>For professional</b> ₱3,000.00/pax  <b>For students</b> ₱2,400.00/pax	30 minutes	<i>Administrative Officer V, Cashier Office</i>



<p><i>Payment can be deposited to the following account:</i>  <i>Bank: Landbank of the Philippines</i>  <i>Branch: La Trinidad</i>  <i>Account Name: Benguet State University</i>  <i>Account Number: 1372-0058-62</i></p>				
<p>3. Submit a copy of receipt to the ILC office and receive a copy of the program paper including the final schedule.</p>	<p>3.1. Check the receipt and confirm the final schedule of the training and the list of participants.          3.2. Give the copy of the program paper.          3.3. Provide the CSMFF to the client for completion.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Aide IV;</i>  <i>Director,</i>  <i>ILC</i></p>
<p><b>TOTAL</b></p>		<p><b>For professional</b>          ₱3,000.00/pax</p> <p><b>For students</b>          ₱2,400.00/pax</p>	<p><b>1 hour and 35 minutes</b></p>	



### 19. RELEASE OF PROGRAM ACCREDITATION LEVEL CERTIFICATION

This service is to provide program accreditation level certification of undergraduate degree programs to comply the requirements of funding agencies/sponsors to incoming students who wish to enroll in Advance Studies.

<b>Office or Division:</b>	Office for Quality Assurance and Accreditation				
<b>Classification:</b>	Simple Transaction				
<b>Type of Transaction:</b>	G2C- Government to Citizen				
<b>Who may avail:</b>	Incoming Students for Advance Studies				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
2 Document Request Form ( QF-OQAA-01), latest revision, 1 Original Copy			Office for Quality Assurance and Accreditation (OQAA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>		<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Fill out the document request form	2.1.	Receive the request form and check for completeness of documents.	None	15 minutes	<i>Administrative Aide VI; Director OQAA</i>
	2.2.	Inform the Client to expect an email or message regarding the schedule of the availability of the requested certifications.		1 day	
	2.3. 2.4.	Forward the form to the OQAA Director for approval. OQAA Director reviews the request and endorses for appropriate action.		1 day, 7 hours & 30 mins	<i>Administrative Aide VI / Administrative Officer IV; Director, OQAA</i>
2. Claim the requested document and sign the received portion of the request Form as proof of receipt of the documents.	2.5. 2.6. 2.7.	Consolidate data needed and prepare the certification. Check the prepared report Inform Client of the availability of the requested certifications	None	15 minutes	<i>Administrative Aide VI, OQAA</i>
	2.1	Release the requested document.			
	2.2 2.3	Give the client a copy of the Client Satisfaction Measurement Form. For requested digitized copies, forward to the email provided by the client together with the Client Satisfaction Measurement Form			
<b>TOTAL</b>			<b>None</b>	<b>3 days</b>	



**20. ICT TECHNICAL SUPPORT SERVICES FOR HARDWARE AND SOFTWARE (TROUBLESHOOTING, REPAIR, MAINTENANCE)**

This involves services such as troubleshooting, repair, and maintenance of IT equipment, including computers, laptops, printers, projectors, and other devices, including software applications and information systems.

<b>Office or Division:</b>	Information and Communications Technology Office	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2G - Government to Government, G2C - Government to Citizen	
<b>Who May Avail:</b>	Benguet State University (BSU) employees and students that uses university issued hardware/software or systems	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Service Request Form (QF-ICT-02) latest version, 1 original copy or thru <a href="http://eticketict.bsu.edu.ph">eticketict.bsu.edu.ph</a>		*ICT Office, Km. 6, La Trinidad, Benguet *ICT Satellite Office, Admin. Building, Km. 5, La Trinidad, Benguet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills out request form (QF-ICT-02 or <a href="http://eticketict.bsu.edu.ph">eticketict.bsu.edu.ph</a> )	1.1 Receive the filled-out request form	None	5 minutes	Computer Maintenance Technologist I, Computer Operator 1, ICT Office
	1.2 Process the request (acknowledge receipt, evaluate (walk-in) and assign task to concerned ICT personnel)	None	30 minutes	
	1.3 Performs technical support and make recommendation as needed	None	6 days (man-hours)	
	1.4 Creation of ICT Services Report	None	5 hours	
2. Client evaluates after-service using the online ( <a href="http://eticket.bsu.edu.ph">eticket.bsu.edu.ph</a> ) and offline (physical) Client Satisfaction Measurement Form	2.1 Issue Client Satisfaction Measurement Form	None	5 minutes	CMT I, Computer Operator 1, ICT Office
<b>TOTAL:</b>		None	<b>6 days, 4 hours &amp; 40 minutes</b>	



**21. EVENTS AND MULTIMEDIA SUPPORT - AUDIO-VISUAL SETUP/SUPPORT DURING EVENTS/ACTIVITIES**

This service provides technical support on University events, including audio/visual setup, operation, and live streaming.

<b>Office or Division:</b>	Information and Communications Technology Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government, G2C - Government to Citizen			
<b>Who May Avail:</b>	Benguet State University (BSU) employees and students that uses university issued hardware/software or systems			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form (QF-ICT-02) latest version, 1 original copy or thru <a href="http://eticketict.bsu.edu.ph">eticketict.bsu.edu.ph</a>		*ICT Office, Km. 6, La Trinidad, Benguet *ICT Satellite Office, Admin. Building, Km. 5, La Trinidad, Benguet		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client fills out request form (QF-ICT-02 (latest version) or <a href="http://eticketict.bsu.edu.ph">eticketict.bsu.edu.ph</a> )	1.1 Receive the filled-out request form and or documents	None	5 minutes	Computer Maintenance Technologist I (CMT 1), Computer Operator 1, ICT Office
	1.2 Process the request (acknowledge receipt, evaluate (walk-in) and assign task to concerned ICT personnel)	None	30 minutes	
	1.3 Performs technical support, assess the needed requirement(s) and make recommendation	None	2 days	
2. Client evaluates after-service using the online ( <a href="http://eticket.bsu.edu.ph">eticket.bsu.edu.ph</a> ) and offline (physical) Client Satisfaction Measurement Form	2.1 Issue Client Satisfaction Measurement Form	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>2 days &amp; 40 mins.</b>	



**22. NETWORK MANAGEMENT AND CONNECTIVITY SUPPORT - LOCAL AREA NETWORK (LAN), WIFI, INTERNET, EXPANSIONS, AND SYSTEM CONNECTIVITY**

This encompasses technical assistance related to local area network (LAN) or internet services, such as troubleshooting/repair of internet/LAN connectivity, installation or expansions, network design, and others.

<b>Office or Division:</b>	Information and Communications Technology Office	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2G - Government to Government, G2C - Government to Citizen	
<b>Who May Avail:</b>	Benguet State University (BSU) employees and students that uses university issued hardware/software or systems	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Service Request Form (QF-ICT-02) latest version, 1 original copy or thru <a href="http://eticketict.bsu.edu.ph">eticketict.bsu.edu.ph</a>		*ICT Office, Km. 6, La Trinidad, Benguet *ICT Satellite Office, Admin. Building, Km. 5, La Trinidad, Benguet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills out request form (QF-ICT-02 or <a href="http://eticketict.bsu.edu.ph">eticketict.bsu.edu.ph</a> )	1.1 Receive the filled-out request form	None	5 minutes	Computer Maintenance Technologist I (CMT 1), Info. System Analyst 1 (ISA 1), ICT Office
	1.2 Process the request (acknowledge receipt, evaluate (walk-in) and assign task to concerned ICT personnel)	None	30 minutes	
	1.3 ICT personnel perform the technical support, makes recommendation as needed	None	6 days (man hours)	
	1.4 Creation of ICT Services Report	None	5 hours	
2. Client evaluates after-service using the online ( <a href="http://eticket.bsu.edu.ph">eticket.bsu.edu.ph</a> ) and offline (physical) Client Satisfaction Measurement Form	2.1 Issue Client Satisfaction Measurement Form	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>6 days, 4 hours &amp; 40 minutes</b>	



### 23. ACCOUNTS AND SYSTEMS MANAGEMENT - PROVISION, UPDATING AND MANAGEMENT OF UNIVERSITY INFORMATION SYSTEM ACCOUNTS

This involves service on the management of user accounts for the university's various information systems, such as websites, Student Information and Accounting Systems (SIAS), digital libraries, Google Workspace for Education, Government Accounting and Budgeting Systems, Human Resource Information Systems (HRIS), Research and Extension Management Information System (REMIS) and other information system in the university.

<b>Office or Division:</b>	Information and Communications Technology Office	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2G - Government to Government, G2C - Government to Citizen	
<b>Who May Avail:</b>	Benguet State University (BSU) employees and students that uses university issued hardware/software or systems	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Service Request Form (QF-ICT-02) latest version, 1 copy or thru <a href="http://eticketict.bsu.edu.ph">eticketict.bsu.edu.ph</a>		*ICT Office, Km. 6, La Trinidad, Benguet *ICT Satellite Office, Admin. Building, Km. 5, La Trinidad, Benguet
2. Proof of Employment; present either one of the following; 2.1. BSU Issued ID 2.2. Contract 2.3. Request Letter		2.1. HRDO 2.2. HRMO 2.3. Office which the requesting client belongs to

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills out request form (QF-ICT-02 (latest version) or <a href="http://eticketict.bsu.edu.ph">eticketict.bsu.edu.ph</a> )	1.1 Receive the filled-out request form and or documents	None	5 minutes	Information Technology Officer I (ITO 1), Info. System Analyst 1 & II (ISA 1), CMT 1, Programmer I & II, ICT Office
	1.2 Process the request (acknowledge receipt, evaluate (walk-in) and assign task to concerned ICT personnel)	None	30 minutes	
	1.3 Performs technical support and makes recommendation as needed	None	8 hours	
2. Client evaluates after-service using the online ( <a href="http://eticket.bsu.edu.ph">eticket.bsu.edu.ph</a> ) and offline (physical) Client Satisfaction Measurement Form	2.1 Issue Client Satisfaction Measurement Form	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 day &amp; 45 mins.</b>	



**24. PROCUREMENT AND CONSULTANCY (IT SPECIFICATION PREPARATION, DISPOSAL, PRE-REPAIR INSPECTION, AND OTHER ICT RELATED CONSULTANCY)**

This encompasses assistance in the preparation of IT specification for acquisition/procurement, IT disposal/pre-repair inspections, creation & consultancy on IT related designs.

<b>Office or Division:</b>	Information and Communications Technology Office	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2G - Government to Government, G2C - Government to Citizen	
<b>Who May Avail:</b>	Benguet State University (BSU) employees and students that uses university issued hardware/software or systems	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Service Request Form (QF-ICT-02) latest version, 1 original copy or thru <a href="http://eticketict.bsu.edu.ph">eticketict.bsu.edu.ph</a>	*ICT Office, Km. 6, La Trinidad, Benguet *ICT Satellite Office, Admin. Building, Km. 5, La Trinidad, Benguet	
2 Documents related for consultations 2.1. Proposal 2.2. Procurement Documents	Requesting Client	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills out request form (QF-ICT-02 (latest version) or <a href="http://eticketict.bsu.edu.ph">eticketict.bsu.edu.ph</a> )	1.1 Receive the filled-out request form and or documents	None	5 minutes	Computer Maintenance Technologist I (CMT 1), Info. System Analyst 1, Information Technology Officer 1 (ITO 1), ICT Office
	1.2 Process the request (acknowledge receipt, evaluate (walk-in) and assign task to concerned ICT personnel)	None	30 minutes	
	1.3 Performs consultation and make recommendation as needed	None	8 hours	
2. Client evaluates after-service using the online ( <a href="http://eticket.bsu.edu.ph">eticket.bsu.edu.ph</a> ) and offline (physical) Client Satisfaction Measurement Form	2.1 Issue Client Satisfaction Measurement Form	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 day &amp; 40 mins.</b>	

**25. ISSUANCE OF PERMIT TO USE FACILITY (For Non- BSU Events/Activities)**

Issuance of a Permit to use facility is a service provided to external clients (students, BSU employees, and citizens) requesting the said document for the utilization of BSU facilities.

<b>Office or Division:</b>	Office of the Vice President for Administration and Finance
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government; G2B- Government to Businesses
<b>Who May Avail:</b>	Benguet State University (BSU) students, employees, private individuals and outside agencies



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Facility Request Form (FRF)		OVPAF		
2. Approved Request Letter		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire regarding use of facility and issuance of FRF	1.1 Interview the client to gather pertinent information. 1.2 Have the client fill out the FRF Log Book and issue the FRF. **For use of the closed gym, advise the client to prepare a request letter addressed to the President. If the letter is approved, proceed with processing the FRF/permit .	None	10 minutes	Administrative Assistant V; Administrative Aide VI; Administrative Assistant II, OVPAF
2. Fill-out the FRF, detailing the needed information	2.1. Instruct the client to fill out the FRF. Inform him/her of the process and requirements (e.g., trash bags). 2.2. Refer the client to the Facility-in-Charge. If the facility is available, the Facility-in-Charge shall certify its availability and affix his/her signature on the form. 2.3. For the request to use the sound system and to confirm the availability of utility personnel, please proceed to the GSO	None	25 minutes	
3. Submit completed/signed Facility request form with complete requirements	3.1. Check entries written on the accomplished <i>FRF</i> and if requirements are complete; 3.2. Approval of the request by the VPAF, or the Officer-in-charge, in case of the absence of the VPAF	None	15 minutes	Administrative Assistant V; Administrative Aide VI; Administrative Assistant II, OVPAF
4. Pay the fees corresponding to the amount to be paid as school share for the use of university facilities, amenities, furniture and/or services at the Cashiering office	4.1. Assessment of fees corresponding to the amount to be paid as school share for the use of university facilities, amenities, furniture and/or services 4.2. Refer client to the Cashiering office for payment	None	5 minutes	
5. Pay necessary fees	5.1 Receive tender of payment and issue Official Receipt	Refer to the attached list of Fees below	30 minutes	<i>Collecting Officer; Admin Officer V Cashiering Office</i>
6. Return receipt to the OVPAF Staff in-charge of processing and preparation of Temporary Permit.	6.1. Check receipt submitted by the client 6.2. Prepare the Permit to use University facility/ Temporary permit 6.3. Verification and signing of the permit by the VPAF, or the Officer-in-charge, in case of the absence of the VPAF 6.5. Request client to sign/ conforme the Permit to use University facility/ Temporary permit		10 minutes	Administrative Assistant V; Administrative Aide VI; Administrative Assistant II, OVPAF



7. Affix signature/ conforme to the Permit to use University facility/ Temporary permit	7.1.Reproduction of the approved FRF to be furnished to Security office, Facility-in-charge, GSO-Security and GSO-Utility.	None	5 minutes	
8. Receive the Permit to use University facility/ Temporary permit and furnish copies to the concerned offices (Facility-in-charge, GSO-Security and GSO-Utility)	8.1. Issue the original copy to client 8.2 Issue CSMFF	None	2 minutes	
<b>TOTAL:</b>		<b>Refer to the attached list of Fees below</b>	<b>1 hour and 2 minutes</b>	

**LIST OF FEES**

<u>GYMNASIUM &amp; SPORTS FACILITY</u>	<u>FUNCTION HALLS, AMPHITHEATER &amp; LECTURE ROOMS</u>	<u>OPEN GROUNDS AND PARKS</u>	<u>OTHER AMENITIES</u>
<p><b>UNIVERSITY GYMNASIUM</b>            a. Sports activities: Boxing/Kickboxing, basketball, Volleyball, Badminton,Zumba/Dance &amp; Fund-Raising Concerts: ₱12,500.00             b. Seminars/Conferences: ₱15,500.00:                a. General Use: Weddings, Reunions, Religious Organizations: ₱18,500.00                b. 4hrs.min use at 50% of the regular rate                    +1,600.00: per hr. for excess time</p>	<p><b>Dr. Dominador S. Garin Hall:</b>            a. 8hrs. Reg. use: ₱6,000.00            b. 4hrs. min use: ₱3,000.00                +750.00 per hr.for excess</p>	<p><b>IHFSA Open Ground- Bektey, Long-long, Puguis, Shimumura Park, and Centennial Park</b>            a. 8hrs. Reg. use: ₱3,000.00            b. 4hrs. min use: ₱1,500.00                 +₱350.00 per hr.:                for excess</p>	<p><b>FURNITURE:</b>  <b>Chairs (BSU personnel):</b>                ₱5.00/chair:   <b>Chairs (External Client):</b>                ₱8.00/chair:</p>



<p align="center"><b>COVERED COURT</b></p> <p>a. Fund Raising activities: ₱10,500.00  b. Concerts/Kickboxing/ Boxing: ₱10,500.00  c. Sports activities: basketball, Volleyball, Zumba/Dance: ₱8,500.00  d. General Use: Seminars, Conferences Seminars, Reunion &amp; Wedding: ₱8,500.00  e. 4hrs. min use for any purpose: ₱5,000.00:  +950.00 per hr.: for excess time</p>	<p align="center"><b>Dr. Percival Busacay Alipit Hall- CPAG,  CF Amphitheater,  CAS Little Theater,  Igorota Hall -NPRCRTC Bldg.,  Solibao Hall- NPRCRTC Bldg.,  Everlasting Hall-R&amp;E bldg.,  CVM Social Hall,  Animal Science Hall- New Bldg.,  ICT Hall:</b></p> <p>a. 8hrs. Regular use: ₱5,000.00:  b. 4hrs. min use: ₱ 2,500.00:  +600.00 per hr. for excess</p>		<p align="center"><b>SIGNAGES:</b>  Signages/Tarpaulins- Allowed only in designated commercial areas: ₱ 500.00:  4x8ft  ₱1,000.00: 8x16ft</p> <p align="center"><b>Billboards-</b> Allowed only in designated commercial areas:  ₱5, 000.00: with MOA  Commercials  ₱1,000.00: with MOA:  schools, religious organizations</p>
<p align="center"><b>OPEN COURTS:</b></p> <p>a. General Use: ₱2,500.00</p> <p align="center"><b>Track and Field / Oval: ₱ 4,500.00</b></p>	<p align="center"><b>IRO Hall - International Bldg.,  CF Lecture Hall (Last floor),  IHFSa hall-Bektey Long-long, Puguis:</b></p> <p>a. 8hrs. Reg. use: ₱4,000.00  b. 4hrs. min use: ₱2,000.00:  +500.00 per hr for excess</p>		
<p align="center"><b>SLS GYMNASIUM:</b></p> <p>a. 8hrs. Reg. use: ₱ 7,000.00:  b. 4hrs. min use: ₱4,000.00:  +850.00 per hr for excess</p>	<p align="center"><b>SLS Projection Room:</b></p> <p>a. 8hrs. Reg. use: ₱3,500.00  b. 4hrs. min use: ₱1,750.00  +400.00 per hr. for excess</p>		
<p align="center"><b>ELS GYMNASIUM:</b></p> <p>a. 8hrs. Reg. use: ₱5,500.00:  b. 4hrs. min use: ₱2,700.00  + ₱650.00 per hr for excess</p>	<p align="center">Classroom:</p> <p>a. 8hrs. Reg. use: ₱2,500.00  b. 4hrs. min use: ₱1,250.00:  +300.00 per hr.for excess</p>		
<p align="center"><b>OTHERS:</b> Parking Fee=+ ₱50.00; Environmental Fee/ Ecological fee: +₱80.00</p>			



**LA TRINIDAD CAMPUS  
EXTERNAL SERVICES**

**ADMINISTRATION-RELATED SERVICES**



## 1. APPLICATION FOR JOB VACANCIES

This service is for clients who wish to apply for any posted job vacancy, applicants may submit their complete documents through the Human Resource Management Office.

Office or Division:	Human Resource Management Office (HRMO)	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2C - Government to Citizen; G2G - Government to Government	
Who may avail:	Any individual who wishes to apply	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. REQUIREMENTS FOR SUBMISSION FOR PRE-ASSESSMENT</b>		
1. Checklist of Requirements Form (1 original copy)	Human Resource Management Office (HRMO)	
2. Application Letter (1 original copy or 1 scanned copy)	Applicant	
3. Personal Data Sheet (CSC Form No. 212; 2017) with Work Experience Sheet (1 original copy or 1 scanned copy)	Downloadable at: <a href="http://csc.gov.ph/2014-02-21-08-28-23/pdf_files/category/861-personal-data-sheet-revised-2017.html">http://csc.gov.ph/2014-02-21-08-28-23/pdf_files/category/861-personal-data-sheet-revised-2017.html</a>	
4. Official Transcript/Certification of Grades / Scholastic Records (1 photocopy or 1 scanned copy)	School / College / University Graduated from	
5. Proof of Eligibility / Professional Licenses (1 photocopy or 1 scanned 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 photocopy or 1 scanned copy)	Applicant	
7. Certificate/s of Commendation or Awards (1 photocopy or 1 scanned copy)		
<b>Additional requirements if already working prior to application:</b>		
8. Performance Evaluation Rating in the last rating period (1 photocopy or 1 scanned copy)	Most recent employer before application or current employer	
9. Employment Certificate (1 photocopy or 1 scanned copy)		
<b>B. REQUIREMENT FOR QUALIFIED APPLICANTS TO UNDERGO SCREENING:</b>		
1. Any Valid ID (e.g., Voter's ID, SSS ID, Passport, Postal ID, Driver's License, GSIS UMID, National ID, TIN ID, PRC ID, etc.)	Applicant	
<b>C. REQUIREMENTS FOR PROCESSING OF DOCUMENTS FOR APPOINTMENT:</b>		
1. Updated and Notarized Personal Data Sheet (PDS) (CS Form No. 212, revised 2017) with attached work experience sheet; 1 original copy	Appointee Downloadable from - <a href="https://bit.ly/4gAMlu1">https://bit.ly/4gAMlu1</a>	
2. Authenticated certificate of eligibility (COE)/ certificate of rating (COR)/ valid professional license (if position involves practice of profession)/ professional license or COR or Report of rating (if position does not involve practice of profession)/ other valid applicable licenses; 1 original copy	Civil Service Commission/ Professional Regulation Commission/ Supreme Court	
3. Medical Certificate (CS Form No. 211, Revised 2018) <b>checked by the University Medical Clinic;</b> 1 original copy with attached results for Blood Test, Urinalysis, Chest X-ray, Drug Test, and Psychological Test/ Neuropsychiatric Exam	Downloadable from - <a href="https://bit.ly/49G9CZg">https://bit.ly/49G9CZg</a>	
4. Authenticated Certificate of Live Birth; 1 original copy	Philippine Statistics Authority (PSA; formerly National Statistics Office or NSO)/ Local Civil Registry (LCR)	
5. Authenticated Marriage Contract/Certificate ( <b>if applicable</b> ); 1 original copy		
6. Valid National Bureau of Investigation (NBI) Clearance; 1 original copy	National Bureau of Investigation	



7. Certified true copies of Transcript of Records and Diploma; 1 original copy	University/ College appointee graduated from
<b>Additional requirements for appointment (for Transferee and/or if with prior Government Service ONLY)</b>	
8. Clearance from money, property, and work-related accountabilities (for promotion, reappointment, or transfer ONLY) (CS Form No. 7, revised 2018); 1 original copy	Current/Immediate past government office employed in
9. Performance Rating (for promotion or transfer ONLY); 1 original copy	
10. Government Service Record (if currently employed in government office); 1 original copy	
11. Certification of Available Leave Credits (if currently employed in government office); 1 original copy	
12. Certified True Copy of pre-audited disbursement voucher of last salary and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor at the government agency; 1 original copy	
13. BIR Form No. 2316 (Certificate of Compensation Payment/Tax Withheld); 1 original copy	Appointee
14. Front of ATM Card for payroll account (e.g., LandBank); 1 photocopy	
15. Statement of Assets and Liabilities and Net Worth (SALN); 4 original copies	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. SUBMISSION FOR PRE-ASSESSMENT</b>				
1. Submit the complete application requirements to the Human Resource Management Office, via email thru hrmo.rsp@bsu.edu.ph or through Google Forms: shorturl.at/jkMN3	1.1. Receive application documents and check completeness 1.2. Briefly discuss the process to the client	None	1 hour	Secretariat (HRMO Staff) Human Resource Merit Promotion and Selection Board (HRMPSB) or CSP/JOP Selection and Evaluation Committee (CJSEC)
	1.3. Conduct pre-assessment <i>*send email to disqualified applicants</i> 1.4. Endorse to the Human Resource Development Office (HRDO) the list of applicants 1.5. HRDO schedules screening and notifies qualified applicants		22 days	
2. Confirm attendance to screening procedures (e.g., technical exam, aptitude exam, practical exam, etc.)	2. Prepare materials/venue for screening		1 day, 7 hours	
<b>A. SUB-TOTAL FOR SUBMISSION OF APPLICATION DOCUMENTS (IF QUALIFIED)</b>		<b>None</b>	<b>24 days</b>	
<b>B. SCREENING</b>				
1. Proceed to the screening venue based on notification received and present valid ID	1.1. Verify ID of applicant 1.2. Administer exam/s as scheduled <i>*Examiner provides introduction of the tests to be taken</i> <i>*Obtain informed consent for use of test data (research)</i> 1.3. Provide reminders on the screening process	None	3 Days	Registered Psychometricians (RPm); Registered Psychologist (RPsy) HRDO



	1.4. Facilitate scoring of examinations 1.5 Transmit transmuted ratings to the HRMO		7 Days	
2. Confirm attendance to panel interview and attend on the scheduled date	2.1 Endorse to HRMPS/CJSEC the preliminary assessment form 2.2 Conduct panel interview 2.3 Prepare the final comparative assessment form (FCAF) 2.4 Submit the FCAF and other documents (as requested) to the University President or Board of Regents		12 days	Secretariat HRMPSB/CJSEC (HRMO Staff)  or University & Board Secretary OUBS
	2.5 Decide on who will be appointed among the candidates <i>*for plantilla positions with salary grade levels 19 or above, submit FCAF to the Board of Regents (BOR)</i>		<b>For positions with SG 18 and below: 5 days</b>  Or <b>For positions with SG 19 and above: 133 days</b>	University President or Board of Regents;  Secretariat, HRMPSB/CJSEC
	2.6 Notify candidates of decision <i>*provide selected candidate a checklist of documents to submit for appointment</i> <i>*If the applicant is selected, proceed to C</i> <i>*If the applicant is not selected, provide the CSMFF (End of Transaction)</i>		4 hours	Secretariat HRMPSB/CJSEC
<b>B. SUB-TOTAL FOR SCREENING</b>		None	<b>FOR POSITIONS WITH SG 18 AND BELOW: 27 Days and 4 Hours</b>  <b>FOR POSITIONS WITH SG 19 AND ABOVE: 155 days and 4 hours</b>	
<b>C. PROCESSING OF APPOINTMENT</b>				
1. Submit all required documents to the Human Resource Management Office (HRMO)	1.1. Receive documents and check completeness	None	3 hours	Admin Aide IV, Admin Assistant, Supervising Admin Officer HRMO
	1.2. Prepare CSC-required documents for validation of appointment 1.3. Check calendar for oath-taking of the appointee 1.4. Notify appointee of schedule		10 days	
2. Attend Oath-taking ceremonies and sign required documents	2.1. Issue a Client Satisfaction Measurement Form (CSMF)		1 day	
<b>C. PROCESSING OF APPOINTMENT (IF SELECTED FOR APPOINTMENT)</b>		None	<b>11 Days and 3 Hours</b>	



TOTAL FOR POSITIONS WITH SG 18 AND BELOW (SELECTED APPLICANTS)(A+B+C)	None	62 Days and 7 Hours	
TOTAL FOR POSITIONS WITH SG 19 AND ABOVE (SELECTED APPLICANTS) (A+B+C)	None	190 Days and 7 Hours	
TOTAL FOR THOSE NOT SELECTED FOR APPOINTMENT WITH SG 18 AND BELOW (A+B)	None	51 Days and 4 Hours	
TOTAL FOR THOSE NOT SELECTED FOR APPOINTMENT WITH SG 19 AND ABOVE(A+B)		179 Days and 4 Hours	

\*This service is covered under Civil Service Commission Resolution No. 2500358 (2025 Omnibus Rules on Appointments and Other Human Resource Actions (ORAOHRA)).

## 2. PRE-EMPLOYMENT PHYSICAL EXAMINATION

This service is a requirement for New and Promoted BSU Employees.

<b>Office or Division:</b>	University Health Services - Medical Clinic			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government, G2C - Government to Citizen			
<b>Who may avail:</b>	New and Promoted BSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Medical Certificate (CSC Form no. 211, revised 2018) – 2 original copies		Human Resource Management Office (HRMO)		
2. Chest X-ray (taken within 1 year from date of Physical Examination); 1 original copy		Any DOH-accredited hospital/Laboratory		
3. Urinalysis (taken within 2 weeks from date of Physical Examination); 1 original copy		University Health Services - Medical Clinic		
4. Drug Test result (taken within 1 year from date of Physical Examination); 1 original copy				
5. Complete Blood Count (taken within 1 month from date of Physical Examination); 1 original copy				
6. Blood Typing result; 1 original copy				
7. Filled out Physical Examination Form (to be issued during the service)		Requesting Client		
8. 2 x 2 ID picture with white background (taken within 2 months from date of Physical Exam); 2 pieces for COS/JOP or 1 piece for Permanent/Casual		Human Resource Management Office (HRMO)		
<i>Additional requirement for PERMANENT and CASUAL TEACHING and NONTEACHING positions</i>				
9. Psychological Test/Assessment Result; 1 original copy and 1 photocopy		Any Registered Psychologist/Psychiatrist with valid license		
<i>Additional requirement for WATCHMAN/SECURITY GUARD positions (permanent, casual and COS/JO)</i>				
10. Neuropsychiatric Report; 1 original copy and 1 photocopy		Any Registered Psychologist/Psychiatrist with valid license		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents	1.1. Receive and Check submitted documents 1.2. Instruct client to input their details in the Client Log Sheet	None	5 minutes	Nurse III, Nurse II, Administrative Aide IV; Director UHS – Medical Clinic
2. Write name and other pertinent information in the Client Log Sheet and submit self for monitoring	2.1. Trace medical history, take height, weight, blood pressure, pulse rate, and visual acuity 2.2. Record findings in the Physical Examination Form 2.3. Instruct client to proceed to the Physician's Room		1 hour	



3. Proceed to the Physician's Room and follow instructions	3. Conduct Medical Examination <i>*if cleared, sign Medical Certificate (proceed to <b>step 4</b>)</i> <i>*if referral is needed, issue Referral and Feedback Form (return to <b>Step 2</b> after complying and submit applicable requirements in the checklist)</i>		<b>Without referral to specialist/s:</b> 1 hour	Medical Officer II, Medical Officer III/ Director UHS - Medical Clinic
4. Receive issued form/s	4. Issue a Client Satisfaction Measurement Form (CSMF)		<b>With Referral to specialist/s:</b> 3 days	Nurse III, Nurse II, Administrative Aide IV; Director UHS – Medical Clinic
<b>TOTAL REQUEST WITHOUT REFERRAL</b>		None	<b>2 hours 9 minutes</b>	
<b>TOTAL REQUEST WITH REFERRAL</b>		None	<b>3 days, 2 hours, 9 minutes</b>	

### 3. REQUEST FOR ISSUANCE OF PERSONNEL RECORDS FOR FORMER UNIVERSITY EMPLOYEES

Former University personnel may request the issuance of various records such as, but not limited to, service record, certificate of employment, and certified true copies.

<b>Office or Division:</b>	<b>Human Resource Management Office</b>
<b>Classification:</b>	<b>Simple Transaction</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen; G2G - Government to Government</b>
<b>Who may avail:</b>	<b>Former University personnel</b>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request form; 1 original copy	HRMO
2. Official Receipt (OR)	Cashiering Office
3. Special Power of Attorney (SPA) and/or Authorization Letter (for authorized representatives ONLY); 1 original copy <i>*with valid ID of representative</i>	Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit request form <i>*with SPA and/or authorization letter with valid ID (if authorized representative)</i>	1.1. Receive request form and check details of request 1.2. Input amount to be paid and instruct client to pay at the Cashiering Office	None	15 minutes	Admin Staff, Supervising Admin Officer HRMO
2. Proceed to the Cashiering Office and present request form with the payment for the fee indicated in the form	2.1. Receive fee and compare with the indicated fee in the form 2.2. Process payment and issue Official Receipt	<b>See fees below</b>	30 minutes	Administrative Officer V, Cashiering Office
3. Return to the HRMO and present official receipt	3.1. Verify and copy OR number to the request form	None	13 minutes	Admin Staff, Supervising Admin Officer HRMO
	3.2. Prepare document/s being requested		2 days and 7 hours	
	3.3. Release requested document/s			
4. Receive issued documents	4. Issue a Client Satisfaction Measurement Form (CSMF)		2 minutes	
<b>TOTAL</b>		<b>See fees below</b>	<b>3 Days</b>	

Fees: 1 set of Certifications (2 copies) - Php 75.00

1 set of service record (2 copies) - Php 100.00

Certified True Copy - Php 50.00/copy



#### 4. CERTIFICATION OF DIVISION/DEPARTMENT/ INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (DPCR/IPCR) RATING FOR FORMER EMPLOYEES

Employees separated from service may request a certification of their performance rating/s during their employment at the University.

<b>Office or Division:</b>	<b>Human Resource Development Office (HRDO)</b>	
<b>Classification:</b>	<b>Simple Transaction</b>	
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen; G2G - Government to Government</b>	
<b>Who may avail:</b>	<b>Former BSU employees</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. QF-HRDO-27 (Request for HRDO Forms/Services); latest revision, 1 original copy		Human Resource Development Office (HRDO)
<b>**For authorized representatives only</b> 1. Duly signed authorization letter 2. Valid ID of the Authorized Representative		Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished QF-HRDO-27 with valid government issued ID	1.1. Receive the submitted form and confirm the rating period/s being requested for 1.2. Check the database for OPCR/DPCR/IPCR ratings 1.3. Inform client of the release date of the certification 1.4. Prepare the requested certification 1.5. Inform the client of availability, once processing is completed	None	2 days, 7 hours	<i>Admin Officer II; Admin Officer V, HRDO</i>
2. Claim certification at the HRDO and sign the request form to acknowledgment receipt	2.1. 2.1. Issue requested certification 2.2. 2.2. Issue a Client Satisfaction Measurement Form (CSMF)		1 hour	
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	



**LA TRINIDAD CAMPUS  
EXTERNAL SERVICES**

**PRODUCTION/BUSINESS-RELATED SERVICES**



## 1. FOOD SCIENCE CONSULTANCY AND EXPERT SERVICES

This service is provided to any individual/group who wants to inquire or seek advice or assistance regarding their research study/ thesis or business related to food.

<b>Office or Division:</b>	Food Science Research and Innovation Center (FSRIC)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business Entity, G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Form			FSRIC Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished request form	1.1. Receive request form and check nature of request 1.2. Discuss/advise client on their concerns/queries 1.3. Issue Client Satisfaction Measurement Form (CSMF)	None	1 day	<i>Extension Coordinator/ Research Assistant; Director FSRIC</i>
<b>TOTAL</b>		<b>None</b>	<b>1 day</b>	

## 2. REQUEST TO AVAIL OF THE SKILL PROGRAM

This service is provided to students or groups who wish to have their on-the-job training under the Skills & Knowledge application for Interested clients to upgrade Learning and Labor readiness (SKILL) Program.

<b>Office or Division:</b>	Food Science Research and Innovation Center (FSRIC)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business Entity, G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Form			FSRIC Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill in request form and submit at the FSRI	1.1. Receive request form and check details 1.2. Discuss with the client the details of requested training 1.3. Issue Client Satisfaction Measurement Form (CSMF)	None	1 day	<i>Staff; Extension Coordinator; Director FSRIC</i>
<b>TOTAL</b>		<b>None</b>	<b>1 day</b>	



### 3. REQUEST FOR THE BADANG EXTENSION PROGRAM

This service is provided to any interested individual/group who wish to engage in the processing of products enriched with vegetables and request for assistance under the BADANG extension program (Bringing Agro-fishery processing technologies and related Development Assistance to Neighborhood and interested Groups).

<b>Office or Division:</b>	Food Science Research and Innovation Center (FSRIC)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business Entity, G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Form			FSRIC Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill in request form and submit at the FSRIC	1.1. Receive request form and check details 1.2. Discuss with the client the details of requested training 1.3. Issue Client Satisfaction Measurement Form (CSMF)	None	1 day	Staff; Extension Coordinator; Director FSRIC
<b>TOTAL</b>		<b>None</b>	<b>1 day</b>	

### 4. SALE OF GOODS TO INDIVIDUAL CLIENTS

This service is for the general public who may want to purchase any BSU food products.

<b>Office or Division:</b>	BSU Marketing Center			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business Entity, G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			N/A	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit the project, select products to buy, and present the items to the cashier	1.1. Assist clients in their purchase and provide information such as product price and content 1.2. Assess the amount to be paid based on the purchase.	None	1 day	Project Clerk; Administrative Aide IV; Project Manager, Marketing Center
2. Pay the assessed payment for the purchased item	2.1 Process the payment and provide receipt 2.2 Issue CSMFF	Refer to the attached price list		
<b>TOTAL</b>		<b>Refer to the attached price list</b>	<b>1 day</b>	



## LIST OF BSU PRODUCTS AND PRICES

<b>PRODUCTS</b>	<b>PRICES</b>	<b>PRODUCTS</b>	<b>PRICES</b>	<b>PRODUCTS</b>	<b>PRICES</b>
Assorted	₱70.00	Leangua De Gato	₱155.00	Peanut Butter Regular small size	₱100.00
Polvoron(peanut,c&c,pinipig)					
BSU Arabica Coffee 500g	₱550.00	Oatmeal Bar	₱90.00	Peanut Kisses	₱75.00
BSU Wine	₱250.00	Strawberry Bar	₱85.00	Sesame Peanut Brittle	₱120.00
Chocoberry	₱80.00	Oatmeal Cookies	₱155.00	Strawberry Polvoron	₱55.00
Chocoflakes (mixed)	₱145.00	Oatmeal Drop Cookies	₱50.00	Strawberry Preserve 450g	₱200.00
Chocoflakes (brown)	₱150.00	Pancit Canton 200g	₱60.00	Strawberry Preserve low sugar 450g	₱220.00
				Strawberry Spread 450g	₱200.00
Classic Polvoron	₱65.00	Peanut Bar	₱55.00	Ube halaya 450g	₱135.00
Dried Miki 200g	₱45.00	Peanut Brittle	₱115.00	Veggie Cookies 100g	₱35.00
Dried Udon 500g	₱110.00	Peanut Butter No sugar 450g	₱240.00	Yummy Nuts	₱150.00
Fettuccine Pasta 200g	₱50.00	Peanut Butter Regular 450g	₱220.00		



**LA TRINIDAD CAMPUS  
EXTERNAL SERVICES**

**RESEARCH AND EXTENSION - RELATED SERVICES**



**1. REQUEST FOR BASIC AND ADVANCED TRAINING ON A) GEOGRAPHIC INFORMATION SYSTEM, B) REMOTE SENSING, C) UNMANNED AERIAL VEHICLE, D) GLOBAL NAVIGATION SATELLITE SYSTEM, E) SPECIES DISTRIBUTION ANALYSIS, F) SITE SUITABILITY ANALYSIS, G) LANDSLIDE SUSCEPTIBILITY ANALYSIS**

This service is provided to Center/Institute, Local Government Offices, Private sectors, Government and Non-Government Organizations who wish to avail basic and advance training on Geographic Information Systems, Remote Sensing, Unmanned Aerial Vehicles, Global Navigation Satellite Systems, Species Distribution Analysis, Site Suitability Analysis and Landslide Susceptibility Analysis.

<b>Office or Division:</b>	Center for Geoinformatics
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2G – Government to Government; G2C – Government to Citizen; and G2B – Government to Business Entity
<b>Who may avail:</b>	Center/Institute, Local Government Offices, Private sectors, Government and Non-Government Organizations
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Request letter duly received by the Office of the President, 1 copy, original	Requesting client
<b>WHERE TO SECURE</b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for the provision of training addressed to the University President	1.1. Receive the memorandum for the conduct of the training 1.2. Evaluate the nature of the request vis-à-vis the list of the trainings and the availability of the schedule 1.3. The Sector Vice President acts on the request (approves or disapproves the conduct of the activity) 1.4. Notify the client of the action taken	NONE	2 days, 7 hours and 55 minutes	Science Research Analyst, Center for Geoinformatics  Director, Center for Geoinformatics
2. Fill out the Client Satisfaction Measurement Form (ARTA-MC-2022-05)	2.1. Issue a Citizen Satisfaction Measurement Form (CSMF)		5 minutes	Science Research Analyst, Center for Geoinformatics  Administrative Aide IV, Center for Geoinformatics
<b>TOTAL:</b>		None	3 days	



## 2. ENDORSEMENT FOR THE DOST-PCAARRD PUBLICATION INCENTIVES PROGRAM

The Regional Consortia provides endorsements to researchers and faculty members of Consortium Member Institutions for the DOST-PCAARRD Publication Incentives Program. Endorsements are granted specifically for published articles that originate from projects funded, coordinated, or monitored by DOST-PCAARRD.

<b>Office or Division:</b>	Cordillera Consortium for Agriculture, Aquatic and Resources Research and Development (CorCAARRD)- Science Communication Cluster (SciCom Cluster)	
<b>Classification:</b>	G2G - Government to Government	
<b>Type of Transaction:</b>	Complex	
<b>Who May Avail:</b>	Researchers from the Consortium Member Institutions	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Cover letter addressed to the DOST-PCAARRD executive director (1 scanned copy)		Requesting client
2. Endorsement by agency head (1 scanned copy)		Office of the University President
3. Duly accomplished application/ information sheet (1 scanned copy) QMSF-IDD-08- 01-05 (Page No. 1 of 1 to 1 of 2)		Requesting client  Downloadable from the DOST-PCAARRD website: <a href="https://tinyurl.com/24pmdp2m">https://tinyurl.com/24pmdp2m</a>
4. Electronic copy of journal article		Requesting client
5. Affidavit from agency head and coauthors that the article has not been previously granted incentives for publication and will no longer be submitted for similar incentives program (1 scanned copy) QMSF-IDD-08- 01-05 (Page No. 3 of 3)		Requesting client  Downloadable from the DOST- PCAARRD website: <a href="https://tinyurl.com/24pmdp2m">https://tinyurl.com/24pmdp2m</a>
6. Screenshot showing that the journal is listed in the Web of Science (WoS) or indexed in Scopus (1 copy)		Requesting client
7. For co-author (corresponding author) submissions, a statement of the coauthor's contributions to the research paper, duly affirmed by the lead author (1 scanned copy)		





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete checklist of requirements for compliance checking with qualification criteria and completeness.	1.1 Review submitted documents.	None	1 day	Project Technical Assistant (SciCom Cluster Support Staff) / Consortium Director, CorCAARRD
	1.2. If requirements are complete, prepare the endorsement and forward it to the Office of the Consortium Director for initial approval.		3 days	
	1.3. Once approved, submit the endorsement to the BSU Office of the President for final endorsement		1 day	
1.4. Submit endorsement and attachments to DOST-PCAARRD	None	1 day		
2. Acknowledge and receive the copy-furnished endorsement through email.	2.1. Acknowledge the copy-furnished endorsement through email.	None	1 day	
	2.2. Issue CSMF to the client (online or printed)	None	1 day	
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>	

### 3. ENDORSEMENT OF PROPOSALS FOR DOST-PCAARRD FUNDING

The Regional Consortia facilitates the endorsement of Research and Development (R&D) and Technology Transfer (TechTrans) proposals for possible funding support from DOST-PCAARRD. This service is extended to researchers and faculty members of Consortium Member Institutions (CMIs).

<b>Office or Division:</b>	Cordillera Consortium for Agriculture, Aquatic and Resources Research and Development (CorCAARRD)- R&D and TechTrans Cluster	
<b>Classification:</b>	G2G - Government to Government	
<b>Type of Transaction:</b>	Complex	
<b>Who May Avail:</b>	Researchers from the Consortium Member Institutions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Cover letter addressed to the RRDCC Chair through the Consortium Director (1 scanned copy)		Requesting client
2. Program/Project Proposal, either of the following (1 e-copy each): DOST-GIA Form 1 - Program Concept Proposal DOST-GIA Form 2 - Project Concept Proposal DOST-GIA Form 3 - Detailed R&D Program Proposal DOST-GIA Form 4.A. - Detailed Project Proposal (R&D) DOST-GIA Form 4.B. - Detailed Project Proposal (Non-R&D)		Requesting client or Downloadable at: <a href="https://dpmisv2.dost.gov.ph/">https://dpmisv2.dost.gov.ph/</a>
3. GAD Score Form (1 e-copy)		
4. DOST-GIA Form 5 - Project Work Plan (1 e-copy)		
5. DOST-GIA Form 6 - Project Line Item Budget (1 e-copy)		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete checklist of requirements for compliance checking with qualification criteria and completeness.	1.1 Review compliance and completeness of submitted documents.	None	2 days	Science Research Analyst (R&D Cluster or TechTrans Cluster Support Staff) / Consortium Director, CorCAARRD
	1.2. If requirements are complete, prepare the endorsement and forward it to the Office of the Consortium Director for initial approval.	None	1 day	
	1.3. Once approved, submit the endorsement to the BSU Office of the President for final endorsement	None	3 days	
2. Receive the endorsement	2.1. Issue the endorsement	None	1 day	
	2.2. Issue CSMF to the client (online or printed)			
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>	

#### 4. PROPOSAL EVALUATION FOR DOST-PCAARRD FUNDING

To endorse Consortium Member Institution's (CMI's) research proposals in response to the regional and national research agenda. This procedure covers the endorsement of research proposals of CMI's for DOST-PCAARRD funding

<b>Office or Division:</b>	Cordillera Consortium for Agriculture, Aquatic and Resources Research and Development (CorCAARRD)- R&D and TechTrans Cluster		
<b>Classification:</b>	G2G - Government to Government		
<b>Type of Transaction:</b>	Highly Technical		
<b>Who May Avail:</b>	Researchers from the Consortium Member Institutions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Cover letter addressed to the RRDCC Chair through the Consortium Director (1 scanned copy)		Requesting client	
2. Program/Project Proposal, either of the following (1 e-copy each): DOST-GIA Form 1 - Program Concept Proposal DOST-GIA Form 2 - Project Concept Proposal DOST-GIA Form 3 - Detailed R&D Program Proposal DOST-GIA Form 4.A. - Detailed Project Proposal (R&D) DOST-GIA Form 4.B. - Detailed Project Proposal (Non-R&D)		Requesting client  Downloadable at: <a href="https://dpmisv2.dost.gov.ph/">https://dpmisv2.dost.gov.ph/</a>	
3. GAD Score Form (1 e-copy)			
4. DOST-GIA Form 5 - Project Work Plan (1 e-copy)			
5. DOST-GIA Form 6 - Project Line Item Budget (1 e-copy)			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete checklist of requirements for compliance checking with qualification criteria and completeness.	1.1 Receive submitted documents and identify the cluster in charge	None	5 mins	Science Research Analyst (Cluster In-Charge) / Consortium Director, CorCAARRD
	1.2. Review documents and alignment to the Regional Priority Commodities or Call for Proposals guidelines	None	1 day	
	1.3. If approved, prepare proposal evaluation form and submit to cluster coordinator, Consortium Director, and Consortium Deputy Director for initial review and identification of Regional Experts Pool	None	1 day	
	1.4. Submit proposal to the identified Regional Experts Pool for evaluation	None	11 days	
	1.5. Consolidate and forward comments and suggestions to the requesting client	None	5 days	
2. Receive the comments and suggestions	2.1. Issue the comments and suggestions	None	1 day	
	2.2. Issue CSMF to the client (online or printed)			
<b>TOTAL:</b>		<b>None</b>	<b>19 days, 5 minutes</b>	

#### 5. ARTICLE SUBMISSION FOR HIGHLAND EXPRESS MAGAZINE AND ANAP DIGEST

The Science Communication Cluster of CorCAARRD accepts article submissions for its official publications, *Highland Express Magazine* and *ANAP Digest*. This service is offered to clients who wish to have their work published in these publications.

<b>Office or Division:</b>	Cordillera Consortium for Agriculture, Aquatic and Resources Research and Development (CorCAARRD)- Science Communication Cluster (SciCom Cluster)		
<b>Classification:</b>	G2G - Government to Government		
<b>Type of Transaction:</b>	Highly Technical		
<b>Who May Avail:</b>	Clients from Consortium Member Institutions		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>
1. Letter of Request addressed to the Consortium Director, clearly indicating the specific publication ( <i>Highland Express Magazine</i> or <i>ANAP Digest</i> ) where the article is intended for submission. ( 1 original or scanned copy)			Requesting client
2. Copy of article (e-copy and/or hard copy)			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete checklist of requirements for compliance checking with qualification criteria and completeness.	1.1 Review submitted documents. 1.2. If requirements are complete, forward it to the Office of the Consortium Director for initial approval. * If disapproved, prepare a letter to inform the client of the disapproval	None	1 day	Project Technical Assistant (SciCom Cluster Support Staff) / Consortium Director, CorCAARRD
2. Acknowledge and receive the approval and consult/submit with the cluster in charge	2.1. Acknowledge the articles submitted, edit, and review		5 days	
	2.2. Provide and release the comments and suggestions			
3. Receive the comments and suggestions, and incorporate if applicable, and re-submit	3.1. Review article and finalize for publication		5 days	
	3.2 Issue Client Satisfaction Measurement Form to the client (online or printed)		1 day	
<b>TOTAL:</b>		<b>None</b>	<b>12 days</b>	

#### 6. WEBSITE SUBMISSION AND UPLOADING OF ARTICLES AND KNOWLEDGE PRODUCT MATERIALS

This service is offered to clients who wish to upload articles and/or knowledge products (e.g., Information, Education, and Communication materials) to the CorCAARRD website.

<b>Office or Division:</b>	Cordillera Consortium for Agriculture, Aquatic and Resources Research and Development (CorCAARRD)- Information Communication Technology (ICT) and Science Communication (SciCom) Clusters	
<b>Classification:</b>	G2G - Government to Government	
<b>Type of Transaction:</b>	Complex	
<b>Who May Avail:</b>	Clients from Consortium Member Institutions	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter of Request addressed to the Consortium Director ( 1 original or scanned copy)		Requesting client
2. Copy of article or knowledge product (e-copy and hard-copy) (1 copy)		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete checklist of requirements for compliance checking with qualification criteria and completeness.	1.1 Review submitted documents. 1.2. If requirements are complete, forward it to the Office of the Consortium Director for initial approval. * If disapproved, prepare a letter to inform the client of the disapproval	None	2 day	Project Technical Assistant / Consortium Director, CorCAARRD
2. Acknowledge and receive the approval	2.1. Upload materials in the website		4 days	
3. Review the materials uploaded	3.1. Issue Client Satisfaction Measurement Form to the client (online or printed)		1 day	
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>	

#### 7. REQUEST FOR BASIC AND ADVANCE TRAINING ON BEEKEEPING; INTERNSHIP-MENTORING PROGRAM IN BEEKEEPING

This service is provided to any interested individuals or groups who wish to engage in beekeeping.

<b>Office or Division:</b>	Cordillera Regional Apiculture Center (CRAC)	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C (Government to Citizen); G2B (Government to Business entity); G2G (Government to Government)	
<b>Who may avail:</b>	All interested individual or group	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. QF-OES-01 (Extension Activity Request form), latest revision, 1 Original Copy		Cordillera Regional Apiculture Center (CRAC) office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Registration form	1.1. Check and verifies the accomplished form; and include client/s to the list of trainees	None	10 minutes	Administrative Aide; Science Research Assistant; Farm Technician II, CRAC
2. Accomplish Client Satisfaction form then drop it in the office drop box	2.2. Issue the Satisfaction Feedback form to the client	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>15 minutes</b>	



## 8. PROVISION OF PLANTING MATERIALS

This service dwells on the provision of quality Arabica coffee and citrus planting materials to interested Stakeholders. This service is subject for availability.

<b>Office or Division:</b>	IHfSA-Office/IHfSA Nursery-Puguis	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business	
<b>Who may avail:</b>	Citizens, Students, LGUs, GOs	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Request Form; or		IHfSA Office (Rm. 309, New R&E Building, Km. 6, La Trinidad, Benguet) or IHfSA Nursery – Puguis (Puguis, La Trinidad, Benguet)
1. Request Letter a. Addressed to Director, IHfSA b. Signatories: Requesting client; and Director, IHfSA for approval		Requesting Client

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Request Form or Request letter.	1.1. Receive accomplished Request Form/Request letter.	None	30 minutes	<i>Labor Foreman, Admin Aide VI</i> IHfSA Nursery Puguis
	1.2. Evaluate Request Form/Request Letter for completeness.			
	1.3. Approve or Disapprove the request, subject to the availability of planting materials.		1 Day	<i>Labor Foreman,</i> IHfSA Nursery Puguis  <i>Director,</i> IHfSA
	1.4. Prepare planting materials for pick-up.		1 Day, 30 minutes	<i>Labor Foreman;</i> <i>Farm Worker II,</i> IHfSA Nursery Puguis
2. Pay planting materials.	2.1. Collect payment and issue Official Receipt.	<b>For seeds:</b> 1,000.00 x # of kilogram/s	30 minutes	<i>Special Collecting Officer,</i> IHfSA Nursery Puguis



		<b>For seedlings:</b> 25.00 x # pot/s		
3. Pick-up planting materials at the nursery site.	3.1. Release planting materials.	None	3 Hours, 25 minutes	<i>Farm Worker II,</i> IHFSA Nursery Puguis
4. Fill out Acknowledgement Form and Client Satisfaction Measurement Form (CSFM).	4.1. Issue and collect Acknowledgement Form. 4.2. Issue a Client Satisfaction Measurement Form.		15 Minutes	<i>Labor Foreman,</i> IHFSA-Wangal
<b>TOTAL:</b>		<b>For seeds:</b> 1,000.00 x # of kilogram/s  <b>For seedlings:</b> 25.00 x # pot/s	<b>2 days, 5 Hours, 10 minutes</b>	

### 9. PROVISION OF IHFSA TECHNICAL ASSISTANCE AND/OR SERVICES

This service involves provision of technical information (research and extension information, data, and/or provide IEC materials) in response to client's inquiries.

<b>Office or Division:</b>	IHFSA-Office (Provide Research and extension information/data/IEC materials) IHfSA Nursery-Puguis/IHFSA-Longlong (IEC materials/ /demonstration)
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business
<b>Who may avail:</b>	Citizens, Students, LGUs, GOs, NGOs
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Request Form; or	IHFSA Office (Rm. 309, New R&E Building, Km. 6, La Trinidad, Benguet) Or IHFSA Nursery - Puguis (Puguis, La Trinidad, Benguet) Or IHFSA-Bektey (Bektey, Longlong, La Trinidad, Benguet)
1. Request Letter addressed to Director of IHFSA (Signatories: Requesting client; and Director, IHFSA for approval)	Requesting Client

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive accomplished Request Form or Request Letter. 1.2 Evaluate Request Form for completeness	None	30 Minutes	<i>Farm Supervisor,</i> IHFSA-Longlong; <i>Labor Foreman,</i> IHFSA Nursery Puguis



1. Submit accomplished Request form or request letter.				<i>Admin Aide VI, IHFSA</i>
	1.3 If in order, approve the request.		<i>1 Day</i>	<i>Director, IHFSA</i>
	1.4 Provide needed information/consultation/services 1.5 Issue a Client Satisfaction Measurement Form (CSFM).		<i>1 Day and Minutes</i>	<i>Farm Supervisor, IHFSA-Longlong Labor Foreman, IHFSA Nursery Puguis Admin Aide VI/ Science Research Assistant, IHFSA</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 35 minutes</b>	

#### 10. APPLICATION FOR COPYRIGHT

This service is offered to “Applicants” who are applying for their works as defined in the Intellectual Property Code of the Philippines (RA 8293) which includes Literary and Artistic works which includes: **A. Books; B. Musical compositions, sound recordings, audiovisual works, or e-books; C. Drawings, paintings, architectural works, sculpture, engraving, prints, lithography or other works of art, models or designs for works of art and photographic works; D. Original Ornamental Design or Models for Articles of Manufacture and Industrial Objects, and Other Works of Applied Art; and E. Computer**, regardless of format in which it was created or produced up to the evaluation of documentary requirements and processing of National Library Copyrights Application Form.

<b>Office or Division:</b>	Intellectual Property Management Office (IPMO) – IP Assets Protection Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government Employee/Government Agency			
<b>Who may avail:</b>	BSU Constituents (teaching and non-teaching) and students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.QF-IPMO-03 (Copyright Request Form)			IPMO – IP Assets Protection Division	
2. 3 hardcopies of the work to be submitted at the National Library of the Philippines (original)			Requesting Client	
3. Softcopy sent to <a href="mailto:ipmo@bsu.edu.ph">ipmo@bsu.edu.ph</a> for database and evaluation purposes				
4. BSU employee ID/ Valid ID (government issued) for notarization purposes				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all application requirements	1.1 Receive application requirements and check completeness of requirements *if documents are complete, provide feedback and issue (IPMO Copyright Request Form and Waiver of Copyright Ownership Form)	<b>None</b>	30 minutes	<i>Director IPMO</i>
2. Submit the signed Waiver of Copyright Ownership Form	2.1. Prepare the Waiver of Copyright Ownership Form 2.2. IPMO Director will sign the Waiver of Copyright Ownership Form 2.3. Submit the documents to the Office for Legal Affairs for notarization 2.4. Retrieve the notarized legal documents	<b>Php 680.00</b> per application	1 day, 3 hours	



2.5. Submit the notarized documents through Authors, Knowledge Creators, and Developers Access (AKDA): Creators and Publishers Registration Portal		3 days	
2.6. IPMO Director will sign the approved National Library of the Philippines Copyright Application Form			
2.7. Submit the documents to the Office for Legal Affairs for notarization			
2.8. Prepare the disbursement voucher for the Vice President of Research and Extension approval		10 minutes	
2.9. Submit the disbursement voucher for approval		10 minutes	
2.10. Retrieve the notarized legal documents		20 minutes	
2.11. Travel to Manila to deposit copyright works and applications		1 day	
2.12. Received the Certificate of Registration from NLP			
2.13. Prepare the list of Approved Copyright Applications and post it on Facebook			
2.14. Issue Client Satisfaction Measurement Form (CSMF)	None	3 minutes	
<b>TOTAL:</b>	<b>Php 680.00 per application</b>	<b>5 days, 4 hours and 13 minutes</b>	

## 11. APPLICATION FOR ISBN/ISSN

This service is offered to “Applicants” who are applying for International Standard Book Number (ISBN) which is an internationally recognized system whereby code numbers are assigned to books for easy identification and speedy exchange of information among publishers and all segments of the book industry and allied sectors. It also offered to “Applicants” who are applying for International Standard Serial Number (ISSN) which is an international identifier for serials and can be assigned to any serial or continuing resource whether past, present or to be published in the foreseeable future whatever the medium of production (e.g. print, online, CD-ROM, etc.).

<b>Office or Division:</b>	Intellectual Property Management Office (IPMO) – IP Assets Protection Division		
<b>Classification:</b>	Simple Transaction		
<b>Type of Transaction:</b>	G2G – Government to Government Employee/Government Agency		
<b>Who may avail:</b>	BSU Constituents (teaching and non-teaching) and students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1.QF-IPMO-09 (ISBN & ISSN Request Form)		IPMO – IP Assets Protection Division	
2. For ISBN		Requesting Client	
a. 2 Photocopies of cover page with copyright page			
b. Endorsement from the Instructional Materials Committee (For instructional materials only) (photocopy)			
3. For ISSN			
a. 2 hard copies of the work with copyright and editorial page			
b. Endorsement from the Instructional Materials Committee (For instructional materials only) (photocopy)			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all application requirements	1.1. Receive application requirements and check completeness of requirements and Provide feedback if documents are complete (ISBN/ISSN Request Form)	None	30 minutes	<i>Director, IPMO</i>
	1.2. Facilitate the application through the Authors, Knowledge Creators, and Developers Access (AKDA): Creators and Publishers Registration Portal		3 days, 10 minutes	
	1.3. Secure approved application and download Info Sheet from AKDA		1 day, 3 minutes	
	1.4. Send the Info Sheet via email		3 minutes	
2. Receive Approved Info Sheet	2.1. Submit Physical Copies of ISSN Series to the National Library of the Philippines (NLP)	None	1 day, 3 minutes	
	2.2. Issue Client Satisfaction Measurement Form (CSMF)		3 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>4 days and 46 minutes</b>	

## 12. APPLICATION FOR PATENT/UTILITY MODEL

This service is offered to “Applicants” who are applying for patent/utility model which is a government-issued grant, bestowing an exclusive right to an inventor over a product or process that provides any technical solution to a problem in any field of human activity which is new, inventive, and industrially applicable.

<b>Office or Division:</b>	Intellectual Property Management Office (IPMO) – IP Assets Protection Division
<b>Classification:</b>	Highly Technical Transaction
<b>Type of Transaction:</b>	G2G – Government to Government Employee/Government Agency
<b>Who may avail:</b>	BSU Constituents (teaching and non-teaching) and students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.QF-IPMO-06 (PATENT/ UTILITY MODEL Request Form)		Intellectual Property Management Office (IPMO) – IP Assets Protection Division		
2. Description (Title, Technical Field, Background, Object and Detailed Description)		Requesting Client		
3. Claims				
4. Abstract				
5. Drawings (non-chemical category)				
6. Disclosure/ Publication of Invention				
7. Other pertinent documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all application requirements	1.1 Receive application requirements and check completeness of requirements and provide feedback if documents are complete (PATENT/ UTILITY MODEL Request Form)	None	30 minutes	



1.2. Review the submitted draft	Patent Filing Fee (PHP 2,000.00) and 1 <sup>st</sup> Publication (Php 920.00)= <b>Php 2,920.00</b>  Patent 2 <sup>nd</sup> Publicaion ( <b>Php 920.00</b> ) and Issuance of COR ( <b>Php 600.00</b> ) = <b>Php 1,520.00</b>  Utility Model filing fee (Php 1,720.00) and 1 <sup>st</sup> Publication (920.00) = <b>Php 2,640.00</b>  Utility Model 2 <sup>nd</sup> Publication ( <b>Php 920.00</b> ) and Issuance of Certificate ( <b>Php 600.00</b> ) = <b>Php 1, 520.00</b>	Director IPMO			
1.3. Conduct prior art search					
1.4. Prepare prior art search report					
1.5. Prepare the final draft					
1.6. Facilitate the application to the e-portal system of Intellectual Property Rights Office					
1.8. Prepare the disbursement voucher for the payment of filing fee and 1 <sup>st</sup> Publication					
1.9. Request e-receipt for the payment of PATENT/UTILITY MODEL Application					
1.10. Received and Review Formality Examination Report (FER) if applicable					
1.11. Re-draft the formality examination report in conformance with the examiner's findings					
1.12. Receive and review Subsequent Examination Report (SFER) if applicable					
1.13. Re-draft the subsequent formality examination report in conformance with the examiner's additional findings					
1.14. Receive and review notice of Publication from IPOPHL					
1.15. Process the payment of the Issuance of Certificate of Registration and 2 <sup>nd</sup> Publication					
1.16. Prepare disbursement voucher for the payment of 2 <sup>nd</sup> Publication and Issuance of Certificate					
1.17. Request e-receipt for the payment of 2 <sup>nd</sup> Publication and Issuance of COR					
1.18. Issue Client Satisfaction Measurement Form (CSMF)			None	3 minutes	
<b>TOTAL FOR PATENT:</b>			<b>PATENT =Php 4,440.00</b>	<b>19 days and 3 minutes</b>	
<b>TOTAL FOR UTILITY MODEL:</b>			<b>Php 4,160.00</b>		



### 13. APPLICATION FOR TRADEMARK

This service is offered to “Applicants” who are applying for trademark which includes *word, a group of words, sign, symbol, logo or a combination thereof that identifies and differentiates the source of the goods or services of one entity from those of others*. The IP Code provide that the rights to a mark are acquired by registration made in accordance with the law.

<b>Office or Division:</b>	Intellectual Property Management Office (IPMO) – IP Assets Protection Division				
<b>Classification:</b>	Highly Technical Transaction				
<b>Type of Transaction:</b>	G2G – Government to Government Employee/Government Agency				
<b>Who may avail:</b>	BSU Constituents (teaching and non-teaching) and students				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1.QF-IPMO-08 (Trademark Request Form)			IPMO– IP Assets Protection Division		
2. Drawing			Requesting Party		
3. Description of Drawing					
4. Claim of color, if any					
4. QF-IPRO-10 (Request Form for the Issuance of Certificate/s)					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Submit all application requirements	1.1. Receive application requirements and check completeness of requirements and Provide feedback if documents are complete (Trademark Request Form)	None	30 minutes	<i>Director IPMO</i>	
	1.2. Review and revise, if applicable the submitted description of the drawing	Filing Fee (Php 1,200.00), Claim of Color (Php 280.00) and 1 <sup>st</sup> Publication (Php 900.00) <b>= Php 2,380.00</b>	15 days		
	1.3. Facilitate the application to the e-portal system of Intellectual Property Rights Office				
	1.4. Prepare the disbursement voucher for the payment of filing fee and 1 <sup>st</sup> Publication				
	1.5. Request e-receipt for the payment of PATENT/UTILITY MODEL Application				
	1.6. Received and review Formality Examination Report (FER) if applicable				
	1.7. Re-draft the formality examination report in conformance with the examiner’s findings				
	1.8. Receive and review Subsequent Examination Rport (SFER) if applicable				2 <sup>nd</sup> Publication (Php 900.00.00) and Issuance of COR (Php 570.00) <b>=Php 1,470.00</b>
	1.9. Re-draft the subsequent formality examination report in conformance with the examiner’s additional findings				



	1.10. Receive and review notice of Publication from IPOPHL			
	1.11. Process the payment of 2 <sup>nd</sup> Publication and Issuance of Certificate			
	1.12. Prepare disbursement voucher for the payment of 2 <sup>nd</sup> Publication and Issuance of Certificate			
	1.12. Request e-receipt for the payment of 2 <sup>nd</sup> Publication and Issuance of COR			
	1.13. Issue Client Satisfaction Measurement Form (CSMF)	None	3 minutes	Director IPMO
<b>TOTAL:</b>		<b>Php 3,850.00</b>	<b>15 days and 33 minutes</b>	

#### 14. APPLICATION FOR INDUSTRIAL DESIGN

This service is offered to “Applicants” who are applying for industrial design which includes ornamental or aesthetic aspect of an article. Design, in this sense, may be three-dimensional features (shape or surface of an article), or the two-dimensional features (patterns or lines of color). Handicrafts, jewelry, vehicles, appliances - the subject of industrial designs range from fashion to industrial goods.

<b>Office or Division:</b>	Intellectual Property Management Office (IPMO) – IP Assets Protection Division			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government Employee/Government Agency			
<b>Who may avail:</b>	BSU Constituents (teaching and non-teaching) and students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.QF-IPMO-07 (INDUSTRIAL DESIGN Request Form)		IPMO – IP Assets Protection Division		
2. Description (Title, Technical Field, Brief explanation of drawings, Characteristic features (if any)		Requesting Client		
3. An omnibus claim: “I claim the new and ornamental design for _____ substantially as shown and described.”				
4. Drawings				
5. Other pertinent documents				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all application requirements	1.1. Receive application requirements and check completeness of requirements and provide feedback if documents are complete (Industrial Design Request Form)	None	30 minutes	Director IPMO
	1.2. Review the submitted requirements	Industrial Design filing fee	18 days	



1.3. Prepare the final drawing and description	(Php 1,720.00) and 1 <sup>st</sup> Publication (920.00) = <b>Php 2,640.00</b>  Industrial Design 2 <sup>nd</sup> Publication (Php 920.00) and Issuance of Certificate (Php 600.00) <b>=Php 1, 520.00</b>					
1.4. Facilitate the application to the e-portal system of Intellectual Property Rights Office						
1.5. Prepare the disbursement voucher for the payment of filing fee and 1 <sup>st</sup> Publication						
1.6. Request e-receipt for the payment of INDUSTRIAL DESIGN Application						
1.7. Receive and review Formality Examination Report (FER) if applicable						
1.8. Re-draft the formality examination report in conformance with the examiner's findings						
1.9. Receive and review Subsequent Examination Report (SFER) if applicable						
1.10. Re-draft the subsequent formality examination report in conformance with the examiner's additional findings						
1.11. Receive and review notice of Publication from IPOPHL						
1.12. Process the payment of 2 <sup>nd</sup> Publication and Issuance of Certificate						
1.13. Prepare disbursement voucher for the payment of 2 <sup>nd</sup> Publication and Issuance of Certificate						
1.14. Request e-receipt for the payment of 2 <sup>nd</sup> Publication and Issuance of COR						
1.15. Issue Client Satisfaction Measurement Form (CSMF)				None	3 minutes	<i>Director</i> IPMO
<b>TOTAL:</b>				<b>Php 4,160.00</b>	<b>18 days &amp; 33 minutes</b>	



### 15. REQUEST FOR ISSUANCE OF IP CERTIFICATE/S

This service is offered to clients who are requesting for the certified true copy of their certificate pertaining to their IP applications which includes Copyright, ISBN/ISSN, Patent, Utility Model, Trademark and Industrial Design.

<b>Office or Division:</b>	Intellectual Property Management Office (IPMO) – IP Assets Protection Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government Employee/Government Agency			
<b>Who may avail:</b>	BSU Constituents (teaching and non-teaching) and students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. QF-IPMO-10 (Request Form for Issuance of Certificate/s), latest revision, 1 Original Copy			Intellectual Property Management Office – IP Assets Protection Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request Form	1.1. Issue CERTIFIED TRUE COPY of certificate of registration	None	30 minutes	<i>Director</i> IPMO
	1.2. Issue Client Satisfaction Measurement Form (CSMF)		3 minutes	
<b>TOTAL</b>		<b>None</b>	<b>33 minutes</b>	

### 16. HORTICULTURAL THESIS CONSULTATION

This service is to provide scheduled or walk-in external clients (i.e., students/researchers from other SUCs and government agencies) who seek expert guidance in horticultural-related studies. This service supports research proposal development, methodology selection, data analysis, and the application of relevant horticultural technologies. The institute ensures that research topics align with industry needs, emerging trends, and scientific standards.

<b>Office or Division:</b>	Horticulture Research and Training Institute (HORTI)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C- Government to Public Client; G2G - Government to Government			
<b>Who may avail:</b>	Faculty and researchers from other government agencies, students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			N/A	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the director's office/concerned unit of HORTI and verbalize request	1.1. Respond to clients' concerns/queries 1.2. Issue a Client Satisfaction Measurement Form (CSMF)	None	4 hours	<i>Director</i> HORTI Office
<b>TOTAL:</b>		<b>None</b>	<b>4 hours</b>	



### 17. ISSUANCE OF BIOLOGICAL CONTROL AGENTS (BCAs)

This service provides external clients (i.e., researchers, farmers, students, and alumni, etc.) with scientifically validated, research-driven BCAs, including microbial agents such as Entomopathogenic Nematodes/Phytonematodes, *Trichoderma* spp., Bacterial and Fungal microorganisms, and Nucleopolyhedrovirus (NPV), and macrobial agents such as Predatory Mites and *Diadegma semiclausum*. By offering sustainable alternatives to chemical pesticides, the institute aims to reduce reliance on them and promote environmentally sustainable and responsible agricultural practices.

<b>Office or Division:</b>	Horticulture Research and Training Institute (HORTI)
<b>Classification:</b>	Highly Technical Transaction
<b>Type of Transaction:</b>	G2C- Government to Public Client; G2B- Government to Business Entity; G2G - Government to Government
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter addressed to the University President through the HORTI Director- 1 original copy ( <b>non-BSU students</b> ) or Request Letter addressed to the HORTI Director through the Project Leaders/Unit heads ( <b>for BSU students</b> ) <i>*Note: Indicate the purpose for utilization</i>	Requesting Client
2. Official Receipt- 1 copy ( <b>for clients availing more than 1 pack of <i>Trichoderma</i> spp.</b> )	BSU Cashiering Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. SUBMISSION OF REQUEST LETTER (non-BSU students and BSU students; other clients proceed directly to STEP B)</b>				
1. Submit a request letter to the HORTI laboratories and wait for approval. - Plant Health Clinic- <i>Trichoderma</i> spp. - Biocon Laboratory- Entomopathogenic Nematodes/Phytonematodes/Fungal microorganisms/ Bacterial microorganisms - Mites Rearing House- Predatory Mites - Diadegma Rearing House- DBM Parasitoids and NPVs	1.1. Receive the request letter 1.2. Verify the availability of requested/ordered BCAs 1.3. Endorse to the director for approval  <i>*If approved, client may proceed to step B</i>	None	2 days	<i>Administrative Aide I Plant Health Clinic</i>
				<i>Science Research Assistant Biocontrol Laboratory</i>
				<i>Administrative Aide IV/ Science Research Assistant Predatory Mites Rearing House</i>
				<i>Science Aide Diadegma Rearing House</i>
<b>B. PROCESSING OF REQUEST</b>				
2. Transact at the specific HORTI laboratories. (Refer to Step A.1)  <i>*Students whose request is for one pack or less of <i>Trichoderma</i> spp. and is</i>	2.1. Get the order/ request of the client 2.2. Prepare BCAs requested 2.3. Issue statement of account (if request is for <i>Trichoderma</i> spp. only)	Refer to the attached list below	<i>*Trichoderma</i> spp. (14 days)	<i>Administrative Aide I Plant Health Clinic</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
intended for thesis purposes: skip Step 2 and 3 and proceed directly to Step 4	*If other BCAs are requested, inform client that a notification will be sent once the BCAs are ready for pick-up. 2.4. Produce the ordered/requested BCAs		*Entomopathogenic nematodes/Phytonematodes (18 days); Fungal microorganisms (18 days); and Bacterial microorganisms (7 days)	<i>Science Research Assistant</i> Biocontrol Laboratory
			*Predatory Mites (7 days)	<i>Administrative Aide IV/ Science Research Assistant</i> Predatory Mites Rearing House
			*DBM parasitoids (5 days) and NPVs (1 day)	<i>Science Aide</i> Diadegma Rearing House
3. Submit the statement of account at the BSU Cashiering office and pay the corresponding amount	3.1. Accept payment and issue official receipt	None	30 minutes	<i>Collecting Officer/ Admin Officer V</i> Cashiering Office
4. Submit official receipt to the laboratory concerned	4.1. Give the prepared/ produced BCAs to the client		25 minutes	<i>Refer to Process B, step 2</i>
5. Receive requested BCAs	5.1. Issue a CSMF		5 minutes	
TOTAL FOR BSU AND NON-BSU STUDENTS	<i>Trichoderma spp. (more than 1 Pack)</i>	₱70.00/pack	17 days	
	<i>Trichoderma spp. (one pack or less for thesis purposes)</i>	None	16 days, 5 minutes	
	Entomopathogenic Nematodes/Phytonematodes		20 days, 5 minutes	
	Fungal Microorganisms		20 days, 5 minutes	
	Predatory Mites		9 days, 15 minutes	
	DBM Parasitoid		7 days, 15 minutes	
	Bacterial Microorganisms		9 days, 5 minutes	
	NPV		3 days, 15 minutes	
TOTAL FOR OTHER CLIENTS	<i>Trichoderma spp. (more than 1 Pack)</i>		₱70.00/pack	15 days
	Entomopathogenic Nematodes/Phytonematodes	None	18 days, 5 minutes	
	Fungal Microorganisms		18 days, 5 minutes	
	Predatory Mites		7 days, 5 minutes	
	DBM Parasitoid		5 days, 5 minutes	
	Bacterial Microorganisms		9 days, 5 minutes	
	NPV		1 day, 5 minutes	



### 18. ISSUANCE OF PLANTING MATERIALS AND CUTFLOWER

This service is provided to both scheduled and walk-in external clients (students and researchers from other SUCs, farmers, business enterprises, local government units, and other stakeholders). This service offers planting materials derived from horticultural research, including tissue-cultured strawberry, banana, orchid, chrysanthemum, and anthurium plantlets, as well as new and improved bush snap beans, pole snap beans, tomato, and pechay seed varieties, among others.

<b>Office or Division:</b>	Horticulture Research and Training Institute (HORTI)
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2B- Government to Business Entity; G2G - Government to Government
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter addressed to the University President through the HORTI Director- 1 original copy ( <b>non-BSU students/staff researchers</b> )  OR Request Letter addressed to the HORTI Director through the Project Leaders/Unit heads ( <b>for BSU students</b> )	Requesting client
2. Statement of Account- 1 copy <i>*To be issued during the service</i>	HORTI Laboratory
3. Official Receipt- 1 copy <i>*To be issued during the service</i>	BSU Cashiering Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. SUBMISSION OF REQUEST LETTER (For Non-BSU students/ staff researchers and BSU students only; other clients proceed to STEP B)</b>				
1. Submit a request letter to the HORTI laboratories/project leaders, producing planting materials, and wait for approval: <b>**For strawberry and banana -HORTI Tissue Culture Laboratory/Greenhouse</b>  <b>**For Bean seeds</b> -Seed Laboratory and Integrated Plant Breeding Greenhouse  <b>**For Chrysanthemum and Anthurium</b> -Regional Tissue Culture Laboratory and Floriculture Greenhouse	1.1.Receive the request letter 1.2.Verify availability of requested planting materials 1.3. Endorse to the director for approval  *If request is disapproved/ denied, notify the client of the reason for disapproval	None	2 days	<i>Farm Worker II/Science Research Assistant/Laboratory</i>  <i>Technician/ Laborer</i> HORTI Tissue Culture Laboratory/Greenhouse  <i>Farm Worker II/ Science Aide</i> Seed Laboratory and Integrated Plant Breeding Greenhouse  <i>Admin Aide I, Laboratory Aide/Farm Worker</i> Regional Tissue Culture Laboratory and Floriculture Greenhouse
<b>B. PROCESS OF REQUEST</b>				



2	Inform the laboratory/greenhouse concerned of the request/order	2.1. Get the request/ order of the client 2.2. Prepare the requested/ ordered quantity 2.3. Issue statement of account, if in order	None	4 hours	Refer to the person responsible indicated in each laboratory in Step 1.
3	Submit the statement of account at the BSU Cashiering Office and pay for the corresponding amount	3.1. Accept payment and issue an official receipt	Refer to the list of payments below	30 minutes	Collecting Officer/ Admin Officer V Cashiering Office
4.	Submit the official receipt to the laboratory staff	4.1. Record official receipt number/ photocopy of receipt 4.2. Prepare and release requested planting materials	None	3 hours	Refer to the person responsible indicated in each laboratory in Step 1.
5.	Claim the requested/ordered planting materials	5.1. Issue Client Satisfaction Measurement Form (CSMF)		30 minutes	
<b>TOTAL:</b>			Refer to the list of payments below	<b>3 days</b>	

#### LIST OF PAYMENTS:

	PRICE
*Tissue-cultured planting material ( <i>Strawberry</i> ):	₱250/bottle
*Bush snap bean seed:	₱650.00/kg
*Pole snap bean seed:	₱700.00/kg
*Micropropagated	
( <i>Anthurium, Orchid, Chrysanthemum</i> ):	₱150.00/bottle

	PRICE
*Potted micropropagated:	
<i>Small anthurium</i> :	₱35.00/pot
<i>Bigger anthurium</i> :	₱50.00/pot
<i>Anthurium with flowers</i> :	₱75.00/pot
<i>Callas with flowers</i> :	₱75.00/pot

#### 19. PLANT DISEASE DIAGNOSIS



This service is offered to external clients (Students, Farmers, Local Government Units, and other stakeholders) that aim to address current and emerging technological needs in plant health. The institute is committed to maintaining and upgrading its research and training facilities to enhance plant health and contribute to sustainable agricultural practices.

<b>Office or Division:</b>	Horticulture Research and Training Institute (HORTI)
<b>Classification:</b>	Highly Technical Transaction
<b>Type of Transaction:</b>	G2C- Government to Public Client; G2B- Government to Business Entity; G2G - Government to Government
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 Request Letter addressed to the University President through the HORTI Director- 1 original copy ( <b>non-BSU students</b> )  <p style="text-align: center;"><b>OR</b></p> Request Letter addressed to the HORTI Director through the Project leader/head ( <b>for BSU students</b> )	Requesting Client
2 Plant Disease Diagnosis Form- 1 Original copy	HORTI Plant Health Clinic

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. SUBMISSION OF REQUEST LETTER (For Non-BSU/BSU students only; other clients proceed to STEP B)</b>				
1. Submit request letter to the Plant Health Clinic (PHC)	1.1. Receive the request letter and forward to the director for review and approval/ disapproval  <i>*If approved, the client will be contacted to complete 1 copy of the diagnosis form and submit disease specimens *If disapproved, the client will be contacted and informed of the reason for disapproval</i>	None	2 days	<i>Administrative Aide I Plant Health Clinic; HORTI Office</i>
<b>B. PROCESS OF REQUEST</b>				
2. Complete the plant disease diagnosis form and answer the plant pathologist's questions	2.1. Let the client fill out the diagnosis form and ask questions that will aid in the diagnosis	None	1 hour	<i>Administrative Aide I/ Unit Head Plant Health Clinic</i>
3. Submit the disease specimens to the PHC for diagnosis	3.1. Receive the disease specimen/s and subject to preliminary diagnosis 3.2. Conduct applicable examination/ tests 3.3. Issue result/s and recommendations to the client		17 days, 6 hours, 55 minutes	
4. Claim the result and recommendation at the PHC	4.1. Issue a Client Satisfaction Measurement Form (CSMF)		5 minutes	
<b>TOTAL:</b>		None	20 days	



## 20. REQUEST FOR HORTICULTURAL IEC MATERIALS

This service provides external clients of the institute with access to educational and informational materials on various horticultural practices. These IEC materials serve as valuable resources for farmers, researchers, and agricultural enthusiasts, offering insights into sustainable and science-based farming techniques.

<b>Office or Division:</b>	Horticulture Research and Training Institute (HORTI)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C- Government to Public Client; G2B- Government to Business Entity; G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			N/A	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Inform the staff present about the specific IEC material/s requested	1.1. Prepare the requested IEC material/s 1.2. Give the IEC material/s to the client	None	10 minutes	<i>Administrative Aide III/ Administrative Aide IV HORTI Office</i>
2 Receive the requested IEC material/s	2.1. Issue a Client Satisfaction Measurement Form (CSMF)		5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>15 minutes</b>	

## 21. REQUEST FOR USE OF HORTI FACILITIES AND EQUIPMENT

This service is provided to external clients, granting access to HORTI laboratories, as well as laboratory and farm equipment, in support of the institute's mission to lead research, training, and extension in horticulture. By providing a conducive environment for research projects, studies, and theses, it fosters innovation, enhances learning, promotes collaboration, and ensures efficient resource use, ultimately contributing to the sustainability and advancement of the horticulture industry.

<b>Office or Division:</b>	Horticulture Research and Training Institute (HORTI)		
<b>Classification:</b>	Simple Transaction		
<b>Type of Transaction:</b>	G2G - Government to Government; G2C- Government to Public Client		
<b>Who may avail:</b>	Any faculty, staff, researchers, and students from other SUCs		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1 Request letter addressed to the University President through the HORTI Director - 1 original copy <b>(for non-BSU faculty, staff, researchers, and students)</b>  Request letter addressed to the HORTI Director through the Laboratory/ Greenhouse in charge- 1 original copy <b>(for BSU students)</b>	<b>OR</b>	Requesting Client	
2 Permit for the use of HORTI Facilities or Borrowing form for Item/ Equipment- 2 copies			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the staff present and wait for approval	1.1. Receive the request letter from the client 1.2. The laboratory in charge reviews the client's request (availability of item/ equipment/ facility on the requested date and time, appropriateness of purpose, and compliance with institutional policies and guidelines) 1.3. If the request meets the initial criteria, endorse request to the director for approval  *If approved, provide 2 copies of the borrowing form or permit for use of HORTI facilities  *If disapproved, the client is notified of the reason for the disapproval	None	2 days, 7 hours	<i>Farm Worker II</i> Floriculture Area; Balili Experimental Area; Tissue Culture Laboratory  <i>Science Research Assistant</i> Biocontrol Laboratory  <i>Administrative Aide I</i> Plant Health Clinic  <i>Science Aide</i> Regional Tissue Culture Laboratory  <i>Director</i> HORTI Office
2. Fill out the borrowing form or permit for the use of HORTI facilities	2.1. Check the information if complete 2.2. Process approval of borrowing form/ permit 2.3. Direct the client to the specific laboratory or greenhouse for processing of the request		25 minutes	<i>Administrative Aide IV/Administrative Aide III/Director</i> HORTI Office
3. Submit the borrowing form or permit for the use of facilities to the intended laboratory or greenhouse	3.1. Receive the borrowing form or permit and check the availability of the item/ equipment for release and facility for use 3.2. Prepare and issue the item/ equipment/ facility for borrowing or use by the client/s or give the approved permit for the use of facility/ies		30 minutes	<i>Farm Worker II</i> Floriculture Area; Balili Experimental Area; Tissue Culture Laboratory  <i>Science Research Assistant</i> Biocontrol Laboratory
4. Receive the item/equipment being borrowed and/or the approved permit for the use of HORTI Facilities	4.1. Issue a Client Satisfaction Measurement Form (CSMF)		5 minutes	<i>Administrative Aide I</i> Plant Health Clinic  <i>Science Aide</i> Regional Tissue Culture Laboratory  <i>Director</i> HORTI Office
<b>TOTAL:</b>		None	<b>3 days</b>	



## 22. TECHNICAL ASSISTANCE AND INQUIRY FOR HORTICULTURE-RELATED CONCERNS

The institute provides this service to guide various topics, including seed production of beans/tomatoes/garden pea/pechay, etc., tissue culture/ micropropagation of fruit and ornamental plants, production and application of biological control agents (BCAs), production and application of predatory mites and diadegma as parasitoids, and extension services offered by the institute, among others. The institute ensures that timely and appropriate solutions are provided to meet the diverse needs of its clientele, whether through scheduled or walk-in inquiries or written requests.

<b>Office or Division:</b>	Horticulture Research and Training Institute (HORTI)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C- Government to Public Client; G2B- Government to Business Entity; G2G - Government to Government			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Inform the staff present of query/ concern	1.1. Direct the client to the specific unit or staff member for assistance 1.2. The designated staff member addresses the inquiry, providing the necessary information or services 1.3. Issue a Client Satisfaction Measurement Form (CSMF)	None	4 hours	<i>Administrative Aide IV/ Administrative Aide III/ Director HORTI Office</i>
<b>TOTAL:</b>		<b>None</b>	<b>4 hours</b>	



**LA TRINIDAD CAMPUS  
INTERNAL SERVICES**

**ADMINISTRATIVE SUPPORT SERVICES**



### 1. REQUEST FOR ISSUANCE OF PERSONNEL RECORDS

This service is for University personnel who wish to request for the issuance of various records such as, but not limited to, service record, certificate of employment, and certified true copies.

<b>Office or Division:</b>	<b>Human Resource Management Office (HMRO)</b>	
<b>Classification:</b>	<b>Simple Transaction</b>	
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>	
<b>Who may avail:</b>	<b>University Personnel</b>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request form; 1 original copy		HRMO
2. Official Receipt (OR)		Cashiering Office
3. Special Power of Attorney (SPA) and/or Authorization Letter (for authorized representatives ONLY); 1 original copy <i>*with valid ID of representative</i>		Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit request form <i>*with SPA and/or authorization letter with valid ID (if authorized representative)</i>	1.3. Receive request form and check details of request 1.4. Input amount to be paid and instruct client to pay at the Cashiering Office	None	15 minutes	<i>Admin Staff, Supervising Admin Officer HRMO</i>
2. Proceed to the Cashiering Office and present request form with the payment for the fee indicated in the form	2.3. Receive fee and compare with the indicated fee in the form 2.4. Process payment and issue Official Receipt	<b>See fees below</b>	30 minutes	<i>Administrative Officer V, Cashiering Office</i>
3. Return to the HRMO and present official receipt	3.4. Verify and copy OR number to the request form	None	13 minutes	<i>Admin Staff, Supervising Admin Officer HRMO</i>
	3.5. Prepare document/s being requested 3.6. Release requested document/s		2 days and 7 hours	
4. Receive issued documents	4. Issue a Client Satisfaction Measurement Form (CSMF)		2 minutes	
<b>TOTAL</b>		<b>See fees below</b>	<b>3 Days</b>	

**Fees: 1 set of Certifications (2 copies) - Php 75.00**

**1 set of service record (2 copies) - Php 100.00**

**Certified True Copy - Php 50.00/copy**



## 2. CERTIFICATION OF OFFICE/DIVISION/DEPARTMENT/ INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (OPCR/DPCR/IPCR) RATING FOR CURRENT EMPLOYEES

Current employees may request a certification of their performance rating/s during their employment at the University.

<b>Office or Division:</b>	<b>Human Resource Development Office (HRDO)</b>			
<b>Classification:</b>	<b>Simple Transaction</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>University employees with active employment</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. QF-HRDO-27 (Request for HRDO Forms/Services); 1 original copy			Human Resource Development Office (HRDO)	
2. Duly signed authorization letter, <i>for authorized representatives only</i>			Requesting Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished QF-HRDO-27 with valid government-issued ID	1.1. Receive the submitted form and confirm the rating period/s being requested for 1.2. Check the database for OPCR/DPCR/IPCR ratings 1.3. Inform client of the release date of the certification 1.4. Prepare the requested certification 1.5. Inform the client of availability, once processing is completed	None	2 days, 7 hours	<i>Administrative Officer II; Administrative Officer V HRDO</i>
2. Claim certification at the HRDO and sign the request form to acknowledge receipt	2.1. Issue requested certification 2.2. Issue a Client Satisfaction Measurement Form (CSMF)		1 hour	
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	

## 3. SUBMISSION AND DOCUMENTATION OF IMPLEMENTED IN-SERVICE TRAINING (INSET)

This service covers the submission and documentation of university implemented in-service training. Heads of offices/ college deans shall submit the required documents after the implementation of the training programs for documentation purposes. In-Service Training (INSET) involves the transfer of learning, including but not limited to seminars, workshops, conferences, conventions, and regular meetings or reviews that involve presentations and critiquing.

<b>Office or Division:</b>	Human Resource Development Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	University offices/delivery units			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>POST-INSET (AFTER IMPLEMENTATION OF INSET)</b>				
1. QF-HRDO-23 (Learning and Development [LEAD] Accomplishment Report Form), latest revision; One (1) original copy, including the evaluation results based on QF-HRDO-18 (LEAD In-Service Training [INSET] Evaluation Form, latest revision; and the pre- and post-test results, with attached photo documentation of outputs.			Human Resource Development Office (HRDO) or download from <a href="https://www.bit.ly/leads_sf">https://www.bit.ly/leads_sf</a> or scan the QR Code:	





2. QF-HRDO-32 (Learning Action Plan), latest revision; One (1) original copy for each participant, with signatures of the three (3) signatories indicated in the first table.	
3. Approved QF-HRDO-03 (INSET Design & Request), latest revision; One (1) original copy	
4. Attendance Sheets; One (1) original copy	
5. Memoranda/Advisory related to the activity, One (1) original/ photo copy	In-Service Training Organizer/ Requesting Client
<i>**If the Learning Service Provider received a token</i>	
6. Certification of Tokens awarded, One (1) original copy	
<i>**If the Learning Service Provider requested for an Honoraria</i>	
7. Acknowledgement of Honorarium received; One (1) original copy	Learning Service Provider/ Resource Person/ Requesting Client
8. Receipts for meals, snacks, tokens, and/or materials used; 1 original copy	
9. Modules/Hand-outs/Materials; One (1) original copy	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the packaged copy of the required documents as prescribed by the checklist of requirements	1.1 Receive submitted documents and review completeness of document 1.2. If complete, record the training on the INSET monitoring database, entering the required data and issue a control number 1.3. Inform the client of availability of the submitted documents for pick-up, once the documentation is completed	None	2 days and 7 hours	Administrative Officer II/ Administrative Officer V, HRDO
2. Receive all of the recorded post-activity package	2.1 Return all recorded packaged documents to the client 2.2 Issue a Client Satisfaction Measurement Form (CSMF)	None	1 hour	
<b>TOTAL:</b>		<b>None</b>	<b>3 Days</b>	



#### 4. SUBMISSION AND DOCUMENTATION OF IMPLEMENTED EMPLOYEE ACTIVITIES

This service covers the documentation and monitoring of implemented Employee Activities of offices/colleges as requested by the Head of Office. Employee Activities are classified as programs that do not necessarily involve the transfer of learning and generally pertain to institutional or employee engagement initiatives such as, but not limited to, wellness activities (e.g., tree planting, fun rides, fun runs) and planning activities that do not require pre- and post-tests.

<b>Office or Division:</b>	Human Resource Development Office		
<b>Classification:</b>	Simple Transaction		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	University offices/delivery units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>POST-EMPLOYEE ACTIVITY (AFTER IMPLEMENTATION)</b>			
1. QF-HRDO-28 (Employees' Activity Design), latest revision; One (1) Original Copy	Human Resource Development Office (HRDO) or download from <a href="https://www.bit.ly/leads_sf">https://www.bit.ly/leads_sf</a> or scan the QR Code: 		
2. QF-HRDO-31 (Employee Activity Accomplishment Report), latest revision; One (1) Original Copy with attached evaluation based on QF-HRDO-30 (Employees Activity Evaluation Form), latest revision; and photodocumentations			
3. Approved QF-HRDO-30 (Employee Activity Evaluation Form), latest revision; One (1) Original Copy			
4. Attendance Sheets; One (1) original copy			
5. Memoranda/Advisory related to the activity, One (1) original/ photo copy	Employee Activity Organizer/ Requesting Client		
6. Receipts for meals, snacks, tokens, and/or materials used; 1 original copy			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit packaged copy of the required post-employee activity documents as prescribed by the checklist of requirements	1.1 Receive submitted documents and review completeness of document 1.2. If complete, record the activity on the Employee Activity monitoring database, entering the required data and issue a control number 1.3. Once the documentation is completed, inform the client of availability of the submitted documents for pick-up	None	2 days and 7 hours	Administrative Officer II/ Administrative Officer V, HDO
2. Receive all of the recorded post-activity package	2.1 Return all recorded packaged documents to the client. 2.2 Issue a Client Satisfaction Measurement Form (CSMF)	None	1 hour	
<b>TOTAL:</b>		None	3 Days	



## 5. SUBMISSION AND DOCUMENTATION OF EXTERNAL TRAINING ACTIVITIES ATTENDED

This service covers the documentation and monitoring of external training activities attended by employees. Employees who have attended external training programs are required to submit the necessary post-training documents for proper documentation and recording

<b>Office or Division:</b>	Human Resource Development Office
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Employees whose appointments are covered by Civil Service Commission rules and regulations(i.e. Permanent, temporary, substitute, coterminous, fixed term, contractual, casual)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>POST-TRAINING (After attending the external training)</b>	
1. QF-HRDO-21 (Learning and Development (LEAD) External Training Accomplishment Report), latest revision, 2 Original Copies	Human Resource Development Office (HRDO) or download from <a href="https://www.bit.ly/leads_sf">https://www.bit.ly/leads_sf</a> or see QR code: 
<b>2. FOR INDIVIDUAL REQUESTS</b> Approved QF-HRDO-19 (LEAD for External Training Request Form—Individual), latest revision; 2 original copies  <p style="text-align: center;"><b>OR</b></p> <b>FOR GROUP REQUESTS</b> Approved QF-HRDO-20 (LEAD for External Training Request Form—Group), latest revision; 2 original copies	
3. QF-HRDO-04-02 (Re-Entry Action Plan Form for External Training); with signature from the 3 signatories under the first table; latest revision; 1 original copy	
4. Certificate of Appearance/Participation/Appreciation/Recognition; 1 photocopy	Employee Activity Organizer/ Requesting Client/LSP or Resource Person
5. Travel Order with Invitation Letter received by the Records and Archives Office or other appropriate office (preferably with Program paper); 1 original copy	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit packaged copies of the required documents as prescribed by the checklist of requirements	1.1 Receive submitted documents and review completeness of documents 1.2. If complete, record the activity on the External Training monitoring database, entering the required data and issuing a control number 1.3. Inform the client of availability of the submitted documents for pick-up, once the documentation is completed	None	2 days and 7 hours	Administrative Officer II/ Administrative Officer V, HRDO
2. Receive all of the recorded post-external training package	2.1 Return all recorded of the packaged documents to the client 2.2 Issue a Client Satisfaction Measurement Form (CSMF)		1 hour	
<b>TOTAL:</b>		<b>None</b>	<b>3 Days</b>	



## 6. ISSUANCE OF EMPLOYEE ID (First Issuance)

Employees may request the issuance of their ID through the HRDO, whether for initial issuance or correction/updating of information.

<b>Office or Division:</b>	Human Resource Development Office	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Employees whose appointments are covered by Civil Service Commission rules and regulations(i.e. Permanent, temporary, substitute, coterminous, fixed term, contractual, casual)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. QF-HRMO-02 (Request for Frontline ID), latest revision; 1 original copy <b>*wear white polo/ polo shirt with black or gray jacket/ blazer</b>		Human Resource Management Office (HRMO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents as prescribed by the checklist of requirements	1.1. Receive the form and write ID Number 1.2. Verify that all required data fields are filled in and return the ID request form 1.3. Instruct the client to proceed to the HRDO for ID processing	None	1 Day	Admin Aide VI; Supervising Administrative Officer HRMO
2. Submit QF-HRMO-02 wearing the prescribed attire at HRDO.	2.1 Receive request form 2.2 Assess nature of request 2.3 Instruct client to proceed to the studio room and to write their surname on a piece of paper 2.4. Have client hold the piece of paper during the taking of their picture for reference 2.5. Inform the client to wait for the notification once their ID is available for pick-up 2.6 Check information on the database and update as needed 2.7 Print out the ID, cut out, laminate, and punch a hole for the ID lace/ clip 2.8 Notify the client that their ID is available for pick-up		5 days and 7 hours	Administrative Aide IV; Administrative Officer V HRDO
3. Claim ID at the HRDO	3.1 Release the printed and laminated ID 3.2 Issue a Client Satisfaction Measurement Form (CSMF)		1 hour	
<b>TOTAL:</b>		None	7 Days	



## 7. REPLACEMENT OF EMPLOYEE ID

Employees may request the reissuance of their ID through the HRDO in cases of loss or damage and other similar reasons.

<b>Office or Division:</b>	Human Resource Development Office	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Employees whose appointments are covered by Civil Service Commission rules and regulations(i.e. Permanent, temporary, substitute, coterminous, fixed term, contractual, casual)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. QF-HRMO-02 (Request for Frontline ID), latest revision; 1 original copy <b>*wear white polo/ polo shirt with black or gray jacket/ blazer</b>		Human Resource Management Office (HRMO)
2. Old Frontline ID – To be surrendered (for replacement requests only). <i>**If the ID is lost, please disregard this requirement.</i>		Requesting Client
<i>**If ID is lost</i> 3. Affidavit of loss		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit QF-HRMO-02 (Request for Frontline ID), latest revision and pay the ID Replacement Fee.	1.1. Receive the form 1.2. Collect the ID Replacement Fee	Php. 150	1 Day	Administrative Officer V, Cashiering Office
2. Submit the latest revised QF-HRMO-02 (Request for Frontline ID), together with the Official Receipt, while wearing the prescribed attire.	2.1 Receive request form 2.2 Assess nature of request 2.3 Instruct client to proceed to the studio room and to write their surname on a piece of paper 2.4. Have client hold the piece of paper during the taking of their picture for reference 2.5. Inform the client to wait for the notification once their ID is available for pick-up 2.6 Check information on the database and update as needed 2.7 Print out the ID, cut out, laminate, and punch a hole for the ID lace/ clip 2.8 Notify the client that their ID is available for pick-up	None	5 days and 7 hours	Administrative Aide IV; Administrative Officer V HRDO
3. Claim ID at the HRDO	3.1 Release the printed and laminated ID 3.2 Issue a Client Satisfaction Measurement Form (CSMF)		1 hour	
<b>TOTAL:</b>		<b>Php. 150</b>	<b>7 Days</b>	



## 8. PROCESSING OF PRAISE NOMINATIONS

Employees may be nominated to any of the open PRAISE EVERLASTING Awards as published by the PRAISE EVERLASTING Committee.

**Note: This service is available only on the date/s when nominations or applications to the PRAISE EVERLASTING Awards are opened.**

<b>Office or Division:</b>	<b>Human Resource Development Office (HRDO); PRAISE EVERLASTING Committee</b>	
<b>Classification:</b>	<b>Highly Technical Transaction</b>	
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>	
<b>Who may avail:</b>	<b>Employees whose appointments are covered by Civil Service Commission rules and regulations (Permanent, temporary, substitute, coterminous, fixed term, contractual, casual)</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. QF-HRDO-14 (PRAISE EVERLASTING AWARDS NOMINATION/APPLICATION FORM), latest revision; 2 original copies		Human Resource Development Office (HRDO) or download from <a href="https://www.bit.ly/leads_sf">https://www.bit.ly/leads_sf</a> 
2. Executive Summary (a short essay on why the nominee or applicant deserves the award, overview of significant accomplishments, and impact of accomplishments); 1 original copy		Requesting client
3. Supporting Documents, evidence requirements, or means of verification for every criteria of the award applied or nominated for, LABEL ALL DOOCUMENTS and include a TABLE OF CONTENTS		<i>*check memorandum/advisory on the opening of nominations for reference on the criteria for each award</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the nomination/application form along with an executive summary and other pertinent documents supporting the nomination/application.	1.1. Receive nomination form and affix control number 1.2. Briefly discuss the process of the PRAISE EVERLASTING Awards evaluation to the client. 1.3. Return one copy of the nomination/application form affixed with a control number/proof of receipt, if in order	None	3 hours	Secretariat (HRDO Training Assistant, Admin Officer II) PRAISE Committee  Chief HRDO
	1.4. Update database and include nominee/applicant in the list for the deliberation of the PRAISE EVERLASTING Committee 1.5. Review completeness of the submitted documents vis-à-vis the criteria for the award. 1.6. Prepare feedback slips for each nominee/applicant regarding the completeness of their submissions 1.7. Release feedback slips 1.8. Facilitate PRAISE EVERLASTING Committee deliberations 1.9. Prepare and issue feedback for nominees/applicants on the decision of the PRAISE EVERLASTING Committee		19 days, 4 hours	
2. Receive feedback form	3. Issue a Client Satisfaction Feedback Form		1 hour	
<b>TOTAL</b>		<b>None</b>	<b>20 days</b>	



## 9. PROCESSING OF EMPLOYEE PERFORMANCE COMMITMENT AND REVIEW FORMS

Employees are required to submit their department/ individual performance commitment and review forms which shall follow the procedures under these service specifications.

*Note: Deadlines for submission are disseminated through an office memorandum. Service starts upon submission of IPCR to the HRDO (PMT Secretariat).*

<b>Office or Division:</b>	Human Resource Development Office	
<b>Classification:</b>	Highly Technical Transactions	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	University offices/delivery units	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Office/ Department/Individual Performance Commitment and Review (OPCR/DPCR/IPCR) for Employees whose appointments are validated by the Civil Service Commission; 2 original copies OR Individual Performance Evaluation Rating Form (IPERF) for personnel on Contract of Service or Job Order status; including Adjunct Faculty without existing employment in the University; 2 original copies		Human Resource Development Office (HRDO) or download from <a href="https://www.bit.ly/leads_sf">https://www.bit.ly/leads_sf</a> or scan the QR Code: 
2. Rubrics for Success Indicators/Expected Outputs; 1 original copy		Requesting client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. SUBMISSION OF PERFORMANCE TARGETS (START OF RATING PERIOD)</b>				
1. Submit 2 original copies of the appropriate forms (DPCR, IPCR or IPERF) (with one original copy of rubrics) for each employee in the office/ delivery unit	1.1. Conduct initial review on completeness of forms 1.2. Stamp all pages of the DPCR/IPCR/ IPERF as well as rubrics as proof of receipt OR return all copies for necessary revisions	None	1 Day	HRDO Staff (PMT Secretariat), Administrative Officer V, HRDO
	1.3. Facilitate the Performance Management Team-Technical Working Group's (PMT-TWG) review of performance targets 1.4. Secretariat compiles comments for feedbacking to clients or to serve as reference for policy changes 1.5. Return one set, if in order (for use during rating) and issue feedback forms to clients for improvements of DPCR/IPCR/ IPERF and/or rubrics *if with revisions, return to step 1 for resubmission		33 Days	
2. Receive one set of the forms	2.1. Provide reminders as needed 2.2. Issue a Client Satisfaction Measurement Form		1 Day	
<b>A. SUB-TOTAL FOR SUBMISSION OF PERFORMANCE TARGETS</b>		<b>None</b>	<b>35 Days</b>	
<b>B. SUBMISSION OF PERFORMANCE RATINGS (AFTER RATING PERIOD)</b>				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. SUBMISSION OF PERFORMANCE TARGETS (START OF RATING PERIOD)</b>				
1. Submit accomplished DPCR/IPCR/IPERF using the returned copy during setting of targets (actual accomplishments should be filled in, applicable measures rated, average rating computed, and signatures of employee and supervisor are affixed)	1.1. Conduct initial review on completeness of submitted forms (now blanks, signatures are affixed, with dates)	None	1 Day, 4 Hours	HRDO Staff (PMT Secretariat), Administrative Officer V, HRDO
	1.2. Stamp all pages of the DPCR/IPCR/IPERF as well as rubrics as proof of receipt			
2. Acknowledge receipt of feedback	1.3. Facilitate the Performance Management Team-Technical Working Group's (PMT-TWG) calibration of ratings	None	33 Days	
	1.4. Secretariat compiles comments			
	1.5. Provide feedback to clients **IF calibration incurs changes in ratings - return to client for justification or compliance with calibration findings **IF there are NO changes in ratings - finalize database for the rating period			
	2.1. Provide reminders as needed	None	4 Hours	
	2.2. Issue a Client Satisfaction Measurement Form			
<b>B. SUB-TOTAL FOR SUBMISSION OF PERFORMANCE RATINGS</b>		<b>None</b>	<b>35 days</b>	
<b>TOTAL (A+B):</b>		<b>None</b>	<b>70 Days</b>	

#### 10. REQUEST FOR UNIVERSITY SHORT TERM FOREIGN TRAVEL (USSFT) ON OFFICIAL TIME (OT)

This process applies to employees requesting to travel abroad on Official Time. i.e., the employee will not request for any financial support from the University; but s/he will not be on-leave during the duration of travel.

<b>Office or Division:</b>	International Relations Office (IRO), Human Resource Development Office (HRDO), Accounting Office, Office of the Vice President for Academic Affairs (OVPA), Office of the University and Board Secretary (OUBS), Office of the President (OP)	
<b>Classification:</b>	Highly Technical Transactions	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	Benguet State University employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter of request indicating the role and/or purpose of the employee of travel/ justification of the employee's participation (Note: Letter must be endorsed by the immediate supervisor/s) -2 original copies		Requesting Client
2. Letter of Invitation from the Host/University- 2 photocopies copies		
3. Program of Activities/Timeline of Activities – 2 photocopies copies		
4. Re-entry Action Plan (QF-HRDO-04), latest revision; 2 original copies		
5. Accomplished Travel Clearance Request Form (QF-IRO-08), latest revision; (1 original )		IRO Website: <a href="https://bsu.international/qf-iro-08-travel-clearance-request-form/">https://bsu.international/qf-iro-08-travel-clearance-request-form/</a>



6. Accomplished COPE USSFT Application Form (QF-HRDO-05-02), latest revision- 1 original copy	Human Resource Development Office (HRDO) or download from <a href="https://drive.google.com/.../10drlad32JPcQMp_K...">https://drive.google.com/.../10drlad32JPcQMp_K...</a>
7. Approved Itinerary of Travel with no costing-1 original copy	Requesting Client
8. Service Record-1 photocopy	Human Resource Management Office (HRMO)
9. Result of Evaluation for Paper/Poster Presentation (if the applicant will present a study/research)-1 original copy	Office of Research Services (ORS)
10. Certification of Performance Evaluation Rating (1 photocopy)	Human Resource Development Office (HRDO)/
11. Research Abstract/Copy of the Paper to be presented (if the applicant will present a study/research paper) – 1 original copy	Office of Research Services (ORS)
12. Approved Alternative Learning Plan (Faculty only), 1 original copy	Requesting Client
13. Approved Workload Plan (WEP) (for non-teaching personnel) 1 original copy	
114. Special Order/Office Order of Officer-in-charge (for Personnel designated as Head of Offices) 1 original copy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PROCESSING TIME
<b>A. REQUEST FOR CHED-IAS CLEARANCE</b>				
1. Submit complete documents and Accomplish Travel Clearance Request Form (QF-IRO-08) at the International Relations Office (IRO)	1.1. Receive and review complete documents	None	1 Day	<i>Administrative Assistant II</i> International Relations Office
	1.2. If complete, forward documents to the Director of the International Relations Office			
	1.3. Review and endorse or does not endorse the request	None	1 Day	<i>Director</i> International Relations Office
	1.4. Return documents to the Administrative Assistant II			
	1.5. If endorsed, prepare endorsement letter, CHED-IAS Form 15, Certification and Checklist <i>**If not endorsed, return documents to the client (end of process)</i>	None	4 hours	<i>Administrative Assistant II</i> International Relations Office
	1.6. Forward documents to the IRO Director			
	1.7. Review and approve CHED-IAS Form 15, Certification and Checklist	None	4 hours	<i>Director</i> International Relations Office
	1.8. Return documents to the Administrative Assistant II			
	1.9. Forward or transmit the documents to the Sector Vice President's Office	None	4 hours	<i>Administrative Assistant II</i> International Relations Office
	1.10. Receive Certification and Checklist	None	1 Day	<i>Sector Vice Presidents</i> Office of the Vice Presidents
	1.11. Review and recommends the approval of the Certification			
	1.12. Forward or transmit documents to the Office of the President			
	1.13. Receive and review endorsement letter, CHED-IAS Form 15 and its attachments.	None	4 hours	<i>Administrative Assistant II</i> Office of the University President
	1.14. Forward the documents to the University President			
	1.15. Approves or disapproves the endorsement letter and CHED-IAS Form 15	None	1 Day	<i>University President</i>
	1.16. Return the documents to the Administrative Assistant II			



1.17. Return the documents to the <i>International Relations Office</i>	None	4 hours	<i>Administrative Assistant II</i> Office of the University President
1.18. Transmit to CHED-RO CAR	None	1 hour	<i>Administrative Assistant II</i> International Relations Office
1.19. Receive and process the endorsement letter, CHED-IAS Form 15 and attachments 1.20. Approve or disapprove CHED-IAS Form 15 1.21. Return approved or disapproved CHED-IAS Form 15 to BSU International Relations Office	None	7 Days	<i>Regional Director</i> CHED-RO CAR
1.22. Receive approved or disapproved CHED-IAS Form 15 and attach to the application documents 1.23. If approved, transmit to HRDO the complete documents <i>**If disapproved, return documents to client (end of process)</i>	None	1 Day	<i>Administrative Assistant II</i> International Relations Office
<b>SUB-TOTAL FOR A. REQUEST FOR CHED-IAS CLEARANCE:</b>	<b>None</b>	<b>14 Days and 5 hours</b>	
<b>B. REQUEST FOR HUMAN RESOURCE DEVELOPMENT COMMITTEE (HRDC) COMMITTEE ENDORSEMENT</b>			
1.24. Review and receive complete documents 1.25. Consult with the HRDC Chairperson for scheduling of Meeting or routing of HRDC Referendum	None	1 working day	<i>Secretariat, HRDC</i> Human Resource Development Office
<i>**If for HRDC Referendum,</i> <i>**If through HRDC Meeting, proceed to 1.29:</i> 1.26. Prepare the HRDC Referendum Form 1.27. Attach the complete application documents to the referendum form 1.28. Route the referendum documents to the HRDC members for endorsement <i>**If approved by majority of the HRDC members, proceed to step 1.57</i> <i>**If denied by majority of the HRDC members, proceed to step 1.61</i>	None	5 working days	<i>Secretariat, HRDC</i> Human Resource Development Office
<i>**If for HRDC Meeting:</i> 1.29. Schedule HRDC Meeting 1.30. Prepare Notice of Meeting and transmit to the HRDC Chairperson (Vice President for Academic Affairs, for approval)	None	4 hours	<i>Secretariat, HRDC</i> Human Resource Development Office
1.31. Receives the Notice of Meeting 1.32. Give the Notice of Meeting to the HRDC Chairperson/VPAA	None	4 hours	<i>Administrative Aide IV</i> Office of the Vice President for Academic Affairs
1.33. Approves the Notice of Meeting 1.34. Return the approved Notice of Meeting to Administrative Aide IV	None	4 hours	<i>Chairperson, HRDC / Vice</i> President for Academic Affairs
1.35. Return the approved Notice of Meeting to the Human Resource Development Office (HRDO)	None	30 minutes	<i>Administrative Aide IV</i> Office of the Vice President for Academic Affairs
1.36. Receives the Approved HRDC Meeting and route or serve a copy to all HRDC members present	None	2 working days	<i>Secretariat, HRDC</i> Human Resource Development Office



1.37. Conduct of meeting - Review, evaluate, and deliberate on the request, guided by the documents submitted - Endorse, deny or defer the requests	None	1 working day	Chairperson, HRDC / Vice President for Academic Affairs
1.38. Prepare Highlights of the HRDC Meeting 1.39. Route to HRDC Chair and Members for review and approval	None	2 working days	Secretariat, HRDC Human Resource Development Office
1.40. Prepare HRDC Certification of the Meeting 1.41. Transmit the Certification of HRDC Meeting and request letter of the applicant to HRDC Chairperson or OVPAA	None	4 hours	Secretariat, HRDC Human Resource Development Office
1.42. Receive the Certification of HRDC Meeting and request letter of the applicant 1.43. Forward the Certification of HRDC Meeting and request letter to the HRDC Chairperson/VPAA	None	30 minutes	Administrative Aide IV Office of the Vice President for Academic Affairs
1.44. Approve the Certification of HRDC Meeting and request letter of the applicant 1.45. Return the approved Certification of HRDC Meeting and request letter of the applicant to Administrative Aide IV	None	4 hours	Chairperson, HRDC / Vice President for Academic Affairs
1.46. Transmit the Certification of HRDC Meeting to the Office of the University President for Approval 1.47. Inform HRDC Secretariat that they may already claim from OVPAA the approved request letter of the applicant	None	1 hour	Administrative Aide IV Office of the Vice President for Academic Affairs
1.48. Receive the Certification of HRDC Meeting 1.49. Give the Certification of HRDC Meeting to the University President	None	30 minutes	Administrative Aide IV Office of the University President
1.50. Review and approve the Certification of HRDC Meeting 1.51. Return the approved Certification of HRDC Meeting to the Administrative Aide IV	None	1 working day	University President
1.52. Receive the approved Certification of HRDC Meeting 1.53. Inform HRDO personnel to claim the approved certification of HRDC Meeting	None	30 minutes	Administrative Aide IV Office of the University President
1.54. Claim the approved HRDC Certification of the Meeting from Office of the University President 1.55. Claim the approved letter from the Office of Vice President for Academic Affairs	None	1 hour	Secretariat, HRDC Human Resource Development Office
1.56. Prepare the Transmittal Form with attached complete documents <i>**If the request was endorsed through referendum, attach the Approved HRDC Referendum to the application documents.</i> 1.57. Give the documents to HRDO Administrative Officer V for further review	None	4 hours	Secretariat, HRDC Human Resource Development Office
1.58. Review the documents, sign the Transmittal Form and return to HRDC Secretariat, Human Resource Development Office	None	1 hour	Administrative Officer V / Member Human Resource Development Office
1.59. Transmit the complete documents to OUBS then Accomplish the Request for Referendum Form (QF-OUBS-10), if the document will be routed for referendum to the Administrative Council Members	None	2 hours	Secretariat, HRDC Human Resource Development Office



	1.60. Prepare the HRDC Feedback form according to the approved highlights of Meeting and Certification of HRDC, or the Approved Referendum, if endorsed through referendum 1.61. Give the HRDC Feedback Form to Administrative Officer V of HRDO for checking and initials	None	1 working day	Secretariat, HRDC Human Resource Development Office
	1.62. Review and sign the HRDC Feedback Form 1.63. Return the HRDC Feedback Form to Administrative Assistant II	None	1 hour	<i>Administrative Officer V Human Resource Development Office</i>
	1.63. Transmit the HRDC Feedback form to Office of the Vice President for Academic Affairs/Chairperson of the HRDC	None	1 hour	Secretariat, HRDC Human Resource Development Office
	1.64. Receive the HRDC Feedback Form from HRDO 1.65. Give the HRDC Feedback Form to the Vice President for Academic Affairs/Chairperson of the HRDC	None	1 hour	Administrative Aide IV Office of the Vice President for Academic Affairs
	1.66. Approve the HRDC Feedback Form 1.67. Return the approved HRDC Feedback form to Administrative Aide IV	None	1 working day	<i>Chairperson, HRDC / Vice President for Academic Affairs</i>
	1.68. Claim the approved HRDC Feedback form and attach documents for release to the client	None	30 minutes	Secretariat, HRDC Human Resource Development Office
2. Receive the documents from HRDO	2.1. Release the HRDC Feedback form <i>**If the request is endorsed by the HRDC, issue also a template or sample of the Certification of Availability of Funds Format, a Copy of the Certification of HRDC Meeting or Approved HRDC Referendum, and the Itinerary; and instruct the applicant to proceed to the Accounting Office to request for the Certification of Availability of Funds</i>  <i>**If the request is denied by the HRDC (end of transaction). The applicant may however appeal the decision of the HRDC to the University President at his or her discretion.</i>	None	1 hour	Secretariat, HRDC Human Resource Development Office
<b>Sub-total for B. Request for Human Resource Development Committee Endorsement (through HRDC Meeting):</b>		None	<b>12 working days, 3 hours, and 30 minutes</b>	
<b>Sub-total for B. Request for Human Resource Development Committee Endorsement (through HRDC Referendum):</b>		None	<b>8 working days, 3 hours and 30 minutes</b>	
<b>C. REQUEST FOR APPROVAL OF CERTIFICATION OF AVAILABILITY OF FUNDS</b>				
3. Request for a Certification of Availability of Funds for his or her travel, with the attachments released by HRDO	3.1 Receive and review the complete documents 3.2 Refer to other office personnel who is in-charge of verifying the availability of the Funds 3.3 Give the documents to the Accountant IV	None	1 working day	Administrative Aide IV, Accounting Office
	3.4. Approve or disapprove the Certification of Funds Availability available 3.5. Return to the Administrative Aide IV	None	3 working days	Accountant IV Accounting Office
	3.6. If the request is approved, transmit the Certification of Funds Availability to OUBS <i>**If the request is disapproved, return the documents to the requesting client or employee (end of transaction)</i>	None	1 working day	Administrative Aide IV Accounting Office



Subtotal for Request for C. Approval of Certification of Availability of Funds		None	5 Working days	
<b>D. REQUEST FOR ADMINISTRATIVE COUNCIL ENDORSEMENT</b>				
3.6. Receive and review documents from HRDO 3.7. Receive and attach the approved Certification of Availability of Funds 3.8. Forward documents to the University and Board Secretary	None	4 hours	Administrative Assistant III Office of the University Board Secretary	
3.9. Reviews documents and determine if the travel will be added to the agenda for the regular Administrative Council Meeting or for Administrative Council referendum 3.10. Return documents to the Administrative Assistant	None	4 hours	University and Board Secretary Office of the University Board Secretary	
3.11. Receive documents from the UBS 3.12. If for an Administrative Council Meeting, include in the agenda items and inform the HRDC Chair/VPAA. <i>**If for Referendum, prepare the referendum form and contact the requesting client to claim the form from the OUBS (proceed to Step 4.1.)</i>	None	4 hours	Administrative Assistant III Office of the University Board Secretary	
3.13. Assist the HRDC Chair who will present the request for the approval of the travel during the Administrative Council Meeting NOTE: The Administrative Council Meeting is held once a month, either on the last Wednesday or Thursday. If time permits (based on proposed travel date), and the request with complete attachments was submitted within 5 working days before the meeting, it will be added to the agenda items of the Administrative Council Meeting.	None	1 working day	Administrative Assistant III Office of the University Board Secretary	
3.14. Prepare the Summary of AdCo Actions and AdCo Excerpt 3.15. Forward the Summary of AdCo Actions and AdCo Excerpt to the UBS for signing	None	1 working day	Administrative Assistant III Office of the University Board Secretary	
3.16. Review and attest to/sign the prepared Summary of AdCo Actions and AdCo Excerpt 3.17. Return the Summary of AdCo Actions and AdCo Excerpt to the Administrative Assistant	None	30 minutes	University and Board Secretary Office of the University Board Secretary	
3.18. Transmit the Summary of AdCo Actions and AdCo Excerpt to the Office of the President.	None	30 minutes	Administrative Assistant III Office of the University Board Secretary	
3.19. Receive the Summary of AdCo Actions and AdCo Excerpt 3.20. Give the Summary of AdCo Actions and AdCo Excerpt to the University President	None	30 minutes	Administrative Aide IV Office of the University President	
3.21. Approve the Summary of AdCo Actions and AdCo Excerpt 3.22. Return the approved Summary of AdCo Actions and AdCo Excerpt to the Administrative Aide IV	None	1 working day	University President	
3.23. Release approved Summary of AdCo Actions and AdCo Excerpt to OUBS	None	30 minutes	Administrative Aide IV Office of the University President	



	3.24. Claim the approved Summary of AdCo Actions and AdCo Excerpt from Office of the University President 3.25. Transmit a copy of the AdCo Excerpt to HRDO. <i>(Proceed to Step 7.7)</i>	None	30 minutes	Administrative Assistant III Office of the University Board Secretary	
4. Receives the Referendum Form	<i>**If for Referendum</i> 4.1. Release the Routing Form, together with the required attachments to the client	None	30 minutes	Administrative Assistant III Office of the University Board Secretary	
5. Route the Referendum Form to majority of the Administrative Council members	5.1. Answer queries or clarifications from the requesting client or from Administrative Council Members	None	3 working days	Administrative Assistant III / University and Board Secretary Office of the University Board Secretary	
6. Submit Accomplished Referendum Form to the OUBS	6.1. Receive the Accomplished Referendum Form and complete documents from the client	None	30 minutes	Administrative Assistant III Office of the University Board Secretary	
	6.2. Prepare the Summary of Actions to the Referendum. 6.3. Forward the Summary of Actions to the Referendum to the UBS for signing	None	2 hours	Administrative Assistant III Office of the University Board Secretary	
	6.4. Review and sign the Summary of Actions to the Referendum. 6.5. Return the Summary of Actions to the Referendum to the Administrative Assistant	None	30 minutes	University and Board Secretary Office of the University Board Secretary	
	6.6. Transmit the Summary of Actions to the Referendum to HRDO.  Note: For approved international travel on Official Time, documents will be included in the agenda items for confirmation during the next BOR Meeting.	None	30 minutes	Administrative Assistant III Office of the University Board Secretary	
	6.7. Receive AdCo Excerpt (from 4.20) or Summary of Actions to the Referendum (from 7.6) from OUBS 6.8. If request is approved, proceed to Step 7.2 <i>**If the request is disapproved, prepare a Feedback Form to the client, and contact the client to receive the document, then proceed to Step 7.1.</i>	None	1 hour	<i>Secretariat</i> Human Resource Development Committee	
	7. Receive Feedback Form from HRDO	7.1. Issue Feedback Form (end of transaction for clients whose application was disapproved)	None	30 minutes	<i>Secretariat</i> Human Resource Development Committee
	<b>Subtotal for D. Request for Administrative Council Endorsement (through meeting) *</b>		None	<b>4 working days, 6 hours, 30 minutes</b>	
<b>Subtotal for D. Request for Administrative Council Endorsement (through referendum)</b>		None	<b>5 working days, 1 hour, 30 minutes</b>		



<b>E. PREPARATION OF TRAVEL AUTHORITY</b>				
	7.2. Prepare the Travel Authority (QF-HRDO-13B) 7.3. Transmit the Travel Authority to the Administrative Services Division Office	None	1 working day	Secretariat, HRDC Human Resource Development Office
	7.4. Receive and review the Travel Authority with complete attached documents 7.5. Give the documents to the Chief Administrative Officer	None	30 minutes	<i>Administrative Aide VI</i> Administrative Services Division
	7.6. Verify and Certify the Travel Authority 7.7. Return the documents to the Administrative Assistant II	None	1.5 working days	<i>Chief Administrative Officer</i> Administrative Services Division
	7.8. Transmit the Travel Authority to the Office of the University President	None	30 minutes	<i>Administrative Aide VI</i> Administrative Services Division
	7.9. Receive and review the Travel Authority 7.10. Forward the Travel Authority to the University President	None	30 minutes	<i>Administrative Aide IV</i> 5 Office of the University President
	7.11. Approves or disapproves the Travel Authority 7.12. Return the Travel Authority to the <i>Administrative Assistant II</i>	None	2 working days	University President Office of the University President
	7.13. Return the approved Travel Authority to HRDO	None	1 hour	<i>Administrative Assistant II</i> Office of the University President
	7.14. Receive the Approved Travel Authority 7.15. Seal and record in the logbook for Travel Authority 7.16. Inform (through SMS or messenger or email) the employee to claim the Approved Travel Authority	None	1 hour	Secretariat, HRDC Human Resource Development Office
<b>8. Receive the Travel Authority</b>	8.1. Release the Travel Authority to the employee 8.2 Issue a Client Satisfaction Measurement Form	None	30 minutes	Secretariat, HRDC Human Resource Development Office
<b>Subtotal for E. Preparation of Travel Authority</b>		<b>None</b>	<b>5 working days</b>	
<b>TOTAL PROCESSING TIME (A+B+C+D+E), if through HRDC referendum and Administrative Council Meeting</b>		<b>None</b>	<b>37 days and 6 hours</b>	
<b>TOTAL PROCESSING TIME (A+B+C+D+E), if through HRDC Referendum and Administrative Council referendums</b>		<b>None</b>	<b>37 working days and 6 hours</b>	
<b>TOTAL PROCESSING TIME (A+B+C+D+E), if through HRDC Meeting and Administrative Council referendum</b>		<b>None</b>	<b>41 working days, 5 hours and 30 minutes</b>	



<b>TOTAL PROCESSING TIME (A+B+C+D+E), if through HRDC meeting and Administrative Council referendum</b>	<b>None</b>	<b>42 working days, 6 hours, and 30 minutes</b>	
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**\*\*CHED CMO No. 3, Series of 2025: Updated Guidelines for Securing Authority to Travel Abroad for State Universities and Colleges (SUCs) (15 working days for the CHED-IAS Clearance)**

**\*\*BOR Resolution No. 2103, s. 2012: Human Resource Development Policy/Program**

**\*\*BOR Resolution No. 88 s. 2025: Amended Guidelines for Local and Foreign Travel of BSU Personnel**

### 11. REQUEST FOR UNIVERSITY SHORT TERM FOREIGN TRAVEL (USSFT) ON OFFICIAL BUSINESS (OB)

This process applies to employees requesting to travel abroad on Official Business, i.e., s/he requests for financial support from the University

<b>Office or Division:</b>	International Relations Office (IRO), Human Resource Development Office (HRDO), Accounting Office, Office of the Vice President for Academic Affairs (OVPA), Office of the University and Board Secretary (OUBS), Office of the President (OP)
<b>Classification:</b>	High Technical Transaction
<b>Type of Transaction:</b>	G2G – Government to Government Employee
<b>Who may avail:</b>	Benguet State University employees

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter of request indicating the role and/or purpose of the employee of travel/ justification of the employee's participation (Note: Letter must be endorsed by the immediate supervisor/s) - 1 original copy	Requesting Client
2. Letter of Invitation from the Host/University- 1 original copy	
3. Program of Activities/Timeline of Activities –1 original copy	
4. Re-entry Action Plan (QF-HRDO-04)- 1 original copy	
5. Accomplished Travel Clearance Request Form (QF-IRO-08)-1 Original copy	IRO Website: <a href="https://bsu.international/qf-iro-08-travel-clearance-request-form/">https://bsu.international/qf-iro-08-travel-clearance-request-form/</a>
6. Accomplished COPE USSFT Application Form (QF-HRDO-05-02) 1 original copy	Human Resource Development Office (HRDO) or download from <a href="https://drive.google.com/.../10drlad32JPcQMp_K...">https://drive.google.com/.../10drlad32JPcQMp_K...</a>
7. Approved Itinerary of Travel, 1 original copy	Requesting Client
8. Service Record, 1 Photocopy	Human Resource Management Office (HRMO)
9. Result of Evaluation for Paper/Poster Presentation (if the purpose of travel is to present a study / research paper)-1 Original copy	Office of Research Services (ORS)
10. Certification of Performance Evaluation Rating-1 Original copy	**If DPCR/IPCR, request at Human Resource Development Office (HRDO)/ **If OPCR, request at Planning and Development Office (PDO)
11. Research Abstract/Copy of the Paper to be presented (if the applicant will present a study/research paper) – 1 Original copy	Office of Research Services (ORS)
12. Approved Alternative Learning Plan (Faculty only) -1 original copy	Requesting Client



13. Approved Workload Plan (WEP) (for non-teaching personnel) 1 Original copy	
14. Special Order/Office Order of Officer-in-charge (for Personnel designated as Head of Offices)1 Original copy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. REQUEST FOR CHED-IAS CLEARANCE</b>				
1. Submit complete documents and Accomplish Travel Clearance Request Form (QF-IRO-08) at the International Relations Office (IRDO)	1.1. Receive and review complete documents	None	1 Day	<i>Administrative Assistant II</i> International Relations Office
	1.2. If complete, forward documents to the Director of the International Relations Office			
	1.3. Review and endorse or does not endorse the request	None	1 Day	<i>Director</i> International Relations Office
	1.4. Return documents to the Administrative Assistant II			
	1.5. If endorsed, prepare endorsement letter, CHED-IAS Form 15, Certification and Checklist <i>**If not endorsed, return documents to the client (end of process)</i>	None	4 hours	<i>Administrative Assistant II</i> International Relations Office
	1.6. Forward documents to the IRO Director			
	1.7. Review and approve CHED-IAS Form 15, Certification and Checklist	None	4 hours	<i>Director</i> International Relations Office
	1.8. Return documents to the Administrative Assistant II			
	1.9. Forward or transmit the documents to the Sector Vice President's Office	None	4 hours	<i>Administrative Assistant II</i> International Relations Office
	1.10. Receive Certification and Checklist	None	1 Day	<i>Sector Vice Presidents</i> Office of the Vice Presidents
	1.11. Review and recommends the approval of the Certification			
	1.12. Forward or transmit documents to the Office of the President			
	1.13. Receive and review endorsement letter, CHED-IAS Form 15 and its attachments.	None	4 hours	<i>Administrative Assistant II</i> Office of the University President
	1.14. Forward the documents to the University President			
	1.15. Approves or disapproves the endorsement letter and CHED-IAS Form	None	1 Day	<i>University President</i>
	1.16. Return the documents to the Administrative Assistant II			
	1.17. Return the documents to the <i>International Relations Office</i>	None	4 hours	<i>Administrative Assistant II</i> Office of the University President
	1.18. Transmit to CHED-RO CAR	None	1 hour	<i>Administrative Assistant II</i> International Relations Office



	1.19. Receive and process the endorsement letter, CHED-IAS Form 15 and attachments 1.20. Approve or disapprove CHED-IAS Form 15 1.21. Return approved or disapproved CHED-IAS Form 15 to BSU International Relations Office	None	7 Days	Regional Director CHED-RO CAR
	1.22. Receive approved or disapproved CHED-IAS Form 15 and attach to the application documents 1.23. If approved, transmit to HRDO the complete documents <i>**If disapproved, return documents to client (end of process)</i>	None	1 Day	Administrative Assistant II International Relations Office
<b>SUB-TOTAL FOR A. REQUEST FOR CHED-IAS CLEARANCE:</b>		None	<b>14 Days and 5 hours</b>	
<b>B. REQUEST FOR HUMAN RESOURCE DEVELOPMENT COMMITTEE (HRDC) COMMITTEE ENDORSEMENT</b>				
	1.24. Review and receive complete documents 1.25. Consult with the HRDC Chairperson for scheduling of Meeting or routing of HRDC Referendum	None	1 working day	Secretariat, HRDC Human Resource Development Office
	<i>**If for HRDC Referendum, **If through HRDC Meeting, proceed to 1.29:</i> 1.26. Prepare the HRDC Referendum Form 1.27. Attach the complete application documents to the referendum form 1.28. Route the referendum documents to the HRDC members for endorsement  <i>**If approved by majority of the HRDC members, proceed to step 1.57 **If denied by majority of the HRDC members, proceed to step 1.61</i>	None	5 working days	Secretariat, HRDC Human Resource Development Office
	<i>**If for HRDC Meeting:</i> 1.29. Schedule HRDC Meeting 1.30. Prepare Notice of Meeting and transmit to the HRDC Chairperson (Vice President for Academic Affairs, for approval)	None	4 hours	Secretariat, HRDC Human Resource Development Office
	1.31. Receives the Notice of Meeting 1.32. Give the Notice of Meeting to the HRDC Chairperson/VPAA	None	4 hours	Administrative Aide IV Office of the Vice President for Academic Affairs
	1.33. Approves the Notice of Meeting 1.34. Return the approved Notice of Meeting to Administrative Aide IV	None	4 hours	Chairperson, HRDC / Vice President for Academic Affairs



1.35. Return the approved Notice of Meeting to the Human Resource Development Office (HRDO)	None	30 minutes	Administrative Aide IV Office of the Vice President for Academic Affairs
1.36. Receives the Approved HRDC Meeting and route or serve a copy to all HRDC members present	None	2 working days	Secretariat, HRDC Human Resource Development Office
1.37. Conduct of meeting -Review, evaluate, and deliberate on the request, guided by the documents submitted - Endorse, deny or defer the requests	None	1 working day	<i>Chairperson</i> , HRDC / Vice President for Academic Affairs
1.38. Prepare Highlights of the HRDC Meeting 1.49. Route to HRDC Chair and Members for review and approval	None	2 working days	Secretariat, HRDC Human Resource Development Office
1.40. Prepare HRDC Certification of the Meeting 1.41. Transmit the Certification of HRDC Meeting and request letter of the applicant to HRDC Chairperson or OVPAA	None	4 hours	Secretariat, HRDC Human Resource Development Office
1.42. Receive the Certification of HRDC Meeting and request letter of the applicant 1.43. Forward the Certification of HRDC Meeting and request letter to the HRDC Chairperson/VPAA	None	30 minutes	Administrative Aide IV Office of the Vice President for Academic Affairs
1.44. Approve the Certification of HRDC Meeting and request letter of the applicant 1.45. Return the approved Certification of HRDC Meeting and request letter of the applicant to Administrative Aide IV	None	4 hours	<i>Chairperson</i> , HRDC / Vice President for Academic Affairs
1.46. Transmit the Certification of HRDC Meeting to the Office of the University President for Approval 1.47. Inform HRDC Secretariat that they may already claim from OVPAA the approved request letter of the applicant	None	1 hour	Administrative Aide IV Office of the Vice President for Academic Affairs
1.48. Receive the Certification of HRDC Meeting 1.49. Give the Certification of HRDC Meeting to the University President	None	30 minutes	Administrative Aide IV Office of the University President
1.50. Review and approve the Certification of HRDC Meeting 1.51. Return the approved Certification of HRDC Meeting to the Administrative Aide IV, OVPAA	None	1 working day	University President



1.52. Receive the approved Certification of HRDC Meeting	None	30 minutes	Administrative Aide IV Office of the University President
1.53. Inform HRDO personnel to claim the approved certification of HRDC Meeting			
1.54. Claim the approved HRDC Certification of the Meeting from Office of the University President	None	1 hour	Secretariat, HRDC Human Resource Development Office
1.55. Claim the approved letter from the Office of Vice President for Academic Affairs			
1.56. Prepare the Transmittal Form with attached complete documents <i>**If the request was endorsed through referendum, attach the Approved HRDC Referendum to the application documents.</i>	None	4 hours	Secretariat, HRDC Human Resource Development Office
1.57. Give the documents to HRDO Administrative Officer V for further review			
1.58. Review the documents, sign the Transmittal Form and return to Administrative Assistant II, HRDO	None	1 hour	<i>Administrative Officer V / Member Human Resource Development Office</i>
1.59. Transmit the complete documents to OUBS then Accomplish the Request for Referendum Form (QF-OUBS-10), if the document will be routed for referendum to the Administrative Council Members	None	2 hours	Secretariat, HRDC Human Resource Development Office
1.60. Prepare the HRDC Feedback form according to the approved highlights of Meeting and Certification of HRDC, or the Approved Referendum, if endorsed through referendum	None	1 working day	Secretariat, HRDC Human Resource Development Office
1.61. Give the HRDC Feedback Form to Administrative Officer V of HRDO for checking and initials			
1.62. Review and sign the HRDC Feedback Form	None	1 hour	<i>Administrative Officer V Human Resource Development Office</i>
1.63. Return the HRDC Feedback Form to Administrative Assistant II			
1.64. Transmit the HRDC Feedback form to Office of the Vice President for Academic Affairs/Chairperson of the HRDC	None	1 hour	Secretariat, HRDC Human Resource Development Office
1.65. Receive the HRDC Feedback Form from HRDO	None	1 hour	Administrative Aide IV Office of the Vice President for Academic Affairs
1.66. Give the HRDC Feedback Form to the Vice President for Academic Affairs/Chairperson of the HRDC			
1.67. Approve the HRDC Feedback Form	None	1 working day	<i>Chairperson, HRDC / Vice President for Academic Affairs</i>
1.68. Return the approved HRDC Feedback form to Administrative Aide IV			



	1.69. Claim the approved HRDC Feedback form and attach documents for release to the client	None	30 minutes	Secretariat, HRDC Human Resource Development Office
2. Receive the documents from HRDO	2.1. Release the HRDC Feedback form <i>**If the request is endorsed by the HRDC, issue also a template or sample of the Certification of Availability of Funds Format, a Copy of the Certification of HRDC Meeting or Approved HRDC Referendum, and the Itinerary; and instruct the applicant to proceed to the Accounting Office to request for the Certification of Availability of Funds</i> <i>**If the request is denied by the HRDC (end of transaction). The applicant may however appeal the decision of the HRDC to the University President at his or her discretion.</i>	None	1 hour	Secretariat, HRDC Human Resource Development Office
<b>Sub-total for B. Request for Human Resource Development Committee Endorsement (through HRDC Meeting):</b>		<b>None</b>	<b>12 working days, 3 hours, and 30 minutes</b>	
<b>Sub-total for B. Request for Human Resource Development Committee Endorsement (through HRDC Referendum):</b>		<b>None</b>		
<b>C. REQUEST FOR APPROVAL OF CERTIFICATION OF AVAILABILITY OF FUNDS</b>				
3. Request for a Certification of Availability of Funds for his or her travel, with the attachments released by HRDO	3.1 Receive and review the complete documents	None	1 working day	Administrative Aide IV, Accounting Office
	3.2 Refer to other office personnel who is in-charge of verifying the availability of the Funds			
	3.3 Give the documents to the Accountant IV			
	3.4. Approve or disapprove the Certification of Funds Availability available	None	3 working days	Accountant IV Accounting Office
	3.5. Return to the Administrative Aide IV	None	1 working day	Administrative Aide IV Accounting Office
	3.6. If the request is approved, transmit the Certification of Funds Availability to OUBS <i>**If the request is disapproved, return the documents to the requesting client or employee (end of transaction)</i>	None	1 working day	Administrative Aide IV Accounting Office
<b>Subtotal for Request for C. Approval of Certification of Availability of Funds</b>		<b>None</b>	<b>5 Working days</b>	
<b>D. REQUEST FOR ADMINISTRATIVE COUNCIL ENDORSEMENT</b>				
	3.6. Receive and review documents from HRDO	None	4 hours	Administrative Assistant III Office of the University Board Secretary
	3.7. Receive and attach the approved Certification of Availability of Funds			
	3.8. Forward documents to the University and Board Secretary			
	3.9. Reviews documents and determine if the travel will be added to the agenda for the regular Administrative Council Meeting or for Administrative Council referendum	None	4 hours	University and Board Secretary Office of the University Board Secretary
	3.10. Return documents to the Administrative Assistant			



	<p>3.11. Receive documents from the UBS</p> <p>3.12. If for an Administrative Council Meeting, include in the agenda items and inform the HRDC Chair/VPAA. <i>**If for Referendum, prepare the referendum form and contact the requesting client to claim the form from the OUBS (proceed to Step 4.1.)</i></p>	None	4 hours	Administrative Assistant III Office of the University Board Secretary
	<p>3.13. Assist the HRDC Chair who will present the request for the approval of the travel during the Administrative Council Meeting NOTE: The Administrative Council Meeting is held once a month, either on the last Wednesday or Thursday. If time permits (based on proposed travel date), and the request with complete attachments was submitted within 5 working days before the meeting, it will be added to the agenda items of the Administrative Council Meeting. If not proceed to AdCo Referendum proceed to Step 4.1.</p>	None	1 working day	Administrative Assistant III Office of the University Board Secretary
	<p>3.14. Prepare the Summary of AdCo Actions and AdCo Excerpt</p> <p>3.15. Forward the Summary of AdCo Actions and AdCo Excerpt to the UBS for signing</p>	None	1 working day	Administrative Assistant III Office of the University Board Secretary
	<p>3.16. Review and attest to/sign the prepared Summary of AdCo Actions and AdCo Excerpt</p> <p>3.17. Return the Summary of AdCo Actions and AdCo Excerpt to the Administrative Assistant</p>	None	30 minutes	University and Board Secretary Office of the University Board Secretary
	<p>3.18. Transmit the Summary of AdCo Actions and AdCo Excerpt to the Office of the President.</p>	None	30 minutes	Administrative Assistant III Office of the University Board Secretary
	<p>3.19. Receive the Summary of AdCo Actions and AdCo Excerpt</p> <p>3.20. Give the Summary of AdCo Actions and AdCo Excerpt to the University President</p>	None	30 minutes	Administrative Aide IV Office of the University President
	<p>3.21. Approve the Summary of AdCo Actions and AdCo Excerpt</p> <p>3.22. Return the approved Summary of AdCo Actions and AdCo Excerpt to the Administrative Aide IV</p>	None	1 working day	University President
	<p>3.23. Release approved Summary of AdCo Actions and AdCo Excerpt to OUBS</p>	None	30 minutes	Administrative Aide IV Office of the University President
	<p>3.24. Claim the approved Summary of AdCo Actions and AdCo Excerpt from Office of the University President</p> <p>3.25. Transmit a copy of the AdCo Excerpt to HRDO. <i>(Proceed to Step 7.7)</i></p>	None	30 minutes	Administrative Assistant III Office of the University Board Secretary



4. Receives the Referendum Form	<b>**If for Referendum</b> 4.1. Release the Routing Form, together with the required attachments to the client	None	30 minutes	Administrative Assistant III Office of the University Board Secretary
5. Route the Referendum Form to majority of the Administrative Council members	5.1. Answer queries or clarifications from the requesting client or from Administrative Council Members	None	3 working days	Administrative Assistant III / University and Board Secretary Office of the University Board Secretary
6. Submit Accomplished Referendum Form to the OUBS	6.1. Receive the Accomplished Referendum Form and complete documents from the client	None	30 minutes	Administrative Assistant III Office of the University Board Secretary
	6.2. Prepare the Summary of Actions to the Referendum.	None	2 hours	Administrative Assistant III Office of the University Board Secretary
	6.3. Forward the Summary of Actions to the Referendum to the UBS for signing	None	30 minutes	University and Board Secretary Office of the University Board Secretary
	6.4. Review and sign the Summary of Actions to the Referendum.	None	30 minutes	Administrative Assistant III Office of the University Board Secretary
	6.5. Return the Summary of Actions to the Referendum to the Administrative Assistant	None	30 minutes	Administrative Assistant III Office of the University Board Secretary
	6.6. Transmit the Summary of Actions to the Referendum to HRDO. Note: For approved international travel on Official Time, documents will be included in the agenda items for confirmation during the next BOR Meeting.	None	30 minutes	Administrative Assistant III Office of the University Board Secretary
7. Receive Feedback Form from HRDO	6.7. Receive AdCo Excerpt (from 4.20) or Summary of Actions to the Referendum (from 7.6) from OUBS	None	1 hour	<i>Secretariat</i> Human Resource Development Committee
	6.8. If request is approved, proceed to Step 7.2 <b>**If the request is disapproved, prepare a Feedback Form to the client, and contact the client to receive the document, then proceed to Step 7.1.</b>	None	30 minutes	<i>Secretariat</i> Human Resource Development Committee
<b>Subtotal for D. Request for Administrative Council Endorsement (through meeting) *</b>		<b>None</b>	<b>4 working days, 6 hours, 30 minutes</b>	
<b>Subtotal for D. Request for Administrative Council Endorsement (through referendum)</b>		<b>None</b>	<b>5 working days, 1 hour, 30 minutes</b>	
<b>E. REQUEST FOR BOARD OF REGENTS (BOR) APPROVAL</b>				



6.6. Prepare executive brief, endorsement of the President, and certification of the VPAA and attach other previously submitted documents 6.7. Forward documents to the University and Board Secretary	None	4 hours	Administrative Assistant III, Office of the University Board Secretary
6.8. Review documents and determine if the application will be added to the agenda for BOR Meeting or for referendum (Memorandum Sec.)  Note: In a year, there are 4 regular (quarterly) and 2 special Board of Regents Meeting. The schedule, however, is not definite. If time permits (based on proposed travel date), and the documents are with the OUBS within 10 working days before the meeting, it will be added to the agenda items of the BOR Meeting. 6.9. <i>**If for a Board Meeting, include in the agenda items and inform the HRDC Chair/VPAA. **If for referendum (proceed to Step 6.27)</i> 6.10. Return documents to the Administrative Assistant	None	1 hour	University and Board Secretary  Office of the University Board Secretary
6.11. Receive documents from the UBS 6.12. Include the documents to the Agenda Folder prepared for the Board Meeting	None	30 minutes	Administrative Assistant III Office of the University Board Secretary
6.13. Assist the President who will present the request for the approval of the travel during the BOR Meeting 6.14. Prepare Summary of Board Actions	None	2 working days	University and Board Secretary Office of the University Board Secretary
6.15. Prepare BOR Excerpt 6.16. Forward the BOR Excerpt to the UBS for signing	None	4 hours	Administrative Aide VI Office of the University Board Secretary
6.17. Review and attest to/sign the BOR Excerpt 6.18. Give the BOR Excerpt to the Administrative Assistant	None	30 minutes	University and Board Secretary Office of the University Board Secretary
6.19. Transmit the BOR Excerpt to the Office of the President	None	30 minutes	Administrative Assistant III Office of the University Board Secretary
6.20. Receive the BOR Excerpt 6.21. Give the BOR Excerpt to the University President	None	30 minutes	Administrative Aide IV  Office of the University President
6.22. Approve the BOR Excerpt 6.23. Return the BOR Excerpt to the Administrative Aide IV	None	1 working day	University President
6.24. Release approved Summary of BOR Excerpt to OUBS	None	30 minutes	Administrative Aide IV



				Office of the University President
6.25. Claim the approved Summary of BOR Excerpt from Office of the University President	None	30 minutes		Administrative Assistant III
6.26. Transmit a copy of the BOR Excerpt to HRDO. (Proceed to Step 6.57)				Office of the University Board Secretary
<i>**If for Referendum</i>	None	30 minutes		University and Board Secretary
6.27. Prepare communication addressed to the Chairperson of the Board to request for the routing of a referendum				Office of the University Board Secretary
6.28. Give to the Administrative Assistant				
6.29. Attach Executive Brief and all supporting documents to the communication	None	30 minutes		Administrative Assistant III
6.30. Transmit the Request for routing of referendum and attached documents to the Office of the President				Office of the University Board Secretary
6.31. Receive the Request for routing of referendum and attached documents	None	30 minutes		Administrative Aide IV
6.32. Give the Request for routing of referendum and attached documents to the University President				Office of the University President
6.33. Review and sign the Request for routing of referendum	None	1 working day		University President
6.34. Return the signed Request for routing of referendum and attached documents to the Administrative Aide IV				
6.35. Release the signed Request for routing of referendum and attached documents to the OUBS	None	30 minutes		Administrative Aide IV Office of the University President
6.36. Claim the signed Request for routing of referendum and attached documents from Office of the University President.	None	1 hour		Administrative Assistant III Office of the University Board Secretary
6.37. Scan documents and send through email the Request for routing of referendum to the Office of the Commissioner (Chairperson of the BOR)				
6.38. Answer queries or clarifications from the Office of the Commissioner <i>Note: On the average, the OUBS receives the feedback/action on the request for routing of referendum from the Office of the Commissioner (Chairperson of the Board of Regents) within 3 working days</i>	None	3 working days		University and Board Secretary/Administrative Assistant III, Office of the University Board Secretary
6.39. Receive action of the Commissioner (Chairperson of the BOR)				
6.40. If the request for routing of referendum is allowed, prepare Memorandum Sec (Referendum). Attach the approval of routing, executive brief and annexes.	None	1 hour		Administrative Aide IV
6.41. Scan and send the Memorandum Sec (and attachments) and reply slip to the Members of the Board of Regents.				Office of the University President



	<i>**If the request for routing of referendum is not allowed, the decision and the remarks, if any, are relayed to HRDO (proceed to Step 6.57).</i>			
6.42.	Answer queries or clarifications from the Members of the BOR <i>**Note: Routing of Memorandum Sec (Referendum) is for 5 working days.</i>	None	5 working days	University and Board Secretary/Administrative Assistant III, Office of the University Board Secretary
6.43.	Receive action of the Members of the Board of Regents			
6.44.	Prepare Summary of Actions to the Memorandum Sec (Referendum) and transmittal letter.	None	1 hour	Administrative Assistant III, Office of the University Board Secretary
6.45.	Attach the reply slips and the attachments to the Memorandum Sec (Referendum) and give to the UBS for signing			
6.46.	Review and sign the Summary of Actions to the Memorandum Sec (Referendum) and transmittal letter.	None	30 minutes	University and Board Secretary
6.47.	Return the Summary of Actions to the Memorandum Sec (Referendum) and transmittal letter to the Administrative Assistant III			Office of the University Board Secretary
6.48.	Transmit the Summary of Actions to the Memorandum Sec (Referendum) and transmittal letter to the Office of the President.	None	30 minutes	Administrative Assistant III Office of the University Board Secretary
6.49.	Receive the Summary of Actions to the Memorandum Sec (Referendum) and transmittal letter	None	30 minutes	Administrative Aide IV
6.50.	Give the Summary of Actions to the Memorandum Sec (Referendum) and transmittal letter to the University President			Office of the University President
6.51.	Review the Summary of Actions to the Memorandum Sec (Referendum) and sign the transmittal letter.	None	1 working day	University President, Office of the President
6.52.	Return the Summary of Actions to the Memorandum Sec (Referendum) and signed transmittal letter to the Administrative Aide IV			
6.53.	Release the Summary of Actions to the Memorandum Sec (Referendum) and signed transmittal letter to the OUBS	None	30 minutes	Administrative Aide IV Office of the University President
6.54.	Claim the Summary of Actions to the Memorandum Sec (Referendum) and signed transmittal letter from the Office of the University President.	None	1 hour	Administrative Assistant III
6.55.	Scan documents and send through email the transmittal letter and Summary of Actions to the Memorandum Sec (Referendum) to the Office of the Commissioner (Chairperson of the BOR).			Office of the University Board Secretary
6.56.	Transmit the Summary of Actions to the Memorandum Sec (Referendum) to the HRDO. <i>**Note: For international travel on Official Business approved through Memorandum Sec (Referendum), the documents will be included in the agenda items for confirmation during the next BOR Meeting.</i>			



<b>Subtotal for Request for E. Board of Regents (BOR) Approval (through meeting)*</b>		<b>None</b>	<b>4 working days and 4 hours</b>	
<b>Subtotal for Request for E. Board of Regents (BOR) Approval (through referendum)</b>		<b>None</b>	<b>11 working days</b>	
<b>REQUEST FOR BOARD OF REGENTS (BOR) APPROVAL</b>				
	6.57. Receive BOR Excerpt (from 6.26) or Summary of Actions to the Memorandum Sec (from 6.56) from OUBS If request is approved, proceed to Step 6.58 <i>**If request is disapproved, proceed to Step 6.73</i>	None	1 hour	Secretariat Human Resource Development Committee
	6.58. Prepare the Travel Authority (QF-HRDO-13B) 6.59. Transmit the Travel Authority to the Administrative Services Division Office	None	1.5 working days	Administrative Assistant II or Training Assistant Human Resource Development Office
	6.60. Receive and review the Travel Authority with complete attached documents 6.61. Give the documents to the Chief Administrative Officer	None	30 minutes	Administrative Aide VI Administrative Services Division
	6.62. Verify and Certify the Travel Authority 6.63. Return the documents to the Administrative Assistant II	None	1 working day	Chief Administrative Officer Administrative Services Division
	6.64. Transmit the Travel Authority to the Office of the University President	None	30 minutes	Administrative Aide VI Administrative Services Division
	6.65. Receive and review the Travel Authority 6.66. Forward the Travel Authority to the University President	None	30 minutes	Administrative Assistant II Office of the University President
	6.67. Approves or disapproves the Travel Authority 6.68. Return the Travel Authority to the Administrative Assistant II	None	2 working days	University President Office of the University President
	6.69. Return the approved Travel Authority to HRDO	None	30 minutes	Administrative Assistant II Office of the University President
	6.70. Receive the Approved Travel Authority 6.71. Seal and record in the logbook for Travel Authority 6.72. Inform (through SMS or messenger or email) the employee to claim the Approved Travel Authority, proceed to Step 7.1. <i>**If request is disapproved by the BOR</i>	None	30 minutes	Administrative Assistant II Human Resource Development Office
	6.73. Prepare the HRDC Feedback Form 6.74. Give the HRDC Feedback Form to the Head of HRDO for checking and initials	None	1 working day	Secretariat, HRDC Human Resource Development Office
	6.75. Review and sign the HRDC Feedback Form, then return the HRDC Feedback Form to Administrative Assistant II	None	1 working day	Administrative Officer V



				Human Resource Development Office
	6.76. Transmit the HRDC Feedback form to Office of the Vice President for Academic Affairs/Chairperson of the HRDC	None	1.5 hours	Secretariat, HRDC Human Resource Development Office
	6.77. Receive the HRDC Feedback Form from HRDO 6.78. Give the HRDC Feedback Form to the Chairperson of the HRDC / VPAA	None	1 hour	Administrative Aide IV Office of Vice President for Academic Affairs
	6.79. Approve the HRDC Feedback Form 6.80. Return the approved HRDC Feedback form to Administrative Aide IV	None	1.5 working days	Chairperson, HRDC / Vice President for Academic Affairs
	6.81. Claim the approved HRDC Feedback form and attach documents for release to the client	None	1 working day	Secretariat, HRDC Human Resource Development Office
7. Receive the Travel Authority	7.1. Release the Travel Authority to the employee 7.2 Issue a Client Satisfaction Measurement Form	None	30 minutes	Administrative Assistant II Human Resource Development Office
<b>Subtotal for Preparation of Travel Authority</b>		<b>None</b>	<b>5 working days</b>	
<b>TOTAL PROCESSING TIME (A+B+C+D+E+F), if HRDC referendum, Admin Council referendum, and BOR referendum</b>		<b>None</b>	<b>49 working days and 2 hours</b>	
<b>TOTAL PROCESSING TIME (A+B+C+D+E+F), if HRDC referendum, Admin Council referendum, and BOR meeting</b>		<b>None</b>	<b>42 working days and 6 hours</b>	
<b>TOTAL PROCESSING TIME (A+B+C+D+E), if HRDC referendum, Admin Council meeting, and BOR referendum</b>		<b>None</b>	<b>48 working days and 7 hours</b>	
<b>TOTAL PROCESSING TIME (A+B+C+D+E+F), if HRDC meeting, Admin Council referendum, and BOR referendum</b>		<b>None</b>	<b>53 working days and 2 hours</b>	
<b>TOTAL PROCESSING TIME (A+B+C+D+E+F), if HRDC meeting, Admin Council referendum, and BOR meeting</b>		<b>None</b>	<b>46 working days and 6 hours</b>	
<b>TOTAL PROCESSING TIME (A+B+C+D+E), if HRDC meeting, Admin Council meeting, and BOR referendum</b>		<b>None</b>	<b>52 working days and 7 hours</b>	
<b>TOTAL PROCESSING TIME (A+B+C+D+E), if HRDC meeting, Admin Council meeting, and BOR meeting</b>		<b>None</b>	<b>46 working days and 3 hours</b>	

*\*\*CHED CMO No. 3, Series of 2025: Updated Guidelines for Securing Authority to Travel Abroad for State Universities and Colleges (SUCs) (15 working days for the CHED-IAS Clearance)*

*\*\*BOR Resolution No. 2103, s. 2012: Human Resource Development Policy/Program*

*\*\*BOR Resolution No. 88 s. 2025: Amended Guidelines for Local and Foreign Travel of BSU Personnel*



## 12. REQUEST FOR TRAVEL AUTHORITY FOR PERSONAL FOREIGN TRAVELS

Employees who will travel overseas for personal reasons or purposes may request for their Travel Authority.

<b>Office or Division:</b>	Human Resource Development Office (HRDO)	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2G – Government to Government Employee	
<b>Who may avail:</b>	Benguet State University employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter endorsed by Immediate supervisor, recommended by the sector VP, indicating that the personnel will not represent the University during the travel and all expenses will be personally funded by the employee - 1 original Copy	Requesting Client	
2. Approved Workload Endorsement Plan (WEP) ( <i>for non-teaching personnel only</i> ) -1 original Copy	HRDO Google Drive: <a href="https://docs.google.com/document/d/1IBxEbfCY_-Zf1vRpubKGSGOJv2wFvGI/edit?usp=sharing&amp;oid=102471658225482880004&amp;rtpof=true&amp;sd=true">https://docs.google.com/document/d/1IBxEbfCY_-Zf1vRpubKGSGOJv2wFvGI/edit?usp=sharing&amp;oid=102471658225482880004&amp;rtpof=true&amp;sd=true</a>	
3. Accomplished HRDO Request Form (QF-HRDO-27)-1 original Copy		
4. Approved Alternative Learning Plan (QF-ACAD-01) ( <i>for Faculty members only</i> )-1 original Copy	Office of the Department Chairperson or Office of the College Dean	
5. Office Order for Officer-in-charge ( <i>for heads of offices or personnel with original Copy designation</i> )	Requesting Client	
6. Leave Form (CSC Form No. 06)- 1 photocopy	HRMO	
7. Clearance (QF-HRMO-06) (if travel or leave is more than a month		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to the Human Resource Development Office, at least 10 working days before the first day of travel	1.1. Review and receive complete documents If documents are not complete, return documents to client/s	None	1 day	<i>Administrative Assistant II</i> Human Resource Development Office
	1.2. Transmit the complete documents to the Office of the University President			
	1.3. Receive the complete documents	None	20 minutes	<i>Administrative Assistant II</i> Office of the University President
	1.4. Forward the complete documents to the University President			
	1.5. Approves or disapproves the request	None	2 days	University President Office of the University President
	1.6. Return the documents to the Administrative Assistant II			
	1.7. If approved, release the approved letter and the documents to HRDO *If disapproved, release the document to the Employee/Client (end of transaction)	None	1 hour	<i>Administrative Assistant II</i> Office of the University President



	1.6. Receive the approved letter and documents 1.7. Prepare the Travel Authority (QF-HRDO-13B) 1.8. Transmit the Travel Authority to the Office of the Administrative Services Division (ASD)	None	1 day	<i>Administrative Assistant II or Training Assistant</i> Human Resource Development Office
	1.9. Receive and review the Travel Authority with complete attached documents 1.10. Give the documents to the Chief Administrative Officer	None	10 minutes	<i>Administrative Assistant II</i> Administrative Services Division
	1.11. Verify and Certify the Travel Authority 1.12. Return the documents to the Administrative Assistant II	None	1 day	<i>Chief Administrative Officer</i> Administrative Services Division
	1.13. Transmit the Travel Authority to the Office of the University President	None	10 minutes	<i>Administrative Assistant II</i> Administrative Services Division
	1.14. Receive and review the Travel Authority 1.15. Forward the Travel Authority to the University President	None	10 minutes	<i>Administrative Assistant II</i> Office of the University President
	1.16. Approves or disapproves the Travel Authority 1.17. Return the Travel Authority to the <i>Administrative Assistant II</i>	None	1.5 days	University President Office of the University President
	1.18. Return the approved Travel Authority to HRDO	None	1 hour	<i>Administrative Assistant II</i> Office of the University President
	1.19. Receive the Approved Travel Authority 1.20. Seal and record in the logbook for Travel Authority 1.21. Inform (through SMS or messenger or email) the employee to claim the Approved Travel Authority	None	1 hour	<i>Administrative Assistant II</i> Human Resource Development Office
2. Receive the Travel Authority	2.1 Release the Travel Authority to the employee 2.2 Issue a Client Satisfaction Measurement Form	None	10 minutes	<i>Administrative Assistant II</i> Human Resource Development Office
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	



### 13. REQUEST FOR HRDO TECHNICAL ASSISTANCE/RESOURCE PERSONS

assistance or resource person/s from the HRDO to discuss topics relevant to HRDO programs and services (e.g., performance management, EODB-EGSDA compliance, mental health, PRAISE EVERLASTING, program documentation, program facilitation, etc.) Employees may request technical

<b>Office or Division:</b>	<b>Human Resource Development Office (HRDO); PRAISE EVERLASTING Committee</b>			
<b>Classification:</b>	<b>Simple Transaction</b>			
<b>Type of Transaction:</b>	G2G – Government to Government Employee/Government Agency			
<b>Who may avail:</b>	Benguet State University employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. QF-HRDO-27 (REQUEST FOR HRDO FORMS/SERVICES), latest revision; 1 original copy			Human Resource Development Office (HRDO) or download from <a href="https://www.bit.ly/leads_sf">https://www.bit.ly/leads_sf</a>	
				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form	1.1. Confirm details of request 1.2. Check availability of assistors/ resource person/s 1.3. Process approval by the AOV of HRDO, if in order 1.4. Notify client of action 1.5. Issue CSMFF	None	3 days	Admin Officer II; Administrative Officer V, HRDO
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	



#### 14. REQUEST FOR PLANNING UNIT DOCUMENTS/SERVICES

This service is provided to any University employee/office requesting documents, data, and/or services from the Planning Unit.

<b>Office or Division:</b>	<b>University Planning Unit (PU)</b>
<b>Classification:</b>	<b>Simple Transaction</b>
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>
<b>Who may avail:</b>	<b>Any BSU Office/Employee</b>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request From (QF-PDO-01); Latest revision, 1 Original Copy	University Planning Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form (QF-PDO-01) and provide specific details of requested documents and/or services	1.1. Receive the submitted document and ask the clients for the details regarding its request.	None	15 minutes	<i>Administrative Aide IV; Administrative Assistant II; Planning Unit</i>
	1.2. If in order, the Head of Office approves the requested document 1.3. Advise the client to wait for a message when will the requested document be available to be released 1.4. Prepare requested data or file for release or schedule the conduct of the requested activity 1.5. Message the client and inform that the requested document is ready to be released		2 Days, 7 hours, and 30 minutes	<i>Administrative Aide IV; Administrative Assistant II; Planning Officer I; Planning Officer III; Planning Unit</i>
2. Proceed to the Planning Unit once a message was received and receive the requested document	2.1 Issue the requested data or file 2.2 Issue a Client Satisfaction Measurement Form (CSMF)		15 minutes	<i>Administrative Aide IV Administrative Assistant II Planning Officer III, Planning Unit</i>
<b>TOTAL</b>		<b>None</b>	<b>4 hours</b>	



**15. PROVISION OF BOARD RESOLUTIONS, ADCO EXCERPTS, ACADCO EXCERPTS, AND ATTACHMENTS**

This service pertains to requesting agenda documents (policy, document brief with draft MOA, and other related documents), excerpts and attendance from the Academic Council, Administrative Council, and Board of Regents Meetings.

<b>Office or Division:</b>	<b>Office of the University and Board Secretary (OUBS)</b>
<b>Classification:</b>	<b>Simple Transaction</b>
<b>Type of Transaction:</b>	<b>G2G – Government to Government Employee/Government Agency</b>
<b>Who may avail:</b>	<b>Any BSU Office/Employee</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Request Form (QF-OUBS-05); Latest revision, 1 Original Copy	Office of the University and Board Secretary (OUBS)

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Request Form (QF-OUBS-05) and submit the completed form.	1.1. Receive the accomplished form and check the completeness of the information provided. 1.2. Check the availability of the requested document (If not, prepare Certification of the University and Board Secretary of the unavailability of documents) 1.3. Prepare the document requested. 1.4. Notify client once ready and release requested document	None	3 hours	<i>Admin Staff, Board Secretary I; University and Board Secretary, OUBS</i>
2. Receive the requested document and sign the Request Form (QF-OUBS-05) to acknowledge receipt of the document.	2.1 Release the requested agenda document. 2.2 Issue a Client Satisfaction Measurement Form (CSMF)		15 minutes	
<b>TOTAL</b>		<b>None</b>	<b>3 hours and 15 Minutes</b>	



**LA TRINIDAD CAMPUS  
INTERNAL SERVICES**

**RESEARCH & EXTENSION SERVICES**



## 1. EVALUATION, APPROVAL, AND REGISTRATION OF RESEARCH PROPOSALS FOR BSU FUNDING

This service is provided to researchers or faculty members who want to conduct research studies with funding from the University.

<b>Office or Division:</b>	<b>Office of Research Services (ORS)</b>
<b>Classification:</b>	<b>Highly Technical Transaction</b>
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>
<b>Who may avail:</b>	<b>BSU Faculty members, Full-time Researchers</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
1. QF-ORS-01-01 Format for Research Proposal (BSU Funding); 3 hard copies	Office of Research Services (ORS) or BSU – Digital Assets Management System
2. QF-ORS-03-01 Research & Development Registration Form; 1 original copy <i>*to be accomplished during the service and only if research proposal is approved</i>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 hard copies of the research proposal using QF-ORS-01-01	1.1. Receive and check the completeness of the submission 1.2. Prepare an acknowledgement letter addressed to the research proponents 1.3. Prepare a letter for evaluation if assigned evaluators are approved 1.4. Transmit a copy of the research proposal and the QR-ORS-02-01 (Form for Technical Evaluation of Research Proposal) to evaluators and a copy of the research proposal to the concerned R&E Center/Institute	None	4 hours	<i>Admin Staff; Division Chief, Monitoring and Evaluation; Director ORS</i>
	1.5. Evaluate research proposal and transmit evaluation to the ORS upon completion	None	10 days	<i>Assigned Evaluator R&amp;E Center/ Institute Concerned</i>
	1.6. Receive evaluation and facilitate the action on the proposal <b>*IF WITH COMMENTS/SUGGESTIONS:</b> <i>summarize the comments/suggestions of evaluators; prepare and issue a letter for revision of the research proposal and attach the summarized comments/suggestions with the template of summary of actions taken/ answers to comments (see STEP 2)</i> <b>*IF WITHOUT COMMENTS/SUGGESTIONS:</b> <i>proceed to Agency Action 2.2.</i>	None	1 day	<i>Admin Staff; Director ORS</i>
2. Acknowledge receipt of feedback and resubmit proposal with the summary of actions taken/answers to comments	2.1. Receive revised proposal <b>*FOR PROPOSALS SUBJECT TO MAJOR REVISION:</b> <i>prepare a letter for verification to the assigned evaluators with the revised proposal and summary of actions taken/ answers to</i>	None	1 day	<i>Admin Staff; Director ORS</i>



	<i>comments; return to <b>Agency Action 1.5.</b></i> <i><b>*FOR PROPOSALS SUBJECT TO MINOR REVISION:</b> verify if comments/suggestions were addressed by the proponent; proceed to <b>Agency Action 2.2.</b>, if in order</i>			
	2.2. Prepare and issue letter for registration of the approved proposal and provide client a copy of the approved proposal	None	1 day	<i>Admin Staff; Director ORS</i>
3. Receive letter for registration with a copy of approved proposal and submit fully accomplished QF-ORS-03-01	3.1. Receive and check completeness of the accomplished registration form and process approval 3.2. Prepare request for Office Order of the program/project/ study leaders if accomplished registration form is approved 3.3. Facilitate approval of the Office Order 3.4. Notify client Office Order is approved and issue a Client Satisfaction Measurement Form (CSMF)	None	3 days	<i>Admin Staff; Director ORS  Vice President for Research and Extension  Admin Staff; Supervising Admin Officer HRMO  University President</i>
<b>TOTAL IF WITHOUT COMMENTS/SUGGESTIONS OR</b>		<b>None</b>	<b>14 days, 4 hours</b>	
<b>TOTAL IF WITH MINOR REVISION</b>		<b>None</b>	<b>15 days, 4 hours</b>	

## 2. REGISTRATION OF APPROVED RESEARCH WITH EXTERNAL FUNDING

This service is available to researchers who have newly-approved research or ongoing research not funded by the University, and is/are not yet registered with the University.

<b>Office or Division:</b>	<b>Office of Research Services (ORS)</b>	
<b>Classification:</b>	<b>Complex Transaction</b>	
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>	
<b>Who may avail:</b>	<b>BSU Faculty members, Full-time Researchers</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. QF-ORS-03-01 (Research & Development Registration Form); 3 original copies		Office of Research Services (ORS)
2. Memorandum of Understanding/ Memorandum of Agreement (if any)		Funding Agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 accomplished registration forms (QF-ORS-03-01) with a copy of MOU/MOA	1.4. Receive and check completeness 1.5. Process approval	None	4 days	<i>Admin Staff; Director ORS</i>



	<i>*recommending approval by the ORS Director and approval by the Vice President for Research and Extension</i> 1.3. Provide a copy of the approved registration form to client			Vice President for Research and Extension
2. Receive approved registration form	2.1. Prepare request for Office Order of program/ project/ study leaders 2.2. Process approval <i>*endorsement of request by the Vice President for Research and Extension and approval by the University President</i>	None	4 days	Admin Staff; Director ORS  Vice President for Research and Extension  University President
	2.3 Prepare Office Order if request is approved by the University President 2.5 Forward approved Office Order to ORS	None		Admin Staff; Supervising Admin Officer HRMO
	2.6 Release Office Order to client Issue a Client Satisfaction Measurement Form (CSMF)	None		Admin Staff; Director ORS
	<b>TOTAL</b>	<b>None</b>		<b>8 days</b>

### 3. RENEWAL OF OFFICE ORDER OF RESEARCHERS WITH ONGOING ACTIVITIES

Employees with ongoing registered research may process the renewal of their office order through this service.

<b>Office or Division:</b>	<b>Office of Research Services (ORS)</b>
<b>Classification:</b>	<b>Complex Transaction</b>
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>
<b>Who may avail:</b>	<b>BSU Faculty members, Full-time Researchers with ongoing registered research programs/projects/studies</b>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. QF-ORS-04-01-02 (Format for Semi-Annual Progress Report); 1 original copy	Office of Research Services (ORS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 1 copy of the Semi-Annual Progress Report	1.1. Receive and check completeness 1.2. Review and evaluate the submitted report 1.3. Prepare request for renewal of Office Order of program/ project/ study leaders 1.4. Process approval <i>*endorsement of request by the Vice President for Research and Extension and approval by the University President</i>	None	3 days	Admin Staff; Director ORS  Vice President for Research and Extension



	1.5. Prepare Office Order if request is approved by the University President 1.6. Forward approved Office Order to ORS	None	3 days	Admin Staff; Director ORS Vice President for Research and Extension University President
	Release Office Order to client Issue a Client Satisfaction Measurement Form (CSMF)	None		Admin Staff; Director ORS
<b>TOTAL</b>		<b>None</b>	<b>6 days</b>	

#### 4. REGISTRATION OF MASTERS' THESIS OR DISSERTATION

This service is provided to permanent employee who have finished their Masters' Thesis or Dissertation in order to be added to the registry of research studies.

<b>Office or Division:</b>	<b>Office of Research Services (ORS)</b>
<b>Classification:</b>	<b>Simple Transaction</b>
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>
<b>Who may avail:</b>	<b>BSU Faculty members, Full-time Researchers</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
1. QF-ORS-03-01 (Research & Development Registration Form); 2 original copies	Office of Research Services (ORS)
2. Abstract or Approval Form	Requesting Client
<b>WHERE TO SECURE</b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 2 accomplished copies of the registration form and the research paper abstract or approval form	1.1. Receive and check completeness 1.2. Process approval <i>*recommending approval by the ORS Director and approval by the Vice President for Research and Extension</i> 1.3. Release approved R&D registration form 1.4. Issue a Client Satisfaction Measurement Form (CSMF)	None	3 days	Admin Staff; Director ORS  Vice President for Research and Extension
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	



## 5. EXPERIMENT FARMS AND RESOURCES MANAGEMENT SERVICES (BSU EMPLOYEES)

This service is available to employees who need on-station site for their research studies.

<b>Office or Division:</b>	<b>Office of Research Services (ORS)</b>
<b>Classification:</b>	<b>Highly Technical Transaction</b>
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>
<b>Who may avail:</b>	<b>BSU Employees</b>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QF-ORS-03-02 (Research Form for Experimental Area); 1 original copy		Office of Research Services (ORS)		
2. Inspection Certificate (if seedlings and planting materials are obtained outside the Experimental Farms); 1 original copy		BSU Plant Health Clinic/ Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished QF-ORS-03-02	1.1. Receive and check completeness of the request form 1.2. If area is available, contact client for site visit <i>*if area is NOT available or request is denied, contact client and inform of reason (issue a Client Satisfaction Measurement Form)</i>	None	5 days	<i>Science Research Assistant, Farm Manager; Director ORS</i>
2. Coordinate with contact person for site visit and MOA preparation (if site is in order)	2.1. Facilitate site visit 2.2. Get feedback from client if site meets their specifications <i>*if in order, process approval of Request for Experimental Area</i> <i>*if site does not client's specifications, end of transaction (issue a Client Satisfaction Measurement Form)</i> 2.3. Notify client once Request for Experimental Area is approved and issue a copy		6 days	<i>Farm Worker, Science Research Assistant, Farm Manager; Director ORS</i>
3. Receive copy of request for experimental area	3. Issue a Client Satisfaction Measurement Form (CSMF)		5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>11 days, 5 minutes</b>	



## 6. DATA CONSULTATION FOR BSU EMPLOYEES

This service is provided to students who need data consultation for their research papers.

<b>OFFICE OR DIVISION:</b>	<b>Office of Research Services (ORS)</b>			
<b>CLASSIFICATION:</b>	<b>Simple Transaction</b>			
<b>TYPE OF TRANSACTION:</b>	<b>G2G - Government to Government</b>			
<b>WHO MAY AVAIL:</b>	<b>BSU Employees</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. QF-ORS-03-05(Research/Thesis Consultation Request Form); 1 original copy			Office of Research Services (ORS)	
2. Hard Copy or Soft Copy of Thesis Paper			Requesting Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out QF-ORS-03-03 and submit to ORS after securing needed signatures	1.1. Receive and check completeness 1.2. Assess the submitted thesis paper	None	2 hours	<i>Statistician; Director ORS</i>
2. Receive consultation results and recommendation	2. Discussion of the thesis paper		3 hours	
3. Receive output	3. Issue Client Satisfaction Measurement Form (CSMF)		5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>5 hours, 5 minutes</b>	

## 7. DATA PROCESSING AND ANALYSIS FOR BSU EMPLOYEES

This service is provided to students who need data processing and analysis for their research papers.

<b>Office or Division:</b>	<b>Office of Research Services (ORS)</b>			
<b>Classification:</b>	<b>Complex Transaction</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Government</b>			
<b>Who may avail:</b>	<b>BSU Employees</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. QF-ORS-03-03 (Data Analysis/Processing Assistance Request Form); 1 original copy			Office of Research Services (ORS)	
2. Raw data; Electronic copy saved in a Microsoft Excel Spreadsheet (.xls, .xlsx)			Requesting Client	
3. Research Paper; 1 hard copy or soft copy				

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out QF-ORS-03-03 and submit to ORS after securing needed signatures	1.4. Receive and check completeness 1.5. Ask for raw data, if in order	None	2 hours	<i>Statistician; Director</i>
2. Provide raw data in the required format	a. Discuss the thesis paper with the requesting client b. Check data and clarify variables, if there are missing values and other pertinent information c. If in order, endorse to the Director for approval <i>*if approved, process the data</i>		1 hour	



	4.4. Analyze and process given data <i>*General understanding or interpretation of the analysis will only be included in the generated output. The detailed discussion of the results will be the requesting client's responsibility</i> 4.5. Transmit output to client once completed		6 days	ORS
3. Receive output	3. Issue a Client Satisfaction Measurement Form (CSMF)		5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>6 days, 3 hours, 5 minutes</b>	

### 8. REQUEST FOR ORS DOCUMENTS

This service is provided to clients who need documents (e.g., List of Researchers, etc.) from the office.

<b>Office or Division:</b>	<b>Office of Research Services (ORS)</b>
<b>Classification:</b>	<b>Simple Transaction</b>
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>
<b>Who may avail:</b>	<b>BSU Employees</b>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Request form		Office of Research Services (ORS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit document request form with the approved letter of request	2.1. Receive and check completeness 2.2. Prepare the requested document/s 2.3. Issue document/s to client	None	1 day	Admin staff; Director ORS
2. Receive the requested document/s	2. Issue a Client Satisfaction Measurement Form (CSMF)		5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>1 day, 5 minutes</b>	



### 9. EVALUATION OF EXTENSION PROPOSALS AND ENDORSEMENT FOR INTERNAL FUNDING

This service is provided to faculty, staff members, and researchers who will conduct internally-funded extension programs/projects.

**\*Period of submission of Extension Proposals shall be contingent upon an Advisory to be issued by the OES**

<b>Office or Division:</b>	<b>Office of Extension Services (OES)</b>
<b>Classification:</b>	<b>Highly Technical Transaction</b>
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>
<b>Who may avail:</b>	<b>BSU faculty, staff members, researchers</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
1. QF-OES-08 (Extension Program Proposal); 3 original copies <b>or</b> QF-OES-03 (Extension Project Proposal); 3 original copies <i>*to be submitted only during the dates specified in the Advisory issued by the OES re: Call for proposals</i>	
<b>WHERE TO SECURE</b>	
Office of Extension Services/ BSU Digital Assets Management System (DAMS); ( <a href="http://portal.bsu.edu.ph:8082/pages/home.php">http://portal.bsu.edu.ph:8082/pages/home.php</a> and search "Extension Services Forms")	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 hard copies of extension program/project proposal	1.1 Receive and check completeness as per template (QF-OES-08/QF-OES-03) <i>*If with corrections, return to the proponent</i> <i>*If without corrections, proceed with Agency Action 2.2</i>	None	1 day	<i>Admin Staff; Director OES</i>
2. Receive acknowledgement letter	2.1 Prepare acknowledgement letter of the extension proposal and send the same to the proponent		1 day	
	2.2 OES Director will assign Research and Extension Evaluation Committee (REEC) evaluators and return to the staff in charge; 2.3 Prepare letter to evaluators and attach copy of the extension proposal, Technical Evaluation of Extension Proposal form (QF-OES-13)		1 day	
	2.4 Evaluate the extension proposal		10 days	<i>Assigned Evaluator REEC</i>
	2.5. Consolidate the comments and suggestions of the REEC evaluators	None	1 day	<i>Admin Staff; Director OES</i>
	2.6. Prepare letter for the consolidated comments and suggestions <i>*if <b>with revisions</b>, forward the letter to the proponent with the attached template of the summary of actions taken/ answers to the consolidated comments/ suggestions and <b>return to Step 1.</b></i> <i>*if <b>without revisions</b>, proceed to <b>Agency Action 2.7.</b></i>		2 days	
	2.7. Process the approval of the extension proposal		2 days	<i>Admin Staff; Director OES</i>  <i>Vice President for Research &amp; Extension</i>



	2.8. Prepare and issue letter informing the proponent of the approval of the proposal		1 day	Admin Staff; Director OES
3. Receive approved extension proposal	3. Issue a Client Satisfaction Measurement Form (CSMF)		5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>19 days, 5 minutes</b>	

\*Service is covered under special law through BSU Board Resolution No. 2222, s. 2013; REMO 2015 Chapter 6, Section 2.

### 10. REGISTRATION OF APPROVED INTERNALLY- OR EXTERNALLY-FUNDED EXTENSION PROGRAMS/PROJECTS

This service is provided to faculty, staff members, and researchers that have approved internally- or externally-funded extension programs/projects not yet registered.

<b>Office or Division:</b>	<b>Office of Extension Services (OES)</b>
<b>Classification:</b>	<b>Highly Technical Transaction</b>
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>
<b>Who may avail:</b>	<b>BSU faculty, staff members, researchers with an approved extension program/ project</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. QF-OES-04 (Extension Program/Project Registration Form); 3 original copies	Office of Extension Services/ BSU Digital Assets Management System (DAMS); ( <a href="http://portal.bsu.edu.ph:8082/pages/home.php">http://portal.bsu.edu.ph:8082/pages/home.php</a> and search "Extension Services Forms")
2. Approved QF-OES-08 (Extension Program Proposal) or approved QF-OES-03 (Extension Project Proposal); 1 original copy	Extension Program/Project Proponents
3. Approved Memorandum of Agreement/ Memorandum of Understanding; 1 photocopy <i>*Only those proponents with partners shall attach a photocopy of MOU/MOA to the registration form</i>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit registration form using the QF-OES-04- Extension	1.1. Receive and check as to correctness and completeness <i>*if with corrections, return to proponent</i>	None	2 days	Admin Staff; Director OES
Program/Project Registration Form with attachments (approved MOA/MOU for extension proposals with partners and approved extension proposal only)	<i>*if without corrections, process the approval of the registration</i> 1.2. Return client's copy of the approved QF-OES-04			
2. Receive approved QF-OES-04	2.1. Prepare request for Office Order of program/project/ activity leaders		10 days	Admin Staff; Director OES



	2.2. Endorse request for Office Order			<i>Admin Staff; Vice President for Research &amp; Extension OVPRE</i>
	2.3. Approve/disapprove request for Office Order			<i>Admin Staff; University President Office of the President</i>
	2.4. Prepare Office order and release to the proponent/s			<i>Admin Staff; Supervising Admin Officer HRMO</i>
3. Receive Office Order	3. Issue a Client Satisfaction Measurement Form (CSMF)		5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>12 days, 5 minutes</b>	

### 11. IMPLEMENTATION OF EXTENSION ACTIVITY

This service is provided to faculty, staff members, and researchers that have an approved Extension Activity Request (EAR) and will pursue its implementation.

<b>Office or Division:</b>	<b>Office of Extension Services (OES)</b>
<b>Classification:</b>	<b>Complex Transaction</b>
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>
<b>Who may avail:</b>	<b>BSU Proponents of registered extension programs/projects or those with approved Extension Activity Request (EAR)</b>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. PRE-ACTIVITY REQUIREMENTS</b>	
1. Approved QF-OES-01 (Extension Activity Requests); 1 original copy	Office of Extension Services/ BSU Digital Assets Management System (DAMS); ( <a href="http://portal.bsu.edu.ph:8082/pages/home.php">http://portal.bsu.edu.ph:8082/pages/home.php</a> and search "Extension Services Forms")
2. QF-OES-02 (Extension Activity Design); 3 original copies	
3. QF-OES-05 (Extension Activity Attendance Sheet); 1 certified copy	
4. QF-OES-06 (Extension Activity Evaluation Form); 1 original copy	
5. Service Contract; 1 original copy <i>*The service contract shall only be used for extension activities that do not have an existing MOU/MOA</i>	
<b>B. POST-ACTIVITY REQUIREMENTS</b>	
1. QF-OES-07 (Extension Activity Accomplishment Report); 1 original copy	Office of Extension Services/ BSU Digital Assets Management System (DAMS); ( <a href="http://portal.bsu.edu.ph:8082/pages/home.php">http://portal.bsu.edu.ph:8082/pages/home.php</a> and search "Extension Services Forms")
2. QF-OES-09 (Extension Activity Monitoring Report); 1 original copy	
3. QF-OES-12 (Extension Activity Summary of Evaluation); 1 original copy	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. PRE-ACTIVITY</b>				
1. Submit three (3) original copies of the Extension Activity Design (EAD) <i>*attach one (1) copy of the approved request letter/ Extension Activity Request (if</i>	1.1. Receive and check as to correctness and completeness <i>*if with corrections, return to proponent with attached Feedback EAD Sheet</i> <i>*if without corrections, proceed to Agency Action 1.2.</i>		1 hour	<i>Admin Staff; Director OES</i>



<i>the extension activity emanates from an external client)</i>	2.2. Process approval of the Extension Activity Design <i>*OES Director, CAO-FSD for funds appropriation, VPRE for approval)</i> 2.3. Release approved EAD to client with reminders on submission of post-activity requirements	None	3 days	<i>Admin Staff; Director OES</i>  <i>Chief Admin Officer Office of the CAO-ASD</i>  <i>Admin Staff; Vice President for Research &amp; Extension OVPRE</i>
<b>A. SUB-TOTAL FOR PRE-ACTIVITY</b>		None	3 days, 1 hour	
<b>B. POST-ACTIVITY</b>				
1. Submit Packaged Extension Accomplishment Report in two (2) copies using the required quality forms	1.1 Receive and check for completeness of attachments and/or correctness of details <i>*if with corrections, return to proponent with attached Feedback AR Sheet</i> <i>*if without corrections, proceed to Agency Action 1.2.</i>	None	1 hour	<i>Admin Staff; Director OES</i>  <i>Extension Coordinator Center/Institute/College</i>
	1.2. Process approval of the packaged extension activity accomplishment report		1 day	<i>Admin Staff; Director OES</i>
2. Pick-up copy of the packaged extension activity accomplishment report and sign the <i>conforme</i> of the Extension Activity Monitoring Form (QF-OES-09)	2. Issue a Client Satisfaction Measurement Form (CSMF)		1 day	<i>Admin Staff; Director OES</i>
<b>B. SUB-TOTAL FOR POST-ACTIVITY</b>		None	2 days, 1 hour	
<b>TOTAL (A+B)</b>		None	5 days, and 2 hours	



## 12. MONITORING AND EVALUATION OF EXTENSION PROGRAMS AND PROJECTS

This service is provided to faculty, staff members, and researchers that have ongoing/completed registered extension programs/projects

<b>Office or Division:</b>	<b>Office of Extension Services (OES)</b>
<b>Classification:</b>	<b>Simple Transaction</b>
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>
<b>Who may avail:</b>	<b>BSU faculty, staff members, researchers with ongoing/completed registered extension program/ project</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. QF-OES-10 (Extension Program/Project Semestral Report); 2 original copies <b>or</b> QF-OES-11 (Extension Program/Project Terminal Report; 2 original copies	Office of Extension Services/ BSU Digital Assets Management System (DAMS); ( <a href="http://portal.bsu.edu.ph:8082/pages/home.php">http://portal.bsu.edu.ph:8082/pages/home.php</a> and search "Extension Services Forms")

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit semestral/terminal report using the QF-OES-10 (Semestral Report) or QF-OES-11 (Terminal Report)	1.1. Receive and briefly check as to completeness/correctness of forms used <i>*if with revisions, return to proponent</i> <i>*if without revisions, proceed with Agency Action 1.2.</i>	None	1 hour	Admin Staff; Director OES
	1.2. Review and evaluate the content of the terminal/ semestral report		2 days	
	1.3. Note and return to client		5 minutes	
2. Receive copy of the signed semestral/terminal report	2. Issue a Client Satisfaction Measurement Form (CSMF)			
<b>TOTAL</b>		<b>None</b>	<b>2 days, 1 hour, 5 minutes</b>	



### 13. SUBMISSION OF EXTENSION PROGRAM/PROJECT FOR THE AGENCY IN-HOUSE REVIEW (AIHR)

This service is provided to proponents of ongoing or completed extension programs or projects in line with the requirement for extension programs/projects to be presented during the Agency In-house Review (AIHR; REMO 2015, Chapter 8, Sec. 2.2.).

<b>Office or Division:</b>	<b>Office of Extension Services (OES)</b>
<b>Classification:</b>	<b>Complex Transaction</b>
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>
<b>Who may avail:</b>	<b>BSU Proponents of ongoing/completed registered extension programs/projects</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Ongoing/Completed Extension Program/Project template; 3 original copies	Office of Extension Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 copies of an accomplished ongoing/	1.1. Receive and check as to correctness and completeness <i>*if with revisions, return to the proponent</i>	None	3 days	<i>Admin Staff; Director</i> OES
complete extension program/project template for table evaluation	<i>*if without revision, proceed with Agency Action 1.2.</i>			<i>Selected Evaluators</i> External Evaluator/REEC
	1.2. Evaluate submitted paper			
1.3. Prepare letter for the consolidated comments and suggestions and issue to client				
2. Submit edited paper, incorporating comments/suggestions from the evaluators	2.1. Receive and check vis-à-vis the consolidated comments and suggestions from the evaluators <i>*if revisions are still needed, return to Agency Action 1.3.</i> <i>*if comments/suggestions are complied with, prepare notification letter for presentation during the AIHR</i>		3 days	<i>Admin Staff; Director</i> OES
3. Receive notification letter	3. Issue a Client Satisfaction Measurement Form (CSMF)		5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>6 days, 5 minutes</b>	

\*Service is covered under Board Resolution Number. 2222, s. 2013 REMO 2015 Chapter 8 Section 2



#### 14. REQUEST FOR DISSEMINATION OF INFORMATION THROUGH OES PLATFORMS

This service is provided to any BSU sector for the dissemination of information using different platforms, including requests for radio air-time, requests for demonstration at the OES Demo farm, and requests for assistance in IEC development.

<b>Office or Division:</b>	<b>Office of Extension Services (OES)</b>
<b>Classification:</b>	<b>Complex Transaction</b>
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>
<b>Who may avail:</b>	<b>All BSU sectors under OP, VPAA, VPAF, VPRE, and VPBA</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Request letter addressed to the OES Director	Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1. Receive and check details <i>*if with approved, proceed to Agency Action 1.2.</i> <i>*if disapproved, provide feedback with reason of disapproval</i>	None	6 days, 7 hours	Admin Staff, Division Head concerned; Director OES
	1.2. Forward the request to the concerned Division Unit for processing of the request			
	1.3. Coordinate and update the client regarding the request			
2. Receive feedback/ assistance on the request	2. Issue a Client Satisfaction Measurement Form (CSMF)		1 hour	
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	

#### 15. ENDORSEMENT FOR THE DOST-PCAARRD PUBLICATION INCENTIVES PROGRAM

The Regional Consortia provides endorsements to researchers and faculty members of the University for the DOST-PCAARRD Publication Incentives Program. Endorsements are granted specifically for published articles that originate from projects funded, coordinated, or monitored by DOST-PCAARRD.

<b>Office or Division:</b>	Cordillera Consortium for Agriculture, Aquatic and Resources Research and Development (CorCAARRD)- Science Communication Cluster (SciCom Cluster)	
<b>Classification:</b>	G2G - Government to Government	
<b>Type of Transaction:</b>	Complex	
<b>Who May Avail:</b>	Researchers or project team members involved in DOST-PCAARRD-funded or monitored projects with published outputs.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Cover letter addressed to the DOST-PCAARRD executive director (1 scanned copy)	Requesting client	
2. Endorsement by agency head (1 scanned copy)	Office of the University President	



3. Duly accomplished application/ information sheet (1 scanned copy) QMSF-IDD-08- 01-05 (Page No. 1 of 1 to 1 of 2)	Requesting client Downloadable from the DOST-PCAARRD website: <a href="https://tinyurl.com/24">https://tinyurl.com/24</a>	
4. Electronic copy of journal article	Requesting client	
5. Affidavit from agency head and coauthors that the article has not been previously granted incentives for publication and will no longer be submitted for similar incentives program (1 scanned copy) QMSF-IDD-08- 01-05 (Page No. 3 of 3)	Requesting client Downloadable from the DOST- PCAARRD website: <a href="https://tinyurl.com/24">https://tinyurl.com/24</a>	
6. Screenshot showing that the journal is listed in the Web of Science (WoS) or indexed in Scopus (1 copy)	Requesting client	
7. For co-author (corresponding author) submissions, a statement of the coauthor's contributions to the research paper, duly affirmed by the lead author (1 scanned copy)	Requesting client	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete checklist of requirements for compliance checking with qualification criteria and completeness.	1.1 Review submitted documents.	None	1 day	Project Technical Assistant (SciCom Cluster Support Staff) / Consortium Director, CorCAARRD
	1.2. If requirements are complete, prepare the endorsement and forward it to the Office of the Consortium Director for initial approval.		3 days	
	1.3. Once approved, submit the endorsement to the BSU Office of the President for final endorsement		1 day	
	1.4. Submit endorsement and attachments to DOST-PCAARRD		1 day	
2. Acknowledge and receive the copy-furnished endorsement through email.	2.1. Acknowledge the copy-furnished endorsement through email.	None	1 day	Project Technical Assistant (SciCom Cluster Support Staff) / Consortium Director, CorCAARRD
	2.2. Issue CSMF to the client (online or printed)		1 day	
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>	



## 16. ENDORSEMENT OF PROPOSALS FOR DOST-PCAARRD FUNDING

The Regional Consortia facilitates the endorsement of Research and Development (R&D) and Technology Transfer (TechTrans) proposals for possible funding support from DOST-PCAARRD. This service is extended to researchers and faculty members of the University.

<b>Office or Division:</b>	Cordillera Consortium for Agriculture, Aquatic and Resources Research and Development (CorCAARRD)- R&D and TechTrans Cluster	
<b>Classification:</b>	G2G - Government to Government	
<b>Type of Transaction:</b>	Complex	
<b>Who May Avail:</b>	Researchers/Faculty members	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Cover letter addressed to the RRDCC Chair through the Consortium Director (1 scanned copy)		Requesting client
2. Program/Project Proposal, either of the following (1 e-copy each): DOST-GIA Form 1 - Program Concept Proposal DOST-GIA Form 2 - Project Concept Proposal DOST-GIA Form 3 - Detailed R&D Program Proposal DOST-GIA Form 4.A. - Detailed Project Proposal (R&D) DOST-GIA Form 4.B. - Detailed Project Proposal (Non-R&D)		Requesting client or Downloadable at: <a href="https://dpmisv2.dost.gov.ph/">https://dpmisv2.dost.gov.ph/</a>
3. GAD Score Form (1 e-copy)		
4. DOST-GIA Form 5 - Project Work Plan (1 e-copy)		
5. DOST-GIA Form 6 - Project Line Item Budget (1 e-copy)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete checklist of requirements for compliance checking with qualification criteria and completeness.	1.1 Review compliance and completeness of submitted documents.	None	2 days	Science Research Analyst (R&D Cluster or TechTrans Cluster Support Staff) / Consortium Director, CorCAARRD
	1.2. If requirements are complete, prepare the endorsement and forward it to the Office of the Consortium Director for initial approval.		1 day	
	1.3. Once approved, submit the endorsement to the BSU Office of the President for final endorsement		3 days	
2. Receive the endorsement	2.1. Issue the endorsement	None	1 day	Science Research Analyst (R&D Cluster or TechTrans Cluster Support Staff) / Consortium Director, CorCAARRD
	2.2. Issue CSMF to the client (online or printed)			
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>	



### 17. PROPOSAL EVALUATION FOR DOST-PCAARRD FUNDING

This service is provided to BSU faculty members and full-time researchers for the endorsement of their research proposals for possible DOST-PCAARRD funding.

<b>Office or Division:</b>	Cordillera Consortium for Agriculture, Aquatic and Resources Research and Development (CorCAARRD)- R&D and TechTrans Cluster		
<b>Classification:</b>	G2G - Government to Government		
<b>Type of Transaction:</b>	Highly Technical		
<b>Who May Avail:</b>	Researchers from the Consortium Member Institutions		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Cover letter addressed to the RRDCC Chair through the Consortium Director (1 scanned copy)		Requesting client	
2. Program/Project Proposal, either of the following (1 e-copy each): DOST-GIA Form 1 - Program Concept Proposal DOST-GIA Form 2 - Project Concept Proposal DOST-GIA Form 3 - Detailed R&D Program Proposal DOST-GIA Form 4.A. - Detailed Project Proposal (R&D) DOST-GIA Form 4.B. - Detailed Project Proposal (Non-R&D)		Requesting client  Downloadable at: <a href="https://dpmisv2.dost.gov.ph/">https://dpmisv2.dost.gov.ph/</a>	
3. GAD Score Form (1 e-copy)			
4. DOST-GIA Form 5 - Project Work Plan (1 e-copy)			
5. DOST-GIA Form 6 - Project Line Item Budget (1 e-copy)			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete checklist of requirements for compliance checking with qualification criteria and completeness.	1.1 Receive submitted documents and identify the cluster in charge	None	5 mins	Science Research Analyst (Cluster In-Charge) / Consortium Director, CorCAARRD
	1.2. Review documents and alignment to the Regional Priority Commodities or Call for Proposals guidelines		1 day	
	1.3. If approved, prepare proposal evaluation form and submit to cluster coordinator, Consortium Director, and Consortium Deputy Director for initial review and identification of Regional Experts Pool		1 day	
	1.4. Submit proposal to the identified Regional Experts Pool for evaluation		11 days	
	1.5. Consolidate and forward comments and suggestions to the requesting client		5 days	
2. Receive the comments and suggestions	2.1. Issue the comments and suggestions			
	2.2. Issue CSMF to the client (online or printed)			
<b>TOTAL:</b>		<b>None</b>	<b>19 days, 5 minutes</b>	



### 18. CONSULTATION ON FINANCIAL REPORT PREPARATION AND LIQUIDATION PROCESS

This service is available to BSU program, project, or study leaders and research staff to assist with preparing their financial reports and liquidation documents.

<b>Office or Division:</b>	Cordillera Consortium for Agriculture, Aquatic and Resources Research and Development (CorCAARRD)- Operations Unit	
<b>Classification:</b>	G2G - Government to Government	
<b>Type of Transaction:</b>	Technical	
<b>Who May Avail:</b>	Researchers, research staff, accounting and budget personnel of BSU	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Copy Financial documents (1 photocopy or e-copy each) <ul style="list-style-type: none"> <li>• DOST-GIA Form 6 - Project Line Item Budget</li> <li>• DOST-GIA Form 11 - Financial Report</li> <li>• DOST Form 12 - Fund Utilization Report</li> <li>• DOST-GIA Form 13 - Schedule of Accounts Payable and/or Report of Checks Issued</li> </ul>		Requesting client Downloadable at: <a href="https://dpmisv2.dost.gov.ph/">https://dpmisv2.dost.gov.ph/</a> 

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete the client request logbook and submit checklist of requirements	1.1 Receive submitted documents 1.2. Endorse the request for approval to the Director 1.2. The director approves the request	None	1 day	Admin Aide IV
2. Provide financial documents	2.1. Assess and evaluate submitted documents		10 days	Project Administrative Aide / Consortium Director, CorCAARRD
3. Receive Output	3.1. Discuss the consultation results and recommendations 3.2. Issue CSMF to the client (online or printed)		1 hour	
<b>TOTAL:</b>		<b>None</b>	<b>11 days, 1 hour</b>	



### 19. ARTICLE SUBMISSION FOR HIGHLAND EXPRESS MAGAZINE AND ANAP DIGEST

The Science Communication Cluster of CorCAARRD accepts article submissions for its official publications, *Highland Express Magazine* and *ANAP Digest*. This service is offered to clients who wish to have their work published in these publications.

<b>Office or Division:</b>	Cordillera Consortium for Agriculture, Aquatic and Resources Research and Development (CorCAARRD)- Science Communication Cluster (SciCom Cluster)	
<b>Classification:</b>	G2G - Government to Government	
<b>Type of Transaction:</b>	Highly Technical	
<b>Who May Avail:</b>	BSU personnel	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter of Request addressed to the Consortium Director, clearly indicating the specific publication ( <i>Highland Express Magazine</i> or <i>ANAP Digest</i> ) where the article is intended for submission. ( 1 original or scanned copy)		Requesting client
2. Copy of article (e-copy and/or hard copy)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete checklist of requirements for compliance checking with qualification criteria and completeness.	1.1 Review submitted documents. 1.2. If requirements are complete, forward it to the Office of the Consortium Director for initial approval. * If disapproved, prepare a letter to inform the client of the disapproval	None	1 day	Project Technical Assistant (SciCom Cluster Support Staff)
2. Acknowledge and receive the approval and consult/submit with the cluster in charge	2.1. Acknowledge the articles submitted, edit, and review 2.2. Provide and release the comments and suggestions		5 days	
3. Receive the comments and suggestions, and incorporate if applicable, and re-submit	3.1. Review article and finalize for publication 3.2 Issue Client Satisfaction Measurement Form to the client (online or printed)		5 days 1 day	
<b>TOTAL:</b>		<b>None</b>	<b>12 days</b>	



## 20. WEBSITE SUBMISSION AND UPLOADING OF ARTICLES AND KNOWLEDGE PRODUCT MATERIALS

This service is offered to clients who wish to upload articles and/or knowledge products (e.g., Information, Education, and Communication materials) to the CorCAARRD website.

<b>Office or Division:</b>	Cordillera Consortium for Agriculture, Aquatic and Resources Research and Development (CorCAARRD)- Information Communication Technology (ICT) and Science Communication (SciCom) Clusters	
<b>Classification:</b>	G2G - Government to Government	
<b>Type of Transaction:</b>	Complex	
<b>Who May Avail:</b>	BSU personnel	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter of Request addressed to the Consortium Director ( 1 original or scanned copy)		Requesting client
2. Copy of article or knowledge product (e-copy and hard-copy) (1 copy)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete checklist of requirements for compliance checking with qualification criteria and completeness.	1.1 Review submitted documents. 1.2. If requirements are complete, forward it to the Office of the Consortium Director for initial approval. * If disapproved, prepare a letter to inform the client of the disapproval	None	2 day	Project Technical Assistant / Consortium Director, CorCAARRD
2. Acknowledge and receive the approval	2.1. Upload materials to the website		4 days	
3. Review the materials uploaded	3.1. Issue Client Satisfaction Measurement Form to the client (online or printed)		1 day	
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>	



## 21. PROVISION OF PLANTING MATERIALS

This service dwells on the provision of quality Arabica coffee and citrus planting materials to interested BSU employees. This service is subject to availability.

<b>Office or Division:</b>	IHFSA-Office/IHFSA Nursery-Puguis	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	BSU Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Request Form; or	IHFSA Office (Rm. 309, New R&E Building, Km. 6, La Trinidad, Benguet) or IHFSA Nursery – Puguis (Puguis, La Trinidad, Benguet)	
1. Request Letter a. Addressed to Director, IHFSA b. Signatories: Requesting client; and Director, IHFSA for approval	Requesting Client	

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Request Form or Request letter.	1.1. Receive accomplished Request Form/Request letter.	None	30 minutes	Labor Foreman, IHFSA Nursery Puguis
	1.2. Evaluate Request Form/Request Letter for completeness.			Admin Aide VI
	1.3. Approval or Disapproval of request, subject to the availability of planting materials.		1 Day	Labor Foreman, IHFSA Nursery Puguis Director, IHFSA
	1.4. Prepare planting materials for pick-up.		1 Day, 30 minutes	Labor Foreman, IHFSA Nursery Puguis Farm Worker II, IHFSA Nursery Puguis
2. Pay planting materials.	2.1. Collect payment and issue OR.	For seeds: 1,000.00 x # of kilogram/s = Fee for seedlings For seedlings: 25.00 x # pot/s = Fee for seedlings	30 minutes	Special Collecting Officer



3. Pick-up planting materials at the nursery site.	3.1. Release planting materials.	None	3 Hours, 25 minutes	Farm Worker II, IHFSA Nursery Puguis
4. Fill out Acknowledgement Form and Client Satisfaction Measurement Form (CSFM).	4.1. Issue and collect Acknowledgement Form.		15 Minutes	Labor Foreman, IHFSA-Wangal
	4.2. Issue a Client Satisfaction Measurement Form (CSFM).			
<b>TOTAL:</b>		For seeds: 1,000.00 x # of kilogram/s = Fee for seedlings For seedlings: 25.00 x # pot/s = Fee for seedlings	2 days, 5 Hours and 10 minutes	

## 22. PROVISION OF IHFSA TECHNICAL ASSISTANCE AND/OR SERVICES

This service involves provision of technical information (research and extension information, data, and/or provide IEC materials) in response to client's inquiries.

<b>Office or Division:</b>	IHFSA-Office (Provide Research and extension information/data/IEC materials) IHFSA Nursery-Puguis/IHFSA-Longlong (IEC materials/ /demonstration)
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	BSU Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Request Form; or	IHFSA Office (Rm. 309, New R&E Building, Km. 6, La Trinidad, Benguet) <b>OR</b> IHFSA Nursery - Puguis (Puguis, La Trinidad, Benguet) <b>OR</b> IHFSA-Bektey (Bektey, Longlong, La Trinidad, Benguet)
1. Request Letter a. Addressed to Director, IHFSA	Requesting Client



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request form or request letter.	1.1 Receive accomplished Request Form or Request Letter.	None	30 Minutes	Farm Supervisor, IHFSA-Longlong; Labor Foreman, IHFSA Nursery Puguis Admin Aide VI, IHFSA
	1.2 Evaluate Request Form for completeness		1 Day	Director, IHFSA
	1.3 If in order, the director approves the request.		1 Day and 5 Minutes	Farm Supervisor, IHFSA-Longlong Labor Foreman, IHFSA Nursery Puguis Admin Aide VI; Science Research Assistant, IHFSA
	1.4 Provide needed information/consultation/service and Issue a Client Satisfaction Measurement Form (CSFM).			
<b>TOTAL:</b>		None	<b>2 Days, 35 minutes</b>	

### 23. HORTICULTURAL THESIS CONSULTATION

The Horticultural Research Consultation is a service provided to scheduled or walk-in internal clients who seek expert guidance in horticultural-related studies. This service supports research proposal development, methodology selection, data analysis, and the application of relevant horticultural technologies. The institute ensures that research topics align with industry needs, emerging trends, and scientific standards.

<b>Office or Division:</b>	Horticulture Research and Training Institute (HORTI)		
<b>Classification:</b>	Simple Transaction		
<b>Type of Transaction:</b>	G2G - Government to Government		
<b>Who may avail:</b>	BSU faculty and staff researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
None		N/A	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the director's office/concerned unit of HORTI and verbalize request	1.1. Respond to clients' concerns/queries 1.2. Issue a Client Satisfaction Measurement Form (CSMF)	None	4 hours	Director HORTI Office
<b>TOTAL:</b>		None	<b>4 hours</b>	



## 24. ISSUANCE OF BIOLOGICAL CONTROL AGENTS (BCAs)

The Issuance of Biological Control Agents (BCAs) is a service provided to internal clients, ensuring that these agents have undergone rigorous scientific testing and research. The institute offers various BCAs for issuance, including microbial BCAs such as Trichoderma, entomopathogenic nematodes/phytonematodes, fungal and bacterial microorganisms, and nucleopolyhedrovirus (NPV). Other BCAs available include predatory mites for controlling spider mites and parasitoids like Diadegma semiclausum, which targets the diamondback moth (*Plutella xylostella*).

<b>Office or Division:</b>	Horticulture Research and Training Institute (HORTI)	
<b>Classification:</b>	Highly Technical Transaction	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	All BSU employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter addressed to the University President thru the HORTI Director - 1 original copy <b>(for researchers only)</b>		Requesting Client
2. Statement of Account- 1 copy <b>(for client availing more than 1 pack of <i>Trichoderma</i> spp.)</b> <i>*To be issued during the service</i>		HORTI Laboratory
3. Official Receipt- 1 copy <b>(for client availing more than 1 pack of <i>Trichoderma</i> spp.)</b> <i>*To be issued during the service</i>		BSU Cashiering Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. SUBMISSION OF REQUEST LETTER (For researchers only; other clients proceed directly to STEP B)</b>				
2 Submit a request letter to the HORTI laboratories and wait for approval. - Plant Health Clinic- <i>Trichoderma</i> spp. - Biocon Laboratory- Entomopathogenic Nematodes/Phytonematodes/Fungal microorganisms/ Bacterial microorganisms - Mites Rearing House- Predatory Mites - Diadegma Rearing House- DBM Parasitoids and NPVs	1.1. Receive the request letter 1.2. Verify the availability of requested/ordered BCAs 1.3. Endorse to the director for approval  <i>*If approved, client may proceed to step B</i>	None	2 days	<i>Administrative Aide I</i> Plant Health Clinic  <i>Science Research Assistant</i> Biocontrol Laboratory  <i>Administrative Aide IV/ Science Research Assistant</i> Predatory Mites Rearing House  <i>Science Aide</i> Diadegma Rearing House
<b>B. PROCESSING OF REQUEST</b>				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Transact at the specific HORTI laboratories. ( <i>Refer to Step A.1</i> )  *Employees whose request is for one pack or less of <i>Trichoderma</i> spp. and is intended for thesis purposes: skip Step 2 and 3 and proceed directly to Step 4	2.1. Get the order/ request of the client 2.2. Prepare BCAs requested 2.3. Issue statement of account (if request is for <i>Trichoderma</i> spp. only) *If other BCAs are requested, inform client that a notification will be sent once the BCAs are ready for pick-up. 2.4. Produce the ordered/requested BCAs	Refer to the attached list below	* <i>Trichoderma</i> spp. (14 days)	<i>Administrative Aide I</i> Plant Health Clinic
			*Entomopathogenic nematodes/Phytonematodes (18 days); Fungal microorganisms (18 days); and Bacterial microorganisms (7 days)	<i>Science Research Assistant</i> Biocontrol Laboratory
			*Predatory Mites (7 days)	<i>Administrative Aide IV/ Science Research Assistant</i> Predatory Mites Rearing House
			*DBM parasitoids (5 days) and NPVs (1 day)	<i>Science Aide</i> Diadegma Rearing House
3. Submit the statement of account at the BSU Cashiering office and pay the corresponding amount	3.1. Accept payment and issue official receipt	None	30 minutes	<i>Collecting Officer/ Admin Officer V</i> Cashiering Office
4. Submit official receipt to the laboratory concerned	4.1. Give the prepared/ produced BCAs to the client		25 minutes	<i>Refer to Process B, step 2</i>
5. Receive requested BCAs	5.1. Issue a CSMF		5 minutes	
<b>TOTAL FOR BSU AND NON-BSU STUDENTS</b>	<i>Trichoderma</i> spp. (more than 1 Pack)	₱70.00/pack	17 days	
	<i>Trichoderma</i> spp. (one pack or less for thesis purposes)	None	16 days, 5 minutes	
	Entomopathogenic Nematodes/Phytonematodes		20 days, 5 minutes	
	Fungal Microorganisms		20 days, 5 minutes	
	Predatory Mites		9 days, 15 minutes	
	DBM Parasitoid		7 days, 15 minutes	
	Bacterial Microorganisms		9 days, 5 minutes	
	NPV		3 days, 15 minutes	
<b>TOTAL FOR OTHER CLIENTS</b>	<i>Trichoderma</i> spp. (more than 1 Pack)		₱70.00/pack	15 days
	Entomopathogenic Nematodes/Phytonematodes	None	18 days, 5 minutes	
	Fungal Microorganisms		18 days, 5 minutes	
	Predatory Mites		7 days, 5 minutes	
	DBM Parasitoid		5 days, 5 minutes	
	Bacterial Microorganisms		9 days, 5 minutes	
	NPV		1 day, 5 minutes	



## 25. ISSUANCE OF PLANTING MATERIALS AND CUTFLOWER

The issuance of planting materials and cut flowers is a service provided to internal clients. This service offers planting materials derived from research, including tissue-cultured strawberry, banana, orchid, chrysanthemum, and anthurium plantlets, as well as new and improved bush snap beans, pole snap beans, tomato, and pechay seed varieties, among others.

<b>Office or Division:</b>	Horticulture Research and Training Institute (HORTI)	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	All BSU Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter addressed to the University President through the HORTI Director - 1 original copy <b>(For researchers only)</b>		Requesting client
2. Statement of Account- 1 copy <i>*to be issued during the service</i>		HORTI Laboratory
3. Official Receipt- 1 copy <i>*to be issued during the service</i>		BSU Cashiering Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. SUBMISSION OF REQUEST LETTER (For researchers only; other clients proceed to STEP B)</b>				
1. Submit a request letter to the HORTI laboratories/project leaders, producing planting materials, and wait for approval: <b>**For strawberry and banana -HORTI Tissue Culture Laboratory/Greenhouse</b> <b>**For Bean seeds</b> <i>-Seed Laboratory and Integrated Plant Breeding Greenhouse</i> <b>**For Chrysanthemum and Anthurium</b> <i>-Regional Tissue Culture Laboratory and Floriculture Greenhouse</i>	1.1.Receive the request letter 1.2.Verify availability of requested planting materials 1.3. Endorse to the director for approval *If request is disapproved/ denied, notify the client of the reason for disapproval	None	2 days	<i>Farm Worker II/Science Research Assistant/Laboratory</i> <i>Technician/ Laborer</i> HORTI Tissue Culture Laboratory/Greenhouse <i>Farm Worker II/ Science Aide</i> Seed Laboratory and Integrated Plant Breeding Greenhouse <i>Admin Aide I, Laboratory Aide/Farm Worker</i> Regional Tissue Culture Laboratory and Floriculture Greenhouse
<b>B. PROCESS OF REQUEST</b>				
1. Inform the laboratory/greenhouse concerned of the request/order	1.1. Get the request/ order of the client 1.2. Prepare the requested/ ordered quantity 1.3. Issue statement of account, if in order	None	4 hours	Refer to the person responsible indicated in each laboratory in Step 1.
2. Submit the statement of account at the BSU Cashiering Office and pay for the corresponding amount	2.1. Accept payment and issue an official receipt	<i>Refer to the list of payments below</i>	30 minutes	<i>Collecting Officer/ Admin Officer V</i> Cashiering Office



3. Submit the official receipt to the laboratory staff	3.1. Record official receipt number/ photocopy of receipt 3.2. Prepare and release requested planting materials	None	3 hours	Refer to the person responsible indicated in each laboratory in Step 1.
4. Claim the requested/ordered planting materials	4.1. Issue Client Satisfaction Measurement Form (CSMF)		30 minutes	
<b>TOTAL:</b>		<i>Refer to the list of payments below</i>	<b>3 days</b>	

#### LIST OF PAYMENTS:

<b>*Tissue-cultured planting material (<i>Strawberry</i>):</b>	<b>PRICE</b> ₱250/bottle	<b>*Potted micropropagated:</b>	<b>PRICE</b>
<b>*Bush snap bean seed:</b>	₱650.00/kg	<i>Small anthurium:</i>	₱35.00/pot
<b>*Pole snap bean seed:</b>	₱700.00/kg	<i>Bigger anthurium:</i>	₱50.00/pot
<b>*Micropropagated</b>	₱150.00/bottle	<i>Anthurium with flowers:</i>	₱75.00/pot
<i>(Anthurium, Orchid, Chrysanthemum):</i>		<i>Callas with flowers:</i>	₱75.00/pot

#### 26. PLANT DISEASE DIAGNOSIS

Plant Disease Diagnosis is a service offered to internal clients to address current and emerging technological needs in plant health. The institute is committed to maintaining and upgrading its research and training facilities to enhance plant health and support sustainable agricultural practices.

<b>Office or Division:</b>	Horticulture Research and Training Institute (HORTI)			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All BSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Plant Disease Diagnosis Form- 1 copy			HORTI Plant Health Clinic	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Complete the plant disease diagnosis form and answer the plant pathologist's questions	1.1. Let the client fill out the diagnosis form and ask questions that will aid in the diagnosis	None	1 hour	<i>Administrative Aide I/ Unit Head Plant Health Clinic</i>
2. Submit the disease specimens to the PHC for diagnosis	2.1. Receive the disease specimen/s and subject to preliminary diagnosis 2.2. Conduct applicable examination/ tests 2.3. Issue result/s and recommendations to the client		17 days, 6 hours, 55 minutes	
3. Claim the result at the PHC	3.1. Issue a Client Satisfaction Measurement Form		5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>18 days</b>	



## 27. REQUEST FOR USE OF HORTI FACILITIES AND EQUIPMENT

This service grants internal clients' access to HORTI laboratories and equipment, supporting research, training, and extension in horticulture. It fosters innovation, enhances learning, promotes collaboration, and ensures resource efficiency, contributing to industry sustainability and advancement.

<b>Office or Division:</b>	Horticulture Research and Training Institute (HORTI)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All BSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request letter addressed to the HORTI Director through the Laboratory/ Greenhouse in charge- 1 original copy ( <b>For researchers only</b> )			Requesting Client	
2. Permit for the use of HORTI Facilities or Borrowing form for Item/ Equipment- 2 copies			Room 211, HORTI Staff Office, R&E Building	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. SUBMISSION OF REQUEST LETTER (For researchers only; other clients proceed to step b)</b>				
1 Submit request letter to the Plant Health Clinic (PHC)	1.1. Receive the request letter from the client 1.2. The laboratory in charge reviews the client's request (availability of item/ equipment/ facility on the requested date and time, appropriateness of purpose, and compliance with institutional policies and guidelines) 1.3. If the request meets the initial criteria, endorse the request to the director for approval  *If approved, provide 2 copies of the borrowing form or permit for use of HORTI facilities *If disapproved, the client is notified of the reason for the disapproval	None	2 days, 7 hours	<i>Farm Worker II</i> Floriculture Area; Balili Experimental Area; Tissue Culture Laboratory  <i>Science Research Assistant</i> Biocontrol Laboratory  <i>Administrative Aide I</i> Plant Health Clinic  <i>Science Aide</i> Regional Tissue Culture Laboratory  <i>Director</i> HORTI Office
2 Fill out the borrowing form or permit for the use of HORTI facilities	2.1 Check the information if complete 2.2 Process approval of borrowing form/ permit 2.3 Direct the client to the specific laboratory or greenhouse for processing of the request		25 minutes	<i>Administrative Aide IV/Administrative Aide III/Director</i> HORTI Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3 Submit the borrowing form or permit for the use of facilities to the intended laboratory or greenhouse	3.1 Receive the borrowing form or permit and check the availability of the item/ equipment for release and facility for use 3.2 Prepare and issue the item/ equipment/ facility for borrowing or use by the client/s or give the approved permit for the use of facility/ies		30 minutes	<i>Farm Worker II</i> Floriculture Area; Balili Experimental Area; Tissue Culture Laboratory  <i>Science Research Assistant</i> Biocontrol Laboratory
4 Receive the item/equipment being borrowed and/or the approved permit for the use of HORTI Facilities	5.1. Issue a Client Satisfaction Measurement Form (CSMF)		5 minutes	<i>Administrative Aide I</i> Plant Health Clinic  <i>Science Aide</i> Regional Tissue Culture Laboratory  <i>Director</i> HORTI Office
<b>TOTAL:</b>		None	3 days	

## 28. TECHNICAL ASSISTANCE AND INQUIRY FOR HORTICULTURE-RELATED CONCERNS

The Technical Assistance and Inquiry for Horticulture-Related Concerns service provides internal clients with guidance on seed production, tissue culture/micropropagation, biological control agents (BCAs), predatory mites, parasitoids, and extension services.

<b>Office or Division:</b>	Horticulture Research and Training Institute (HORTI)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All BSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the staff present of query/ concern	1.1. Direct the client to the specific unit or staff member for assistance 1.2. The designated staff member addresses the inquiry, providing the necessary information or services	None	4 hours	<i>Administrative Aide IV/ Administrative Aide III/</i> <i>Director</i> HORTI Office



	1.3. Issue a Client Satisfaction Measurement Form (CSMF)			
<b>TOTAL:</b>		<b>None</b>	<b>4 hours</b>	



## **LA TRINIDAD CAMPUS INTERNAL SERVICES**

### **QUALITY ASSURANCE AND ACCREDITATION SERVICES**



## 1. ISSUANCE OF QUALITY ASSURANCE RECORDS AND DOCUMENTS

This service is provided to university personnel needing data for or with regards to Local and International Quality Assurance related documents.

Office or Division:	Office for Quality Assurance and Accreditation			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	BSU Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form ( QF-OQAA-01), latest revision, 1 Original Copy		Office for Quality Assurance and Accreditation (OQAA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out the document request form	1.1. Receive the request form, check for completeness and verify other details 1.2. Inform the Client to expect an email or message regarding the schedule of the availability of the requested certifications.	None	15 minutes	<i>Administrative Aide VI ; Director, OQAA</i>
	1.3. Forward the form to the OQAA Director for appropriate action. 1.4.OQAA Director reviews the request and endorses for appropriate action.		7 hours 30 mins	
1.5. Prepare requested records or documents. 1.6. Perform final review of the records/documents. 1.7. Inform Client of the availability of the requested records	2 days			
2. Claim the requested document and Sign the received portion of the request form as proof of receipt of the documents.	2.1. Release the requested document. 2.2. Give the client a copy of the Client Satisfaction Measurement Form and instruct client to accomplish and drop in the designated drop boxes 2.3. For the requested digitized copies, forward to the email provided by the Client together with the Client Satisfaction Measurement Form		15 minutes	
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	



## 2. REGISTRATION AND ISSUANCE OF ISO DOCUMENTED INFORMATION

The issuance of registered ISO 9001:2015 documented information is a service provided to heads of offices, college deans, members of the QMS Team, and Records/Document Custodians of all offices included within the scope of the BSU QMS. The service ensures that the University's ISO 9001:2015 Quality Management System (QMS) documents are readily available and prevents the unintended use of obsolete documents.

Office or Division:	Office for Quality Assurance and Accreditation			
Classification:	Complex Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	BSU Head of Office/College Dean, QMS Team Record/Document Custodian			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Document Control Form ( QF-CDI-01), latest revision, 1 Original Copy			Office for Quality Assurance and Accreditation (OQAA) / BSU DAMS	
2. For revision of QMS Documents, attach the existing original Controlled copy of the document (SIPOC, ROM, Flowchart, Guidelines) being revised			Requesting Client	
3. Soft copy of the revised documents or proposed new documents emailed to qaa.office@bsu.edu.ph.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Document Control Form ( QF-CDI-01) along with the existing original <b>Controlled Copy</b> of the documents for revision	1.1. Receive DCF and check the completeness and correctness of the information provided including the attached original controlled copy of documents.	None	15 minutes	<i>Administrative Aide VI; Director, OQAA</i>
	1.2. Check the emailed soft copy of the revised or new document as instructed in the Document Control Form.		2 days	
	1.3. Fill out and release the acknowledgement receipt to be presented in claiming the document			
1.4. Forward DCF to the Quality Management Representative (QMR) for approval.				
1.5. QMR reviews the Document and endorses appropriate action.				
1.6. Review template and format as to compliance with the CDI guidelines				
2. Receive the soft copy of revised or new document and print 1 copy for routing to concerned signatories	1.7. Input the effectivity date and revision status of the documents.			
	1.7. Register and update CDI Masterlist of Internally Generated Documents (MIGD)			
	2.1. Send the softcopy of the processed document to the email provided by the client/requesting party.		4 hours	<i>Administrative Aide VI; Director, OQAA</i>
3. Submit the duly signed QMS documents	2.2. Inform the client of the availability of the document/s			
	2.3. Instruct client for the printing and completion of required signatories			
	3.1. Receive completely signed documents.		15 minutes	<i>Administrative Aide VI, OQAA</i>
	3.2. Inform the client of the schedule for document release.			



	3.3 Stamp Master Copy to the original signed QMS documents. 3.4 Photocopy two (2) copies of the original signed QMS documents for stamping. 3.1. Stamp the photocopied documents as Controlled and Uncontrolled Copies. 3.2. Forward the stamped documents to the QMR for signature. 3.3. QMR signs documents 3.4. Stamp the obsolete copies. 3.9 File the "MASTER COPY" of the signed new or revised document and a copy of obsolete documents.		3 days	<i>Administrative Aide VI; Director, OQAA</i>
4. Present the Acknowledgement receipt, receive and check the documents and affix signature in the logbook as proof of receipt	4.1 Hand over the document/s stamped Controlled and Uncontrolled copies 4.2 Sign the released by portion in the logbook indicating date and time of release		15 minutes	<i>Administrative Aide VI, OQAA</i>
5. Accomplish the CSMF and drop in the designated drop boxes	5.1. Give the client a copy of the Client Satisfaction Measurement Form.		30 minutes	
<b>TOTAL</b>		<b>None</b>	<b>5 days, 5 hours and 15 mins</b>	

### 3. ISSUANCE OF INTERNAL QUALITY AUDIT RECORDS AND DOCUMENTS

The issuance of Internal Quality Audit records and documents is a service provided to heads of offices/colleges, members of the QMS team, and the Record/Document Custodian of all offices included in the scope of the BSU QMS. The service ensures that Internal Quality Audit records and documents are readily available and prevents the unintended use of the information.

<b>Office or Division:</b>	Office for Quality Assurance and Accreditation			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	BSU Head of Office/College, Internal Quality Audit Team Members			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Form ( QF-OQAA-01), latest revision, 1 Original Copy			Office for Quality Assurance and Accreditation (OQAA)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the request form	1.1. Receive request form and check the completeness and correctness of the information provided. 1.2. Inform the Client to expect an email or message regarding the schedule of the availability of the requested records.	None	15 mins	<i>Administrative Aide VI; Director OQAA</i>



	1.3. Forward the received request form to OQAA Director /QMR for appropriate action. 1.4. OQAA Director/ QMR reviews the request and endorses the request for processing. 1.5. Prepare the requested record/ documents. 1.6. Perform final review of the record/documents. 1.7. Inform Client of the availability of the requested records for pick-up.	None	2 days, 7 hours 30 mins	Administrative Aide VI; Director OQAA
2. Receive the document/s requested and accomplish the CSMF	2.1. Issue requested record/document. 2.2. Give the client a copy of the Client Satisfaction Measurement Form 2.3. For the requested digitized copies, forward the requested document to the email provided by the Client together with the Client Satisfaction Measurement Form			
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	

#### 4. QUALITY ASSURANCE RELATED DOCUMENT REVIEW AND COACHING

This service is provided to all employees to ensure compliance and timely submission of the required Quality Assurance (QA) documents/information.

<b>Office or Division:</b>	Office for Quality Assurance and Accreditation			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	BSU Head of Office/College, QMS Team Record/Document Custodian			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document Request Form ( QF-OQAA-01), latest revision, 1 Original Copy		Office for Quality Assurance and Accreditation (OQAA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the request form	1.1. Receive request form and check the completeness and correctness of the information provided. 1.2. Inform the Client to expect an email or message regarding the schedule of coaching and document review activities.	None	15 minutes	Administrative Aide VI, OQAA
	1.3. Forward received request form to OQAA Director /QMR for appropriate action. 1.4. QMR reviews the request and assigns OQAA staff for the activity.			
2. Confirm preferred schedule	2.1 Inform the Client of the request's approval, the assigned OQAA personnel, and the tentative schedule for the review and coaching. 2.2 Verify details of the requested activity including needed resources	None	4 hours	Administrative Aide VI / Administrative Officer II, OQAA



	2.2 Review QMS documents and quality forms of requesting party/office 2.3 Prepare lecture notes/presentation and other resources needed for the activity	None	3 days 4 hours	<i>Administrative Aide VI / Administrative Officer II/ Director, OQAA</i>
3. Attend the scheduled document review and coaching	3.1. Perform the document review and coaching activities.	None	1 day	<i>Administrative Aide VI; Director, OQAA</i>
	3.2. Input the review date, details, reports, and updates in the document review and coaching form. 3.3 Give updates to the OQAA Director the feedback on the review status.	None	4 hours	
4. Sign the document review and coaching form to conform the conducted activity and accomplish the CSMF	4.1. Explain/clarify entries of the document review and coaching form to the client and affix signature as coach 4.2 Give the client a copy of the Client Satisfaction Measurement Form 4.3 File Document review and coaching form.	None	30 minutes	
<b>TOTAL</b>		<b>None</b>	<b>6 days, 4 hours, and 45 mins</b>	

## 5. ISSUANCE OF CERTIFICATIONS

This service provides certifications to university personnel and offices for their participation in the University's Quality Management System, internal quality audits, internal assessments, and other university quality assurance mechanisms. It also issues certifications to employees conducting research that requires data on program accreditation's and COPC, as well as to those applying for learning and development programs that require information on the University's program accreditation status or level.

<b>Office or Division:</b>	Office for Quality Assurance and Accreditation			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G- Government to Government Employee			
<b>Who may avail:</b>	BSU Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Document Request Form ( QF-OQAA-01), latest revision, 1 Original Copy		Office for Quality Assurance and Accreditation (OQAA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the request from	1.1. Receive the request form and check for completeness. 1.2. Inform the Client to expect an email or message regarding the schedule of the availability of the requested records.	None	15 minutes	<i>Administrative Aide VI, OQAA</i>
	1.3. Forward the form to the OQAA Director for appropriate action and signing. 1.4. OQAA Director reviews the request and endorses for processing.		1 day, 30 minutes	<i>Director, OQAA</i>
	1.5. Consolidate data needed and prepare the certification. 1.6. Forward certification to the OQAA Director for review and signing. 1.7. Inform Client of the availability of the requested certification		1 day, 7 hours	<i>Administrative Aide VI / Administrative Officer IV; Director, OQAA</i>



2. Receive the document/s requested and Sign the received portion of the request form as proof of receipt of the documents.	2.1 Issue the document requested 2.2 Give the client a copy of the Client Satisfaction Measurement Form. 2.3 For the requested digitized copy, send document to the email provided by the client/requesting party together with the Client Satisfaction Measurement Form		15 minutes	<i>Administrative Aide VI, OQAA</i>
<b>TOTAL</b>		<b>None</b>	<b>3 Days</b>	

## 6. CONDUCT OF ORIENTATION ON PROGRAM ACCREDITATION & QA SYSTEM

<b>Office or Division:</b>	Office for Quality Assurance and Accreditation			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	BSU Heads of Office/College, QMS Team Record/Document Custodian			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form (QF-OQAA-01 Rev. 03) ; latest revision, 1 Copy		Office for Quality Assurance and Accreditation (OQAA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out document request form	1.1 Receive the request form and check for completeness and correctness of the information provided. 1.2 Inform the Client of the request status and the designated technical personnel via email/SMS.	None	15 minutes	<i>Administrative Aide VI, OQAA</i>
	1.3 Forward the form to the OQAA Director/QMR for appropriate action. 1.4 OQAA Director/QMR reviews the request and assign OQAA Staff for the activity		1 day	<i>Administrative Aide VI; Director, OQAA</i>
2. Confirm schedule and coordinate details	2.1 Inform the client of the approval and the assigned OQAA personnel. 2.2 Consult with client to finalize schedule and other details		30 minutes	
	2.3 Prepare documents, process and coordinate the activity to concerned offices/personnel 2.4 Prepare specific modules, gather relevant data		4 days 7 hours 15 mins	Director; Administrative Aide VI; Administrative Officer II & IV, OQAA
3. Attend the scheduled orientation /activity and accomplish the CSMF	3.1 Conduct the technical orientation and provide copies of relevant materials. 3.2. Give the client a copy of the Client Satisfactory Measurement Form.	1 day		
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	





# OPEN UNIVERSITY

## EXTERNAL SERVICES



## 1. APPLICATION FOR ADMISSION

Facilitates the admission of qualified applicants into the University's academic programs.

**\*Note: This service may be availed only on the scheduled dates based on the approved University Academic Calendar for each school year.**

<b>Office or Division:</b>	Benguet State University - Open University (BSU-OU)		
<b>Classification:</b>	Highly Technical Transaction		
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government		
<b>Who May Avail:</b>	Clients with Baccalaureate Degree		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. BSU-OU Form 1 (Application for Admission Form); latest revision, 2 Original Copies	BSU-Open University Office; BSU-OU Email (open.university@bsu.edu.ph); BSU-OU Website (ou.bsu.edu.ph)		
2. BSU-OU Form 2 (Recommendation Form); latest revision, 2 Original Copies			
3. Official Transcript of Records/Transcript of Records; 2 Original Certified Photocopies <i>*Must include all OTR from all school attended</i>			Last School(s) Attended/ Requesting Client
4. PSA Birth Certificate; 2 Clear Photocopies			Philippine Statistics Authority (formerly National Statistics Office)
5. Certificate of Transfer Credential/ Honorable Dismissal; 1 Original Copy and 1 Photocopy <i>*For non-BSU graduates</i>			Last School Attended/ Requesting Client
6. An essay indicating the purpose for applying to the OU (at least 300 words with name and signature at the bottom); 2 Original Copies			Requesting Client
7. Identical ID Picture (2"x2") with plain white background and name tag, taken within the last 6 months; 4 Original Copies			
8. Official Receipt for OU Application Fee; 1 Original Copy and 1 Photocopy			BSU Cashiering Office
<b>Additional Requirement for Married Women</b>			
1. PSA Marriage Certificate; 2 Clear Photocopy	Philippine Statistics Authority (formerly National Statistics Office)		
<b>Additional Requirement for Applicants Currently Working</b>			
1. BSU-OU Form 3 (Permit to Study Form); latest revision, 2 Original Copies <i>*Duly approved by the head of applicants' agency</i>	BSU-Open University Office; BSU-OU Email (open.university@bsu.edu.ph); BSU-OU Website (ou.bsu.edu.ph)		
<b>Additional Requirement for International Students</b>			
1. Birth Certificate or its equivalent duly authenticated by the Philippine Foreign Service Post; 2 Original Copies	Requesting Client		
2. Marriage Certificate duly authenticated by the Philippine Foreign Service Post; 2 Original Copies <i>*For Married Women</i>			
11. Passport; 2 Photocopies <i>*Bearing the bio-page, the latest arrival, and with valid authorized stay for at least one (1) month</i>			
12. Result of TOEFL/IELTS; 2 Original Copies <i>*If English is not the medium of instruction</i>			



13. Hand-written Personal History Statement (PHS) duly signed, accompanied by personal seal, and containing left and right thumbprints and a 2x2 inch colored photo on a plain white background taken not more than six (6) months prior to submission; 5 Original Copies <i>*Both written in English and in the applicant's national alphabet</i>	
14. Notarized Affidavit of Support, including bank statements or a notarized notice of grant for institutional scholars to cover expenses for the student's accommodation and subsistence, as well as school dues and other incidental expenses (if applicable); 2 Original Copies	
15. Hand-written Personal Letter of Intent addressed to the University President (through the BSU-Open University); 2 Original Copies	
16. Certified True Copy of Red Ribbon (for transferees, submit a photocopy) which includes: 1) Official Transcript of Records (translated in English), with Grading System or the equivalent of grades duly authenticated by the Philippine Foreign Service Post located in the student applicants' country of origin or legal residence (must include valid contact numbers and email address from the former School/University for verification purposes); 2) Diploma or Certificate of Graduation; and 3) Certificate of Good Moral Character or equivalent.; 1 Original Certified True Copy and 1 Photocopy <i>*For transferees; 2 Photocopies</i>	

**Additional Requirement for Authorized Representative**

4 Authorization Letter signed by applicant; 1 Original/Scanned Copy with verifiable signature	Requesting Client
5 Valid ID of applicant; 1 Photocopy	
6 Valid ID of authorized representative; 1 Photocopy <i>*Present Original ID</i>	Authorized Representative of Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit COMPLETE Application Requirements to BSU-OU.  <i>*For applicants who cannot personally submit requirements, send your documents via courier: BSU-Open University THE DIRECTOR</i>	1.1 Receive and check the completeness of submitted requirements. <i>*IF DOCUMENTS ARE INCOMPLETE: Applicant is advised to submit lacking document/s first based on the checklist – END OF TRANSACTION.</i>	None	30 minutes	<i>Admission Personnel; Administrative Aide IV; Assistant Director/s; Director, BSU-Open University</i>
	1.2 Issue Acknowledgement Receipt of Documents.			
	1.3 Inform the applicant to wait for an update in their email address regarding the status of their application.			



KM 5, Balili, La Trinidad, Benguet, 2601 Phone: 0915-152-8703	1.4 Pre-evaluate admission documents and compute the GWA.		2 days, 7 hours and 30 minutes	
	1.5 Endorse the applicant's documents to the BSU-OU Director for Approval.			
	1.6 Submit the approved admission documents to the OUR-Admissions Units for further evaluation.			
	1.7 Receive and re-evaluate the applicant's documents. <i>*If the applicant has lacking requirements/missing information, return the applicant's documents to BSU-OU.</i> <i>*If there are no lacking requirements or missing information, issue a Notice of Acceptance (NOA) and forward the NOA to BSU-OU with one (1) copy for the student and one (1) copy for BSU-OU.</i>	None	16 days	Admin Staff; Unit Head, Office of the University Registrar-Admissions Unit
2. Receive application status via email. Accomplish Client Satisfaction Measurement Form and drop in the Dropbox.	2.1 Receive an update regarding the applicant's admission from OUR.	None	1 day	Admission Personnel; Administrative Aide IV; Assistant Director/s; Director, BSU-Open University
	2.2 Notify the applicant regarding the status of the application (whether applicant is admitted and with NOA or whether the applicant has lacking requirements/missing information).			
	2.3 Issue Client Satisfaction Measurement Form (CSMF).			
<b>TOTAL:</b>		<b>None</b>	<b>20 days</b>	



## 2. PROCESSING OF ENROLLMENT FOR NEW STUDENTS

Assists newly admitted students in officially registering for their chosen academic program. It includes verification of admission status, submission of enrollment requirements, subject advising, and issuance of class schedules.

**\*Note: This service may be availed only during the enrollment period based on the approved University Academic Calendar for each school year.**

<b>Office or Division:</b>	Benguet State University - Open University (BSU-OU)	
<b>Classification:</b>	Complex Transaction	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government	
<b>Who May Avail:</b>	Admitted Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Accomplished QF-OUR-03G (Pre-registration Form), physical or Google Form; latest revision, 2 Original Copies <i>*For online enrollment; 2 Original Printed Copies extracted from the Google Form</i>	Benguet State University - Open University (BSU-OU); BSU – Office of the University Registrar	
2. Acknowledgment Receipt issued by OUR; 1 Original Copy	Benguet State University – Office of the University Registrar (BSU-OUR)	
3. ID Processing Form issued by OUR; 1 Original Copy		
<b>Additional Requirement for students who can personally visit the University during enrollment period</b>		
1. Medical Certificate issued by the BSU – University Health Services; 1 Original Copy	BSU – Office of the University Health Services – Medical Clinic	
<b>Additional Requirement for Authorized Representative</b>		
1. Authorization Letter signed by applicant; 1 Original/Scanned Copy with verifiable signature	Requesting Client	
2. Valid ID of applicant; 1 Photocopy		
3. Valid ID of authorized representative; 1 Photocopy <i>*Present Original ID</i>	Authorized Representative of Requesting Client	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled out pre-registration form together with the Acknowledgement Receipt and ID Processing Form issued by the Office of the University Registrar.	1.1 Receive and check completeness of submitted requirements.	None	1 hour, 30 minutes	Administrative Aide IV; Assistant Director/s; Director  BSU-Open University
	1.2 Academic advising and checking of courses written in the pre-registration form.			
	1.3 Encode the courses in the SIAS.			
2. Receive and check the correctness of Enrollment and Assessment Form issued by BSU-OU.	2.1 Issue Enrollment and Assessment Form (EAF).	None	2 days	Administrative Aide IV; Assistant Director/s; Director, Open University
	2.2 Schedule ID Processing of the student.			
3. Proceed to the Office of the University Health Services – Medical Clinic and submit required documents indicated in the NOA for physical examination and to receive Medical Certificate. <i>*For online enrollees, proceed to step 4.</i>	3.1 Receive and check completeness of submitted requirements.	None	3 days, 1 hour, and 20 minutes	Administrative Aide IV; Nurse II; Nurse III; Medical Officer II; Medical Office III/Director,
	3.2 Conduct Physical/Medical examination.			
	3.4 Issue Medical Certificate.			



				Office of the University Health Services – Medical Clinic
4. Proceed to the University Cashiering Office. Present Enrollment and Assessment Form and pay the assessed fees.	4.1 Assess concern and collect fees. 4.2 Issue Official Receipt.	Refer to the List of Fees below	30 minutes	Collecting Officer; Administrative Officer V, University Cashiering Office
5. After payment and receiving of Official Receipt, proceed to BSU-OU and submit the following: *Official Receipt for school fees, *Medical Certificate *ID Processing Form	5.1 Receive and check completeness of submitted requirements. <i>*If in order, instruct students to proceed in ID registration.</i>	None	1 day, 4 hours and 40 minutes	Administrative Aide IV; Assistant Director/s; Director, Open University
6. Proceed in the ID registration and validation. Check personal information and sign ID before printing of BSU-OU. <i>*Refer to the schedule of ID processing</i>	6.1 Process registration, printing, and validation of ID.			
7. Receive validated ID and accomplish Client Satisfaction Measurement Form.	7.1 Issue validated ID. 7.2 Issue Client Satisfaction Measurement Form (CSFM).			
<b>TOTAL:</b>		<b>Refer to the List of Fees below</b>	<b>7 days</b>	

**List A (New Curriculum Fees):**

**Tuition Fees:** 1000 per unit

**Miscellaneous Fees:**

Entrance Fees – Php 100.00

Open University-Miscellaneous Fee – Php 100.00

Library Fees – Php 350.00

**Total Assessment:** (Tuition Fee x number of units enrolled) + Miscellaneous Fees

Open University Technology Fees – Php 3,000.00

Open U-Educational Development Fee – Php 300.00

ID Validation Fee (every semester) – Php 12.00

ID Card Fee (new student only) – Php 186.00

Medical-Dental Fee – Php 100.00

**List B (Old Curriculum Fees):**

**Tuition Fees:** 450 per unit

**Miscellaneous Fees:**

Open U-Internet Fee – Php 300.00

Open University-Miscellaneous Fee – Php 100.00

ID Card Fee (new student only) – Php 186.00

**Total Assessment:** (Tuition Fee x number of units enrolled) + Miscellaneous Fees

ID Validation Fee (every semester) – Php 12.00

Library Fees – Php 350.00

Open U-Educational Development Fee: Php 300.00

Medical-Dental Fee – Php 100.00

**3. PROCESSING OF ENROLLMENT FOR CONTINUING STUDENTS**



Provides enrollment assistance to continuing students for the succeeding semester or term. It covers academic advising, subject encoding, assessment of tuition and other fees, and confirmation of enrollment. The service ensures that continuing students are officially registered and able to continue their academic programs.

**\*Note: This service may be availed only during the enrollment period based on the approved University Academic Calendar for each school year.**

<b>Office or Division:</b>	Benguet State University - Open University (BSU-OU)	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government	
<b>Who May Avail:</b>	BSU-Open University Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Accomplished QF-OUR-03H (Pre-registration Form), physical or Google Form; latest revision, 2 Original Copies <i>*For online enrollment; 2 Original Printed Copies extracted from the Google Form</i>		Benguet State University - Open University (BSU-OU)
2. Valid Identification Card		Requesting Client
<b>Additional Requirement for Authorized Representative</b>		
1. Authorization Letter signed by applicant; 1 Original/Scanned Copy with verifiable signature		Requesting Client
2. Valid ID of applicant; 1 Photocopy		
3. Valid ID of authorized representative; 1 Photocopy <i>*Present Original ID</i>		Authorized Representative of Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled out pre-registration form and present valid ID.	1.1 Receive and check completeness of submitted requirement.	None	1 hour, 30 minutes	<i>Administrative Aide IV; Assistant Director/s; Director</i> BSU-Open University
	1.2 Academic advising and checking of courses written in the pre-registration form.			
	1.3 Encode the courses in the SIAS.			
2. Receive and check the correctness of Enrollment and Assessment Form issued by BSU-OU.	2.1 Issue Enrollment and Assessment Form (EAF).	None	1 day	<i>Administrative Aide IV; Assistant Director/s; Director</i> BSU-Open University
3. Proceed to the University Cashiering Office. Present Enrollment and Assessment Form (EAF) and pay the assessed fees. <i>*For online payment, you can pay via Land Bank e-Portal indicated in the EAF and send proof of payment to BSU-OU via email.</i>	3.1 Assess concern and collect fees.	Refer to the List of Fees below	30 minutes	<i>Collecting Officer; Administrative Officer V</i> BSU-University Cashiering Office
	3.2 Issue Official Receipt.			
4. After payment, proceed to BSU-OU and present Official Receipt and Student ID for validation.	4.1 Receive and check completeness of presented requirements.	None	1 day, 6 hours	<i>Administrative Aide IV; Assistant Director/s; Director</i>



	4.2 Validate ID of student.			BSU-Open University
5. Receive validated ID and accomplish Client Satisfaction Measurement Form.	5.1 Return validated student ID.			
	5.2 Issue Client Satisfaction Measurement Form (CSFM).			
<b>TOTAL:</b>		<b>Refer to the List of Fees below</b>	<b>3 days</b>	

**List A (New Curriculum Fees):**

**Tuition Fees:** 1000 per unit

**Miscellaneous Fees:**

Entrance Fees – Php 100.00

Open University-Miscellaneous Fee – Php 100.00

Library Fees – Php 350.00

Open University Technology Fees – Php 3,000.00

Open U-Educational Development Fee – Php 300.00

ID Validation Fee (every semester) – Php 12.00

ID Card Fee (new student only) – Php 186.00

Medical-Dental Fee – Php 100.00

**Total Assessment:** *(Tuition Fee x number of units enrolled) + Miscellaneous Fees*

**List B (Old Curriculum Fees):**

**Tuition Fees:** 450 per unit

**Miscellaneous Fees:**

Open U-Internet Fee – Php 300.00

Open University-Miscellaneous Fee – Php 100.00

ID Card Fee (new student only) – Php 186.00

ID Validation Fee (every semester) – Php 12.00

Library Fees – Php 350.00

Open U-Educational Development Fee: Php 300.00

Medical-Dental Fee – Php 100.00

**Total Assessment:** *(Tuition Fee x number of units enrolled) + Miscellaneous Fees*

**4. PROCESSING OF ADDING COURSE/S (FOR OPEN UNIVERSITY STUDENTS)**



This service allows students to request adjustments to their academic load after initial enrollment. It covers the addition or changing of courses and changing of class schedules. The service ensures that student-initiated enrollment adjustments are properly documented, approved, and reflected in official records.

**\*Note: This service may be availed only on the scheduled dates during the enrollment based on the approved University Academic Calendar for each school year.**

<b>Office or Division:</b>	Benguet State University - Open University (BSU-OU)	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government	
<b>Who May Avail:</b>	BSU-Open University Students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Accomplished QF-OUR-06 (Permit to Add Courses); latest revision, 1 Original Copy		BSU-Office of the University Registrar; Benguet State University - Open University (BSU-OU)
2. Valid Identification Card		Requesting Client
3. Official Receipt; 1 Original Copy		BSU – University Cashiering Office
<b>Additional Requirement for Authorized Representative</b>		
1. Authorization Letter signed by applicant; 1 Original/Scanned Copy with verifiable signature		Requesting Client
2. Valid ID of applicant; 1 Photocopy		
3. Valid ID of authorized representative; 1 Photocopy <i>*Present Original ID</i>		Authorized Representative of Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly filled-out QF-OUR-06 form to BSU-OU, duly signed by the faculty member/s teaching the course/s applied for.	1.1 Receive and check completeness of submitted document.	None	1 day	<i>Administrative Aide IV; Assistant Director/s; Director</i>  BSU-Open University
	1.2 If in order, endorse it to the BSU-OU Assistant Director/s and BSU-OU Director for approval.			
	1.3 If approved, inform the student to pay the processing fee at the University Cashiering Office.			
2. Proceed to the University Cashiering Office and pay the processing fee.	2.1 Receive tender of payment and issue Official Receipt.	Php 100.00	30 minutes	<i>Collecting Officer; Administrative Officer V</i>  BSU-University Cashiering Office
3. Submit previous Enrollment and Assessment Form, Permit to Add Course/s,	3.1 Implement modification/s.	None	1 day, 7 hours	<i>Administrative Aide IV; Assistant Director/s; Director</i>
	3.2 Print new Enrollment and Assessment Form.			



and Official Receipt for processing fees to BSU-OU.	<i>*If payment is needed, proceed to step 4. *If payment is not needed – END OF TRANSACTION.</i>			BSU-Open University
4. Pay the corresponding fees resulting from the added course/s.	4.1 Receive tender of payment and issue Official Receipt.	<b>New Curriculum Fees:</b> Php 1000/unit; or <b>Old Curriculum Fees:</b> Php 450/unit	30 minutes	Collecting Officer; Administrative Officer V BSU-University Cashiering Office
	4.2 Issue Client Satisfaction Measurement Form (CSFM).			
<b>TOTAL:</b>		<b>Processing Fee:</b> Php 100.00 + <b>New Curriculum Fees:</b> Php 1000/unit; <b>Old Curriculum Fees:</b> Php 450/unit	<b>3 days</b>	

#### 5. PROCESSING OF CHANGING COURSE/S (FOR OPEN UNIVERSITY STUDENTS)

This service allows students to request adjustments to their academic load after initial enrollment. It covers the addition or changing of courses and changing of class schedules. The service ensures that student-initiated enrollment adjustments are properly documented, approved, and reflected in official records.

**\*Note: This service may be availed only on the scheduled dates during the enrollment based on the approved University Academic Calendar for each school year.**

<b>Office or Division:</b>	Benguet State University - Open University (BSU-OU)		
<b>Classification:</b>	Simple Transaction		
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government		
<b>Who May Avail:</b>	BSU-Open University Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Accomplished QF-OUR-05 (Permit to Change Courses); latest revision, 1 Original Copy		BSU-Office of the University Registrar; Benguet State University - Open University (BSU-OU)	
2. Valid Identification Card		Requesting Client	
3. Official Receipt; 1 Original Copy		BSU – University Cashiering Office	
<b>Additional Requirement for Authorized Representative</b>			
1. Authorization Letter signed by applicant; 1 Original/Scanned Copy with verifiable signature		Requesting Client	
2. Valid ID of applicant; 1 Photocopy			
3. Valid ID of authorized representative; 1 Photocopy <i>*Present Original ID</i>		Authorized Representative of Requesting Client	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly filled-out QF-OUR-05 form and valid ID to BSU-OU.	1.1 Receive and check the completeness of submitted requirements.	None	1 day	<i>Administrative Aide IV; Assistant Director/s; Director, BSU-Open University</i>
	1.2 If in order, endorse it to the BSU-OU Assistant Director/s and BSU-OU Director for approval.			
	1.3 If approved, inform the student to pay the processing fee at the University Cashiering Office.			
2. Proceed to the University Cashiering Office and pay the processing fee.	2.1 Receive tender of payment and issue Official Receipt.	Php 100.00	30 minutes	<i>Collecting Officer; Administrative Officer V, University Cashiering Office</i>
3. Submit previous Enrollment and Assessment Form, Permit to Change Course/s, and Official Receipt for processing fees to BSU-OU.	3.1 Implement modification/s.	None	1 day, 7 hours	<i>Administrative Aide IV; Assistant Director/s; Director, Open University</i>
	3.2 Print new Enrollment and Assessment Form. <i>*If payment is needed, proceed to step 4. *If payment is not needed but refund is applicable, direct the client to the Accounting Office. *If payment is not needed and refund is not applicable – END OF TRANSACTION (issue Client Satisfaction Measurement Form).</i>			
4. Pay the corresponding fees resulting from the changing of course/s.	4.1 Receive tender of payment and issue Official Receipt. <i>*If with a refund, proceed to step 5. *If without refund – END OF TRANSACTION (issue Client Satisfaction Measurement Form).</i>	<b>New Curriculum Fees:</b> Php 1000/unit; or <b>Old Curriculum Fees:</b> Php 450/unit	30 minutes	<i>Collecting Officer; Administrative Officer V BSU-University Cashiering Office</i>
<b>TOTAL:</b>		<b>Processing Fee:</b> Php 100.00 + <b>New Curriculum Fees:</b> Php 1000/unit; <b>Old Curriculum Fees:</b> Php 450/unit	<b>3 days</b>	

## 6. PROCESSING OF WITHDRAWAL OF COURSE/S OR ENROLLMENT (FOR OPEN UNIVERSITY OFFICE)



This service allows students to request adjustments to their academic load after initial enrollment. It covers the dropping of specific courses and full withdrawal of enrollment. The service ensures that student-initiated enrollment adjustments are properly documented, approved, and reflected in official records.

**\*Note: This service may be availed only to the scheduled dates based on the approved University Academic Calendar for each school year. Withdrawal of Course/s or Enrollment is done during the dropping period, not during the enrollment period. If processed after the dropping period and before midterm examination, a “WP” (Withdrawn with Permit) mark shall be reflected in the student’s grade slip. If processed after the midterm examination, a “D” (Dropped) mark shall be given. Unauthorized dropping of course/s shall be given a grade of “5.00” or (Failed).**

<b>Office or Division:</b>	Benguet State University - Open University (BSU-OU)	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government	
<b>Who May Avail:</b>	BSU-Open University Students	
<b>CHECKLIST OF REQUIREMENTS</b>		
1. Accomplished QF-OUR-07A (Permit to Withdraw Enrollment Form) or QF-OUR-07B (Permit to Withdraw/Drop Courses Form); latest revision, 1 Original Copy		BSU-Office of the University Registrar; Benguet State University - Open University (BSU-OU)
2. Valid Identification Card		Requesting Client
3. Official Receipt; 1 Original Copy		BSU – University Cashiering Office
<b>Additional Requirement for Authorized Representative</b>		
1. Authorization Letter signed by applicant; 1 Original/Scanned Copy with verifiable signature		Requesting Client
2. Valid ID of applicant; 1 Photocopy		
3. Valid ID of authorized representative; 1 Photocopy <i>*Present Original ID</i>		Authorized Representative of Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly filled-out QF-OUR-07A or QF-OUR-07B form, signed by the faculty member/s teaching the course/s for withdrawal and present valid ID to BSU-OU. <i>*If the permit to withdraw is processed before the start of classes, there is no need to specify the course/s and no need for the signature of faculty member/s.</i>	1.1 Receive and check the completeness of the submitted document.	None	1 day, 20 minutes	<i>Administrative Aide IV; Assistant Director/s; Director, BSU-Open University</i>
	1.2 If in order, endorse it to the BSU-OU Assistant Director/s and BSU-OU Director for approval.			
	1.3 If approved, inform the student to pay the processing fee at the University Cashiering Office. <b>*END OF TRANSACTION</b>			
2. Proceed to the University Cashiering Office and pay the processing fee.	2.1 Receive tender of payment and issue Official Receipt.	Php 100.00	30 minutes	<i>Collecting Officer; Administrative Officer V, University Cashiering Office</i>
3. Proceed to the Office of the University Registrar and submit accomplished form and Official Receipt.	3.1 Receive and check the completeness of submitted documents.	None	1 day, 7 hour, 10 minutes	<i>Admin Staff; Unit Head,</i>



	3.2 If in order, implement the withdrawal of course/s or enrollment. <i>*Release Academic Records if client is a new First Year enrollee and withdrawal is processed before the start of classes.</i>			Office of the University Registrar-Admissions Unit
	3.3 Direct client to the Accounting Office for checking of available fees for refund.			
<b>TOTAL:</b>		<b>Php 100.00</b>	<b>3 days</b>	

## 7. PROCESSING OF COMPLETION FORM

Facilitates the submission of the completion form of students who have incurred an Incomplete (INC) grade.

**\*Note: This service may be availed only to the scheduled dates based on the approved University Academic Calendar for each school year.**

<b>Office or Division:</b>	Benguet State University - Open University (BSU-OU)		
<b>Classification:</b>	Complex Transaction		
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government		
<b>Who May Avail:</b>	BSU-Open University Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Accomplished QF-OUR-15 (Completion Form); latest revision, 1 Original Copy		BSU-Office of the University Registrar	
2. Official Receipt; 1 Original Copy		BSU-University Cashiering Office	
3. Valid Identification Card		Requesting Client	
<b>Additional Requirement for Authorized Representative</b>			
1. Authorization Letter signed by applicant; 1 Original/Scanned Copy with verifiable signature		Requesting Client	
2. Valid ID of applicant; 1 Photocopy			
3. Valid ID of authorized representative; 1 Photocopy		Authorized Representative of Requesting Client	
<i>*Present Original ID</i>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly filled-out QF-OUR-15 form, Official Receipt for processing fee, and present valid ID to BSU-OU. <i>* QF-OUR-15 must be signed by the faculty member/s teaching the course/s for completion and with grade.</i>	1.1 Receive and check the completeness of submitted documents. <i>*Inform students to wait for an update regarding the completion via email.</i>	None	30 minutes	<i>Administrative Aide IV; Assistant Director/s; Director</i>
	1.2 If in order, endorse it to the BSU-OU Assistant Director/s and BSU-OU Director for approval.		1 day	
	1.3 Submit approved completion form to the BSU-OUR.			
	1.4 Receive and check submitted completion form.			
	1.5 Entry of grade in SIAS.			4 days, 7 hours, 30 minutes



	1.6 Once encoded, forward completion form copies for BSU-OU and faculty member.			
	1.7 Receive completion form and check if grade is reflected in SIAS.			
2. Receive update regarding the completion form and accomplishment of the Client Satisfaction Measurement Form.	2.1 Notify student if grade is already reflected in SIAS.	None	1 day	Administrative Aide IV; Assistant Director/s; Director, BSU-Open University
	2.2 Issue Client Satisfaction Measurement Form.			
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>	

### 8. REQUEST FOR PLAN OF COURSEWORK AND EVALUATION SLIP

Facilitates the request for a plan of coursework and evaluation slip. This is needed based on the academic requests like Certificate of Units Earned.

<b>Office or Division:</b>	Benguet State University - Open University (BSU-OU)		
<b>Classification:</b>	Simple Transaction		
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government		
<b>Who May Avail:</b>	BSU-Open University Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. University Clearance (embedded in the QF-OUR-12 Form-Request for Academic Records); latest revision, 1 Original Copy		BSU-Office of the University Registrar	
2. Official Receipt; 1 Original Copy		BSU-University Cashiering Office	
3. Valid Identification Card		Requesting Client	
<b>Additional Requirement for Authorized Representative</b>			
1. Authorization Letter signed by applicant; 1 Original/Scanned Copy with verifiable signature		Requesting Client	
2. Valid ID of applicant; 1 Photocopy			
3. Valid ID of authorized representative; 1 Photocopy <i>*Present Original ID</i>		Authorized Representative of Requesting Client	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly filled-out QF-OUR-12 form, Official Receipt for processing fee, and present valid ID to BSU-OU. <i>*QF-OUR-12 must show that the Plan of Coursework and Evaluation Slip are being requested.</i>	1.1 Receive and check the completeness of submitted documents. <i>*Advise students to wait for an update regarding the request via email.</i>	None	30 minutes	Administrative Aide IV; Assistant Director/s; Director
	1.2 If in order, evaluate the curriculum of the student and prepare a plan of coursework and evaluation slip.		1 day, 7 hours, 30 minutes	
	1.3 Endorse the university clearance, plan of coursework, and evaluation slip to the BSU-OU Director for approval.			BSU-Open University



	1.4 Once approved, inform the student.			
2. Receive and check signed university clearance, plan of coursework, and evaluation slip. Accomplishment of the Client Satisfaction Measurement Form.	2.1 Notify students via email if requested documents are available and if the university clearance is already signed.	None	1 day	Administrative Aide IV; Assistant Director/s; Director  BSU-Open University
	2.2 Issue Client Satisfaction Measurement Form.			
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	

### 9. APPLICATION FOR A COMPREHENSIVE EXAMINATION

Facilitates the processing of applications for the Comprehensive Examination, which is a major academic requirement for graduate students prior to thesis/dissertation writing or program completion. It includes the submission and evaluation of application documents, verification of academic eligibility, scheduling of the examination, and official confirmation of application status.

**\*Note: This service may be availed only to the scheduled dates based on the BSU-OU Thesis, Project, and Comprehensive Examination Timeline for each school year.**

**-For thesis track (Master's Thesis), the student must have completed the 30 academics unit (9 units core courses; 15 units major courses; 6 units elective courses) requirements for the degree program enrolled.**

**-For non-thesis track (Master's Project), the student must have completed the 36 academics unit (9 units core courses; 21 units major courses; 6 units elective courses) requirements for the degree program enrolled.**

<b>Office or Division:</b>	Benguet State University - Open University (BSU-OU)
<b>Classification:</b>	Highly Technical Transaction
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government
<b>Who May Avail:</b>	BSU-Open University Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. BSU-OU Form 4 (Nomination of Advisory Committee Form); latest revision, 1 Original Copy	Benguet State University - Open University (BSU-OU)
2. BSU-OU Form 5 (Application for Comprehensive Examination); latest revision, 1 Original Copy	
3. BSU-OU Form 5.3 (Acknowledgment Receipt - Comprehensive Examination); latest revision, 1 Original Copy	
4. BSU-OU Form 5.2 (Rating Sheet-Comprehensive Examination) rated by Advisory Committee Members; latest revision, 1 Original Copies for each member	Benguet State University - Open University (BSU-OU); Advisory Committee Members
<b>Additional Requirement for Authorized Representative</b>	
1. Authorization Letter signed by applicant; 1 Original/Scanned Copy with verifiable signature	Requesting Client
2. Valid ID of applicant; 1 Photocopy	
3. Valid ID of authorized representative; 1 Photocopy	Authorized Representative of Requesting Client
<i>*Present Original ID</i>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for a comprehensive examination form duly	1.1 Receive and check the completeness of documents submitted. <i>*If in order, advise students to wait for an update via email.</i>	None	30 minutes	Administrative Aide IV; Assistant Director/s; Director, BSU-Open University



signed by his/her advisory committee members. <i>*With final schedule and place</i> <i>*With approved nomination form</i>	1.2 Evaluate application.		6 days, 7 hours, 30 minutes	
	1.3 If academic units required for comprehensive examination are complete, prepare a plan of coursework and print a curriculum checklist.			
	1.4 Endorse the Application for Comprehensive Examination, Plan of Coursework, and Curriculum Checklist to the BSU-OU Assistant Director/s and BSU-OU Director for his approval.			
	1.5 Once approved, submit the Application Form, Plan of Coursework, and curriculum checklist of the student to the OUR.			
	1.6 Receive and check the completeness of submitted documents.			
	1.7 Retrieve records and evaluate academic and non-academic requirements of students. Write evaluation comments and sign.			
	1.8 Return application form and signed plan of coursework to BSU-OU.			
	1.9 Receive and check completeness of documents submitted.			
2. Receive update on the application status.	2.1 Inform status of application, fees to be paid, and Forms to be accomplished.	None	1 day	<i>Admin Staff; Unit Head, BSU-Office of the University Registrar</i>
	2.2 Inform the advisory committee members and the student of the final schedule of the comprehensive examination. <i>*Rating Sheet Forms will be emailed or sent via FB messenger to the Advisory Committee for them to accomplish during the examination and submit to OU after.</i>			
3. Prepare honorarium of panel members and give to BSU-OU staff for facilitation after the comprehensive examination. <i>*For online payment, the student shall be advised to process honorarium of panel members and will submit the Acknowledgement Receipt Form to BSU-OU.</i>	3.1 Receive payment and sign acknowledgment receipt. <i>*If BSU-OU staff facilitates</i>	(Adviser: Php 1,000.00) + (Panel Members: Php 750.00 X 3= Php 2,250.00) + (BSU-OU Admin Cost: P100.00) = Php 3,350.00)	1 day	<i>Administrative Aide IV; Assistant Director/s; Director BSU-Open University</i>
	3.1 Receive payment and distribute to advisory committee members and make sure they sign the acknowledgment receipt. 3.2 Issue Client Satisfaction and Measurement Form.			
<b>TOTAL:</b>		<b>Php 3,350.00</b>	<b>20 days</b>	

## 10. APPLICATION FOR THESIS PROPOSAL DEFENSE

Facilitates the application process for graduate students who are ready to defend their thesis manuscript. It covers the submission and review of application forms and manuscript requirements, verification of academic and administrative eligibility, assignment of defense panel members, scheduling of the defense, and issuance of official confirmation.



**\*Note: This service may be availed only to the scheduled dates based on the BSU-OU Thesis, Project, and Comprehensive Examination Timeline for each school year.**

**Requirement: The student must have finished at least 75% (23 units) of his academic units and with GWA of 1.75 or better.**

<b>Office or Division:</b>	Benguet State University - Open University (BSU-OU)
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government
<b>Who May Avail:</b>	BSU-Open University Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. BSU-OU Form 4 (Nomination of Advisory Committee Form); latest revision, 1 Original Copy	Benguet State University - Open University (BSU-OU)
2. BSU-OU Form 6 (Endorsement Form for Proposal Defense); latest revision, 1 Original Copy	
3. BSU-Form 7 (Application for Proposal Defense); latest revision, 1 Original Copy	
4. BSU-OU Form 7.2 (Acknowledgment Receipt-Proposal Defense); latest revision, 1 Original Copy	
5. BSU-OU Form 7.1 (Rating Sheet-Proposal Defense) rated by Advisory Committee Members; latest revision, 1 Original Copies for each member	Benguet State University - Open University (BSU-OU); Advisory Committee Members
<b>Additional Requirement for Authorized Representative</b>	
1. Authorization Letter signed by applicant; 1 Original/Scanned Copy with verifiable signature	Requesting Client
2. Valid ID of applicant; 1 Photocopy	
3. Valid ID of authorized representative; 1 Photocopy <i>*Present Original ID</i>	Authorized Representative of Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled-out Application for Thesis Proposal Defense signed by advisory committee. <i>*With approved nomination form</i> <i>*With final schedule and place of defense</i>	1.1 Receive and check the completeness of documents submitted. <i>*If in order, advise students to wait for an update via email.</i>	None	30 minutes	<i>Administrative Aide IV; Assistant Director/s; Director</i>  BSU-Open University
	1.2 Evaluate application.		7 hours, 30 minutes	
	1.3 If academic units required for the defense are complete, endorse the application form to BSU-OU Assistant Director/s and BSU-OU Director for his approval.			
2. Receive update on the application.	2.1 Once approved, inform the student of the fees to be paid and Forms to be accomplished.	None	1 day	
	2.2. Inform the advisory committee and the student of the final schedule of defense.  <i>*Rating Sheet Forms will be emailed to the Advisory Committee for them to accomplish during the defense and submit to OU after.</i>			



3. Prepare honorarium of advisory committee members and give to BSU-OU staff for facilitation after the proposal defense.  <i>*For online payment, the student shall be advised to process honorarium of panel members and will submit the Acknowledgement Receipt Form to BSU-OU.</i>	3.1 Receive payment and sign acknowledgment receipt.  <i>*If BSU-OU staff facilitates</i>	(Adviser: Php 1,000.00) + (Panel Members: Php 750.00 X 3= Php 2,250.00) + (BSU-OU Admin Cost: P100.00) = Php 3,350.00)	1 day	Administrative Aide IV; Assistant Director/s; Director  Advisory Committee Members; Faculty Members  BSU-Open University
	3.1 Receive payment and distribute to advisory committee members and make sure they sign the acknowledgment receipt.  3.2 Issue Client Satisfaction and Measurement Form.			
<b>TOTAL:</b>		<b>P3,350.00</b>	<b>3 days</b>	

### 11. APPLICATION FOR THESIS FINAL DEFENSE

Facilitates the application process for graduate students who are ready to defend their thesis manuscript. It covers the submission and review of application forms and manuscript requirements, verification of academic and administrative eligibility, assignment of defense panel members, scheduling of the defense, and issuance of official confirmation.

**\*Note: This service may be availed only to the scheduled dates based on the BSU-OU Thesis, Project, and Comprehensive Examination Timeline for each school year.**

**Requirement: The student must have passed his/her comprehensive examination, defended his/her thesis proposal, and finished all of his academic unit requirements.**

<b>Office or Division:</b>	Benguet State University - Open University (BSU-OU)		
<b>Classification:</b>	Highly Technical Transaction		
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government		
<b>Who May Avail:</b>	BSU-Open University Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. BSU-OU Form 4 (Nomination of Advisory Committee Form); latest revision, 1 Original Copy		Benguet State University - Open University (BSU-OU)	
2. BSU-OU Form 6.1 (Endorsement Form for Final Defense); latest revision, 1 Original Copy			
3. BSU-Form 8 (Application for Final Defense); latest revision, 1 Original Copy			
4. BSU-OU Form 8.2 (Acknowledgment Receipt-Final Defense); latest revision, 1 Original Copy			
5. BSU-OU Form 8.2 (Rating Sheet-Final Defense) rated by Advisory Committee Members; latest revision, 1 Original Copies for each member		Benguet State University - Open University (BSU-OU); Advisory Committee Members	
6. Ethics Clearance issued by Research Ethics Committee of BSU		Benguet State University – Research and Extension Office; Institute of Social Research and Development Office-Research Ethics Committee Office	
<b>Additional Requirement for Authorized Representative</b>			
1. Authorization Letter signed by applicant; 1 Original/Scanned Copy with verifiable signature		Requesting Client	
2. Valid ID of applicant; 1 Photocopy			
3. Valid ID of authorized representative; 1 Photocopy <i>*Present Original ID</i>		Authorized Representative of Requesting Client	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled-out Application for Thesis Final Defense Form signed by all advisory committee members. <i>*With approved nomination form, approved endorsement form for defense, and with final schedule and place.</i>	1.1 Receive and check the completeness of submitted documents.	None	30 minutes	<i>Administrative Aide IV; Assistant Director/s; Director, BSU-Open University</i>
	1.2 Evaluate application.		6 days, 7 hours, 30 minutes	
	1.3 Prepare plan of coursework and curriculum checklist.			
	1.4 Endorse application, plan of coursework, and curriculum checklist to the BSU-OU Assistant Director/s and BSU-OU Director for approval.			
	1.5 Once approved, endorse application, plan of coursework, and curriculum checklist to OUR for further evaluation and comments.			
	1.6 Receive and check the completeness of submitted documents.			
	1.7 Retrieve records and evaluate academic and non-academic requirements of students. Write evaluation comments and sign.			10 days
	1.8 Return application form and signed plan of coursework to BSU-OU.			
	1.9 Receive and check completeness of documents submitted.		1 day	<i>Administrative Aide IV; Assistant Director/s; Director, BSU-Open University</i>
2. Receive update on the application.	2.1 Inform status of application, fees to be paid, and Forms to be accomplished.	None	1 day	<i>Administrative Aide IV; Assistant Director/s; Director, BSU-Open University</i>
	2.2 Inform the advisory committee members and the student of the final schedule of the comprehensive examination. <i>*Rating Sheet Forms will be emailed or sent via FB messenger to the Advisory Committee for them to accomplish during the examination and submit to OU after.</i>			
3. Prepare honorarium of panel members and give to BSU-OU staff for facilitation after the comprehensive examination. <i>*For online payment, the student shall be advised to process honorarium of panel members and will submit the Acknowledgement Receipt Form to BSU-OU.</i>	3.1 Receive payment and sign acknowledgment receipt. <i>*If BSU-OU staff facilitates</i> 3.1 Receive payment and distribute to advisory committee members and make sure they sign the acknowledgment receipt. 3.2 Issue Client Satisfaction and Measurement Form.	(Adviser: Php 1,250.00)+ (Panel Members: Php 1000.00 X 3= Php 3,000.00)+ (BSU-OU Admin Cost: P100.00) = Php 4,350.00)	1 day	<i>Administrative Aide IV; Assistant Director/s; Director Advisory Committee Members; Faculty Members, BSU-Open University</i>
<b>TOTAL:</b>		<b>Php 4,350.00</b>	<b>20 days</b>	

## 12. APPLICATION FOR MASTER'S PROJECT PROPOSAL PRESENTATION/DEFENSE

Covers the application process for graduate students who are ready to present their Master's Project as part of the requirements for program completion. It includes the submission of application forms and project documents, verification of eligibility, scheduling of the presentation, and issuance of confirmation notices.



**\*Note: This service may be availed only to the scheduled dates based on the BSU-OU Thesis, Project, and Comprehensive Examination Timeline for each school year.**

**Requirement: The student must have finished at least 75% (27 units) of his/her academic unit requirements and with a GWA of 1.75 or better.**

<b>Office or Division:</b>	Benguet State University - Open University (BSU-OU)
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government
<b>Who May Avail:</b>	BSU-Open University Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. BSU-OU Form 4 (Nomination of Advisory Committee Form); latest revision, 1 Original Copy	Benguet State University - Open University (BSU-OU)
2. BSU-OU Form 6.2 (Endorsement Form for Project Proposal Defense); latest revision, 1 Original Copy	
3. BSU-Form 9 (Application for Project Defense); latest revision, 1 Original Copy	
4. BSU-OU Form 9.2 (Acknowledgment Receipt-Project Presentation); latest revision, 1 Original Copy	
5. BSU-OU Form 9.1 (Rating Sheet-Project Presentation) rated by Advisory Committee Members; latest revision, 1 Original Copies for each member	Benguet State University - Open University (BSU-OU); Advisory Committee Members
<b>Additional Requirement for Authorized Representative</b>	
1. Authorization Letter signed by applicant; 1 Original/Scanned Copy with verifiable signature	Requesting Client
2. Valid ID of applicant; 1 Photocopy	Authorized Representative of Requesting Client
Valid ID of authorized representative; 1 Photocopy <i>*Present Original ID</i>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled-out Application for Master's Project Presentation Form signed by advisory committee members. <i>*With approved nomination form, approved endorsement form for proposal project presentation/defense, and with final schedule and place.</i>	1.1 Receive and check the completeness of documents submitted. <i>*If in order, advise the student to wait for an update via email.</i>	None	30 minutes	Administrative Aide IV; Assistant Director/s; Director  BSU-Open University
	1.2 Evaluate application.		7 hours, 30 minutes	
	1.3 If academic units required for the defense are completed, endorse the application form to BSU-OU Assistant Director/s and BSU-OU Director for his approval.		1 day	
2. Receive update on the application.	2.1 Once approved, inform the student of the fees to be paid and Forms to be accomplished.	None	1 day	
	2.2. Inform the advisory committee and the student of the final schedule of defense.			



	<i>*Rating Sheet Forms will be emailed to the Advisory Committee for them to accomplish during the defense and submit to OU after.</i>			
3. Prepare honorarium of advisory committee members and give to BSU-OU staff for facilitation after the proposal defense.  <i>*For online payment, the student shall be advised to process honorarium of panel members and will submit the Acknowledgement Receipt Form to BSU-OU.</i>	3.1 Receive payment and sign acknowledgment receipt.  <i>*If BSU-OU staff facilitates</i> 3.1 Receive payment and distribute to advisory committee members and make sure they sign the acknowledgment receipt. 3.2 Issue Client Satisfaction and Measurement Form.	(Adviser: Php 1,000.00) + (Panel Members: Php 750.00 X 3= Php 2,250.00) + (BSU-OU Admin Cost: P100.00) = Php 3,350.00)	1 day	Administrative Aide IV; Assistant Director/s; Director  Advisory Committee Members; Faculty Members  BSU-Open University
<b>TOTAL:</b>		<b>Php 3,350.00</b>	<b>3 days</b>	

### 13. APPLICATION FOR MASTER'S PROJECT FINAL PRESENTATION

Covers the application process for graduate students who are ready to present their Master's Project as part of the requirements for program completion. It includes the submission of application forms and project documents, verification of eligibility, scheduling of the presentation, and issuance of confirmation notices.

**\*Note: This service may be availed only to the scheduled dates based on the BSU-OU Thesis, Project, and Comprehensive Examination Timeline for each school year.**

**Requirement: The student must have passed his/her comprehensive examination, defended his/her project proposal, and finished all of his/her academic unit requirements.**

<b>Office or Division:</b>	Benguet State University - Open University (BSU-OU)		
<b>Classification:</b>	Highly Technical Transaction		
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government		
<b>Who May Avail:</b>	BSU-Open University Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. BSU-OU Form 4 (Nomination of Advisory Committee Form); latest revision, 1 Original Copy		Benguet State University - Open University (BSU-OU)	
2. BSU-OU Form 6.3 (Endorsement Form for Project Final Presentation); latest revision, 1 Original Copy			
3. BSU-Form 9 (Application for Project Defense); latest revision, 1 Original Copy			
4. BSU-OU Form 9.2 (Acknowledgment Receipt-Project Presentation); latest revision, 1 Original Copy			
5. BSU-OU Form 9.1 (Rating Sheet-Project Presentation) rated by Advisory Committee Members; latest revision, 1 Original Copies for each member		Benguet State University - Open University (BSU-OU); Advisory Committee Members	
<b>Additional Requirement for Authorized Representative</b>			



1. Authorization Letter signed by applicant; 1 Original/Scanned Copy with verifiable signature	Requesting Client
2. Valid ID of applicant; 1 Photocopy	
3. Valid ID of authorized representative; 1 Photocopy <i>*Present Original ID</i>	Authorized Representative of Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit duly filled-out Application for Master's Project Presentation Form signed by advisory committee members. <i>*With approved nomination form, approved endorsement form for final project presentation, and with final schedule and place.</i>	1.1 Receive and check the completeness of submitted documents.	None	30 minutes	<i>Administrative Aide IV; Assistant Director/s; Director, BSU-Open University</i>	
	1.2 Evaluate application.		6 days, 7 hours, 30 minutes		
	1.3 Prepare plan of coursework and curriculum checklist.				
	1.4 Endorse application, plan of coursework, and curriculum checklist to the BSU-OU Assistant Director/s and BSU-OU Director for approval.				
	1.5 Once approved, endorse application, plan of coursework, and curriculum checklist to OUR for further evaluation and comments.				
	1.6 Receive and check the completeness of submitted documents.				
	1.7 Retrieve records and evaluate academic and non-academic requirements of student. Write evaluation comments and sign.				10 days
	1.8 Return application form and signed plan of coursework to BSU-OU.				
	1.9 Receive and check completeness of documents submitted.				
2. Receive update on the application.	2.1 Once approved, inform the student of the fees to be paid and Forms to be accomplished.	None	1 day	<i>Administrative Aide IV; Assistant Director/s; Director BSU-Open University</i>	
	2.2. Inform the advisory committee and the student of the final schedule of defense. <i>*Rating Sheet Forms will be emailed to the Advisory Committee for them to accomplish during the defense and submit to OU after.</i>				
3. Prepare honorarium of panel members and give to BSU-OU staff for facilitation after the comprehensive examination.  <i>*For online payment, the student shall be advised to process honorarium of panel members and</i>	3.1 Receive payment and sign acknowledgment receipt.	(Adviser: Php 1,250.00) + (Panel Members: Php 1000.00 X 3= Php 3,000.00) +	1 day	<i>Administrative Aide IV; Assistant Director/s; Director</i>  <i>Advisory Committee Members; Faculty Members</i>  BSU-Open University	
	<i>*If BSU-OU staff facilitates</i> 3.1 Receive payment and distribute to advisory committee members and make sure they sign the acknowledgment receipt.				
	3.2 Issue Client Satisfaction and Measurement Form.				



will submit the Acknowledgement Receipt Form to BSU-OU.		(BSU-OU Admin Cost: P100.00) = Php 4,350.00)		
<b>TOTAL:</b>		<b>Php 4,350.00</b>	<b>20 days</b>	

**14. MONITORING AND CHECKING OF THESIS PROPOSAL, THESIS FINAL, PROJECT PROPOSAL, AND PROJECT FINAL DRAFT**

Ensures the proper monitoring and evaluation of students' thesis proposals, full manuscripts, and project papers. It involves the systematic submission, review, and tracking of revisions based on the standards set by BSU-OU. *\*Note: This service may be availed only to the scheduled dates based on the BSU-OU Thesis, Project, and Comprehensive Examination Timeline for each school year.*

<b>Office or Division:</b>	Benguet State University - Open University (BSU-OU)
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government
<b>Who May Avail:</b>	BSU-Open University Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. BSU-OU Form 6/ 6.1/ 6.2/ 6.3 (Endorsement Form for Form and Style Editing); latest revision, 1 Original Copy	Benguet State University - Open University (BSU-OU)
2. Final Thesis Draft/ Final Project Draft; 1 Original Copy	Requesting Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit printed copy of draft and the duly filled-out endorsement form for form and style checking. <i>*For proposal drafts, endorsement form must be signed by adviser</i> <i>*For final drafts, endorsement forms must be signed by all advisory committee members.</i>	1.1 Receive and check the completeness of submitted documents.	None	30 minutes	Administrative Aide IV; Assistant Director/s; Director  BSU-Open University
	1.2 Inform the student to wait for an update via email.		5 days, 7 hours, 30 minutes	
	1.3 Check draft in compliance to the BSU-OU form and style format.		1 day	
2. Receive/claim checked draft.	2.1 After checking, update the student to claim draft. <i>*If the draft needs revision, advise the student to revise the draft and send the revised draft via email.</i> <i>*If revision is not needed, endorse the draft to the BSU-OU Director for approval and advise students to apply for defense/presentation.</i>	None	1 day	BSU-Open University
	2.2 Issue Client Satisfaction Measurement Form.			
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>	

**15. MONITORING AND CHECKING OF THESIS MANUSCRIPT/ PROJECT TERMINAL FOR BINDING/REPRODUCTION**

Ensures the proper monitoring and evaluation of students' thesis proposals, full manuscripts, and project papers. It involves the systematic submission, review, and tracking of revisions based on the standards set by BSU-OU.



**\*Note: This service may be availed only to the scheduled dates based on the BSU-OU Thesis, Project, and Comprehensive Examination Timeline for each school year.**

**Requirement: The student must have passed his/her comprehensive examination, defended or presented his/her proposal and final thesis manuscript/project terminal, submitted his/her after final defense form/ after final presentation form signed by all committee members, and finished all of his/her academic unit requirements.**

<b>Office or Division:</b>	Benguet State University - Open University (BSU-OU)				
<b>Classification:</b>	Complex Transaction				
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government				
<b>Who May Avail:</b>	BSU-Open University Students				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1. BSU-OU Form 6.4 (Endorsement Form for Form and Style Editing for Binding/Reproduction); latest revision, 1 Original Copy		Benguet State University - Open University (BSU-OU)			
2. Certification of the Result of Plagiarism Check; Include in the Appendices					
3. Certification of English Editing; Include in the Appendices		Requesting Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Submit softcopy of draft via email and Endorsement Form for Form and Style Editing for Binding/Reproduction signed by all advisory committee members.	1.1 Receive and check completeness of submitted documents.	None	30 minutes	Administrative Aide IV; Assistant Director/s; Director  BSU-Open University	
	1.2 Scan draft for plagiarism/ similarity.		3 days		
2. Receive update regarding the draft.	2.1 Update student regarding the result of plagiarism checking. <i>*If plagiarism/similarity result is less than 20%, proceed to step 3. *If result is more than 20%, advise student to revise draft. – END OF TRANSACTION.</i>				None
	3. Submit printed copy of first draft and the duly filled-out endorsement form for form and style checking signed by all of advisory committee.		3.1 Receive and check the completeness of submitted documents.		
4. Receive/claim checked draft.	3.2 Check draft in compliance to the BSU-OU form and style format.	None	15 days, 7 hours	Administrative Aide IV; Assistant Director/s; Director  BSU-Open University	
	4.1 After checking, update student to claim draft. <i>*If draft needs revision, advise student to revise draft and send revised draft via email. *If revision not needed, endorse draft to the BSU-OU Director for approval and advise student regarding binding/reproduction instruction.</i>		None		1 day
	4.2 Issue Client Satisfaction Measurement Form.				



<b>TOTAL:</b>	None	20 days
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### 16. ZOOM/GOOGLE MEETING LINK REQUESTS

Facilitates the proper steps in requesting a Zoom/Google Meeting Link for BSU-OU online classes, comprehensive examination, project presentation, and thesis defenses.

<b>Office or Division:</b>	Benguet State University - Open University (BSU-OU)
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government
<b>Who May Avail:</b>	BSU-OU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request Form for Zoom/Google Meeting Link (Google Form)	Benguet State University - Open University (BSU-OU)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request form.	1.1 Receive and check details of request and requirement. <i>*Inform the client to wait for an update via email.</i>	None	30 minutes	<i>Administrative Aide IV; Assistant Director/s; Director</i>  BSU-Open University
	1.2 Check availability of Zoom/Google Meet account. <i>*If no available time for the date requested, inform the client. – END OF TRANSACTION.</i>		1 day, 3 hours	
2. Receive and check email for updates regarding the request.	2.1 Schedule a link and provide it to the client via email.		1 day, 4 hours, 30 minutes	
	2.2 Issue Client Satisfaction Measurement Form.			
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	



# OPEN UNIVERSITY

## INTERNAL SERVICES

### 1. ZOOM/GOOGLE MEETING LINK/USER ACCOUNT REQUESTS

Facilitates the proper steps in requesting a Zoom/Google Meeting Link for BSU employee meetings, classes, and webinars.

**Office or Division:**

Benguet State University - Open University (BSU-OU)



<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G - Government to Government			
<b>Who May Avail:</b>	BSU-OU Faculty Members, BSU Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Request Form for Zoom/Google Meeting Link (Google Form)		Benguet State University - Open University (BSU-OU)		
<b>Additional Requirements for BSU Faculty Members</b>				
2. Approved Request Letter signed by the Head; 1 Original Copy		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish request form. <i>*For non-BSU-OU personnel, present and submit a request letter signed by the head of the requesting college/office/department.</i>	1.1 Receive and check details of request and requirement. <i>*Inform the client to wait for an update via email.</i>	None	30 minutes	Administrative Aide IV; Assistant Director/s; Director  BSU-Open University
	1.2 Check availability of Zoom/Google Meet account. <i>*If no available time/account for the date requested, inform the client. – END OF TRANSACTION.</i>		1 day, 3 hours	
2. Receive and check email for updates regarding the request.	2.1 Schedule a link and provide it to the client via email. <i>*For Zoom user account requests, send access via email and inform clients to accept.</i>		1 day, 4 hours, 30 minutes	
	2.2 Issue Client Satisfaction Measurement Form.			
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	

## 2. BORROWING OF BSU-OU ICT EQUIPMENT

Facilitates the borrowing of BSU-OU ICT Equipment such as projector, HDMI, extension cords, and adapter for classes.

<b>Office or Division:</b>	Benguet State University - Open University (BSU-OU)
<b>Classification:</b>	Simple Transaction



<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who May Avail:</b>	BSU Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Borrowing of ICT Equipment Form/Slip; 1 Original Copy or Google Form		Benguet State University - Open University (BSU-OU)		
2. ICT Equipment Logbook				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly filled-out borrowing form/slip to BSU-OU.	1.1 Receive and check submitted form.	None	30 minutes	Administrative Aide IV; Assistant Director/s; Director  BSU-Open University
	1.2 Check availability of equipment. <i>*If there is no available equipment, inform the client. – END OF TRANSACTION.</i>		4 hours	
2. Log all borrowed equipment in the BSU-OU ICT Equipment Log Book, write the date borrowed, and sign.	2.1 Assist client to properly log in the BSU-OU ICT Equipment Logbook.		4 hours	
	2.2 Check details in the logbook.		4 hours	
3. Receive and check borrowed equipment.	3.1 Provide requested equipment.		3 hours, 30 minutes	
4. After use, return the equipment borrowed and write the date returned and sign the logbook.	4.1 Receive and check returned equipment if complete and no damage. <i>*If complete and no damage, advise the client to log.</i>		1 day	
	4.2 Issue Client Satisfaction Measurement Form.			
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	



## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ul style="list-style-type: none"> <li>· Accomplish the Client Satisfaction Measurement Form (CSMF) and deposit at any dropbox within the University</li> <li>· Inform officer at the Public Assistance and Complaints Desk (PACD) of feedback</li> <li>· Send feedback through email at: <a href="mailto:pacd.office@bsu.edu.ph">pacd.office@bsu.edu.ph</a> or <a href="mailto:president@bsu.edu.ph">president@bsu.edu.ph</a></li> <li>· Send feedback thru the Contact Center ng Bayan (<a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a>)</li> </ul>
How feedbacks are processed	The Human Resource Development Office (HRDO) regularly checks feedback sent through email or through the CSMF. A summary of ratings and comments are forwarded to offices for appropriate action. Feedback needing immediate action are endorsed/ relayed to appropriate offices.
How to file a complaint	<ul style="list-style-type: none"> <li>· Accomplish the CSMF and put in the Drop Box at the Public Assistance and Complaint Desk (PACD)</li> <li>· Send complaints through email at: <a href="mailto:pacd.office@bsu.edu.ph">pacd.office@bsu.edu.ph</a> or <a href="mailto:president@bsu.edu.ph">president@bsu.edu.ph</a></li> <li>· File a complaint through the University Public Affairs Office (UPAO)</li> <li>· Inform officer at the Public Assistance and Complaints Desk (PACD) of feedback</li> <li>· Send complaint to the Contact Center ng Bayan (<a href="http://www.contactcenterngbaan.gov.ph">www.contactcenterngbaan.gov.ph</a>), the Presidential Action Center (PACe)</li> </ul>
How complaints are processed	The Human Resource Development Office (HRDO) regularly checks feedback sent through email or through the CSMF. A summary of ratings and comments are forwarded to offices for appropriate action. Feedback needing immediate action are endorsed/ relayed to appropriate offices.

Contact information of:	
Contact Center ng Bayan (CCB)	Text 0908 881-6565 or Call 1-6565 <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a> <a href="https://www.facebook.com/contactcenterngbayan">www.facebook.com/contactcenterngbayan</a>
8888 Citizens' Complaint Center	8888; 8888.gov.ph 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; <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>
Office of the University President	(074) 422-2281; <a href="mailto:president@bsu.edu.ph">president@bsu.edu.ph</a>

College/ Office	Address	Contact Information
BSU LA TRINIDAD CAMPUS	Km.5 Balili, La Trinidad, Benguet	Office of the University President: +63.74.422.2281
Office of the Vice President for Academic Affairs	Administration Building, Km.5 Balili, La Trinidad, Benguet	<a href="mailto:vp.acad@bsu.edu.ph">vp.acad@bsu.edu.ph</a>
Office of the Vice President for Research & Extension	R&E Building, Km.6 Betag, La Trinidad, Benguet	+63-74-422-5547 <a href="mailto:vp.re@bsu.edu.ph">vp.re@bsu.edu.ph</a>
Office of the Vice President for Business Affairs	Administration Building, Km.5 Balili, La Trinidad, Benguet	+63.422.3413 <a href="mailto:vp.uba@bsu.edu.ph">vp.uba@bsu.edu.ph</a>



Office of the Vice President for Administration and Finance	Administration Building, Km.5 Balili, La Trinidad, Benguet	+63.74.442.5900 vp.af@bsu.edu.ph
College of Agriculture	College of Agriculture, Km. 6 Balili, La	dean.ca@bsu.edu.ph
College of Teacher Education	College of Teacher Education, Km. 6 Balili, La Trinidad Benguet	dean.cte@bsu.edu.ph
College of Home Economics & Technology	College of Home Economics and Technology, Km. 5 Balili, La Trinidad Benguet	dean.chet@bsu.edu.ph
College of Engineering	College of Engineering, Km. 6 Balili, La Trinidad Benguet	dean.ceat@bsu.edu.ph
College of Veterinary Medicine	College of Veterinary Medicine, Km. 5 Balili, La Trinidad Benguet	dean.cvm@bsu.edu.ph
College of Nursing	College of Nursing, Km. 5 Balili, La Trinidad Benguet	dean.cn@bsu.edu.ph
College of Human Kinetics	College of Human Kinetics, Km. 6 Balili, La Trinidad Benguet	ihk.director@bsu.edu.ph
College of Forestry	College of Forestry, Balili, La Trinidad Benguet	+63.74.422.5305 dean.cf@bsu.edu.ph
College of Arts and Humanities	College of Arts and Humanities, Km. 5 Balili, La Trinidad Benguet	dean.cah@bsu.edu.ph
College of Numeracy and Applied Sciences	College of Numeracy and Applied Sciences, Km. 5 Balili, La Trinidad Benguet	dean.cnas@bsu.edu.ph
College of Natural Sciences	College of Natural Sciences, Km. 5 Balili, La Trinidad Benguet	dean.cns@bsu.edu.ph
College of Social Science	College of Social Sciences, Km. 5 Balili, La Trinidad Benguet	dean.css@bsu.edu.ph
College of Information Sciences	College of Information Sciences, Km. 5 Balili, La Trinidad Benguet	dean.cis@bsu.edu.ph
College of Public Administration and Governance	College of Public Administration and Governance, Km. 5 Balili, La Trinidad Benguet	ipa@bsu.edu.ph
International Language Center	Gladiola Center, Km. 5 Betag, La Trinidad Benguet	ilc@bsu.edu.ph
Office of Student Services	OSS Building, Km. 6 Balili, La Trinidad Benguet	oss.director@bsu.edu.ph
University Health Services	University Health Services, Km. 6 Balili, La Trinidad Benguet	health.services@bsu.edu.ph
University Library and Information Services	University Library, Km. 6 Balili, La Trinidad Benguet	ulis@bsu.edu.ph
Office of the University Registrar	Administration Building, Km. 5 Balili, La	registrar@bsu.edu.ph
Center of Culture and Arts	Center of Culture and Arts, Km. 6 Balili, La Trinidad Benguet (below BSU Museum)	cca.director@bsu.edu.ph



National Service Training Program	National Service Training Program, Km. 6 Balili, La Trinidad Benguet (near BSU-SLS)	nstp@bsu.edu.ph
Extension Services (OES)	R&E Building, Km. 6 Betag, La Trinidad Benguet	oes.office@bsu.edu.ph
Research Services (ORS)	R&E Building, Km. 6 Betag, La Trinidad Benguet	+63.74.665.7645 ors.office@bsu.edu.ph
Horticulture Research & Training Institute (HORTI)	R&E Building, Km. 6 Betag, La Trinidad Benguet	director.horti@bsu.edu.ph horti.office@bsu.edu.ph
Institute of Social Research & Development (ISRDI)	R&E Building, Km. 6 Betag, La Trinidad Benguet	isrd@bsu.edu.ph
Institute of Highland Farming Systems & Agroforestry (IHFS)	R&E Building, Km. 6 Betag, La Trinidad Benguet	ihfsa@bsu.edu.ph
Geo Informatics Center	R&E Building, Km. 6 Betag, La Trinidad Benguet	geoinformatics@bsu.edu.ph
Intellectual Property Management Office (IPMO)	R&E Building, Km. 6 Betag, La Trinidad Benguet	ipro@bsu.edu.ph
Higher Education Regional Research Center (HERRC)	R&E Building, Km. 6 Betag, La Trinidad Benguet	herrc@bsu.edu.ph
Northern Philippine Root Crops Research & Training Center (NPRCRTC)	NPRCRTC, Km. 6 Betag, La Trinidad Benguet	+63.74.422.2439 nprcrtc@bsu.edu.ph
Cordillera Regional Apiculture Center (CRAC)	R&E Building, Km. 6 Betag, La Trinidad Benguet	crac@bsu.edu.ph
Cordillera Center for Animal Research & Development (CCARD)	R&E Building, Km. 6 Betag, La Trinidad Benguet	bsu_ccard@bsu.edu.ph
Food Science Research & Innovation Center (FSRIC)	FSRIC, Km. 5 Balili, La Trinidad Benguet (behind CHET)	fsric@bsu.edu.ph
R & E Publication Office (REPO)	R&E Building, Km. 6 Betag, La Trinidad Benguet	repo@bsu.edu.ph
Agri-based Technology Business/Incubator- Innovation Center (ATBI/IC)	ATBI/IC, Km. 6 Betag, La Trinidad Benguet	atbi@bsu.edu.ph
Administrative Division	2 <sup>nd</sup> floor, Administration Building, Km.5 Balili, La Trinidad, Benguet	+63.74.422.2176
University Data Privacy Office	1 <sup>st</sup> floor, Administration Building, Km.5 Balili, La Trinidad, Benguet	dpo@bsu.edu.ph
Finance Division	1 <sup>st</sup> floor, Administration Building, Km.5 Balili, La Trinidad, Benguet	+63.74.422.2127 loc 10



Office of the University & Board Secretary	2 <sup>nd</sup> floor, Administration Building, Km.5	oubs@bsu.edu.ph
Office of the Quality Assurance & Accreditation	2 <sup>nd</sup> floor, Administration Building, Km.5 Balili, La Trinidad, Benguet	qaa.office@bsu.edu.ph
International Relations Office	2 <sup>nd</sup> and 3 <sup>rd</sup> Floors, Landbank of the Philippines – La Trinidad Branch, Km. 5 Betag, La Trinidad, Benguet	ir.office@bsu.edu.ph +63.74.619.8097
University Public Affairs Office	2 <sup>nd</sup> floor, Administration Building, Km.5 Balili, La Trinidad, Benguet	+63.74.309.3883 publicaffairs@bsu.edu.ph
Planning Unit	2 <sup>nd</sup> floor, Administration Building, Km.5 Balili, La Trinidad, Benguet	pdo@bsu.edu.ph
Information & Communications Technology	Km.6 Balili, La Trinidad, Benguet (below University Library)	ict.office@bsu.edu.ph
Gender & Development Office	2 <sup>nd</sup> floor, Administration Building, Km.5 Balili, La Trinidad, Benguet	gad.office@bsu.edu.ph
Human Resource Management Office (HRMO)	2 <sup>nd</sup> floor, Administration Building, Km.5 Balili, La Trinidad, Benguet	hrmo@bsu.edu.ph +63.74.422.2176 +63.74.422.7596
Human Resource Development Office (HRDO)	LEADS Center, Km. 5 Betag, La Trinidad, Benguet <i>(between BeGH and Landbank La Trinidad)</i>	General concerns: hrdo@bsu.edu.ph Performance Management: pmt.hrdo@bsu.edu.ph EODB-EGSDA (RA 11032)-related: cart.office@bsu.edu.ph CPD-related: cpd.hrdo@bsu.edu.ph Complaints/other feedback: pacd.office@bsu.edu.ph
Open University	Km. 5, Balili, La Trinidad, Benguet, Philippines, 2601	Mobile Number: 09151528703 Email: open.university@bsu.edu.ph

Recommending Approval:

**(sgd.) RICHARD H. KINNUD**  
CART Chairperson

Approved:

**(sgd.) KENNETH ALIP LARUAN**  
University President