



TARLAC STATE UNIVERSITY 2025 CITIZEN'S CHARTER HANDBOOK

TAK BUILD





TARLAC STATE UNIVERSITY

CITIZEN'S CHARTER 2025 (1st Edition)



I. Mandate:

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

II. Vision:

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

III. Mission:

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

IV. Core Values:

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

- T ruth in words, action and character
- **S** ervice with excellence and compassion
- **U** nity in diversity

Strategic Directions:

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



TABLE OF CONTENTS

OFFICES UNDER THE OFFICE OF THE UNIVERSITY PRESIDENT	1
ANTI-RED TAPE UNIT	2
External Services	
1. Processing of Request for a Copy of Documents and Various Reports	3
1. Processing of Request for a Copy of Documents and Various Reports	7
2. Processing of Request for Coaching and Mentoring	
3. Processing of Request for Review and Evaluation of Citizen's Charter	12
HARDWARE MAINTENANCE UNIT	15
Internal Services	
1. Process for Inspection of Condemn ICT Equipment	16
2. Process for Inspection of New ICT Equipment	
3. Process for Requesting of Preventive Maintenance for Desktop Computer Units	
4. Process for Software Installation	
5. Processing of Request for Technical Assistance	21
6. Processing of Request to Repair an ICT Equipment	22
MOTORPOOL UNIT	23
<i>Internal Services</i> 1. Processing of Travel Order for Travel Requests	24
NETWORK UNIT	25
 Internal Services 1. Process for Creation of Domain Accounts	27 28 29 30 31
OFFICE OF ALUMNI AFFAIRS	34
External Services	
1. Processing of Processing of Request for Alumni ID Card of Active Members	35
2. Processing of Processing of Request for Alumni ID Card of Inactive Alumni	
3. Processing of Request for Reissuance of Alumni ID Card	
OFFICE OF CULTURE, ARTS AND LANGUAGES	41
<i>External Services</i> 1. Process for Request for Performance of TSU Culture and Arts Dance Troupe and/o	٦r
Choral Group	
Internal Services	
1. Process for Request for Performance of TSU Culture and Arts Dance Troupe and/c	or
Chorale Group	
OFFICE OF INTERNAL AUDIT SERVICE	47
Internal Services	



1. Processing of Request for Audit Reports	48
OFFICE OF INTERNATIONAL AFFAIRS AND LINKAGES	49
 <i>External Services</i> 1. Processing of Institution / Organization Request to Benchmark Offices / Colleges in Tarlac State University <i>Internal Services</i> 1. Processing of CHED Endorsement for Legitimacy of Travel Abroad	53
OFFICE OF MANAGEMENT INFORMATION SYSTEMS	57
 Internal Services 1. Process for Account Creation and Assigning of Privileges	58 59 60 61 62
OFFICE OF PLANNING	64
<i>Internal Services</i> 1. Process for Review and Approval of Pre-Planning Activities	65
OFFICE OF PUBLIC AFFAIRS	66
 <i>External Services</i> 1. Process for Addressing Client's Concerns via Email	68 70 71 72 73
5. Processing of Request for Coverage of University Activities	
OFFICE OF THE UNIVERSITY BOARD SECRETARY	75
 Internal Services 1. Processing of Request for Copy of Administrative Council Resolutions, Board Resolutions, or Referendums 2. Submission of Complete Staff Work or Agenda by the Offices of the University for Board Meetings. 3. Submission of the Agenda to the University's Administrative Council Meetings 	78
OFFICE OF THE UNIVERSITY LEGAL COUNSEL	82
<i>Internal Services</i> 1. Processing of Request for Document Review	83
OFFICE OF THE UNIVERSITY PRESIDENT	86
 <i>External Services</i> 1. Processing of Action on Contracts and External Agreements 2. Processing of Request for Personal Meeting with the President <i>Internal Services</i> 1. Dissemination of Incoming Communication from Outside Persons or Agencies 	89 92
2. Processing of Request from Different Colleges/Offices of the University	94



QUALITY MANAGEMENT UNIT	
<i>External Services</i> 1. Processing of Requests for QMS Registered Documents for Various Purposes	97
Internal Services	
1. Processing of QMS Documents for Registration, Revision, and Abolition	
2. Processing of Requests for Documented Information for Various Purposes	
SOFTWARE DEVELOPMENT UNIT	107
Internal Services	
1. Process for Blocking and Unblocking of RFID Cards	
2. Process for Creation and Updating of Website/Webpage	
3. Process for Development of New Systems/Programs	
5. Processing for Biometrics Registration	
6. Processing of Request for Technical Assistance	
OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR	
ACADEMIC AFFAIRS	116
CAREER EDUCATION AND JOB PLACEMENT SERVICES UNIT	117
External Services	
1. Process of Request for Career Fair, Campus Recruitment Activity,	
Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow	
2. Process of Request for Company Accreditation	
3. Process of Request for Job Posting and Graduate Listing	
GUIDANCE AND COUNSELING UNIT	
	124
	124
External Services	
<i>External Services</i> 1. Processing of Online Request for Certificate of Good Moral Character	125
<i>External Services</i> 1. Processing of Online Request for Certificate of Good Moral Character 2. Processing of Request for Vocational Preference Inventory (VPI) Examination	125
<i>External Services</i> 1. Processing of Online Request for Certificate of Good Moral Character	125
<i>External Services</i> Processing of Online Request for Certificate of Good Moral Character Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling <i>Internal Services</i> Processing of Online Request for Certificate of Good Moral Character 	125 127 130
 <i>External Services</i> 1. Processing of Online Request for Certificate of Good Moral Character 2. Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling <i>Internal Services</i> 1. Processing of Online Request for Certificate of Good Moral Character 2. Processing of Request for Counselor's Outside Referral 	125 127 130
 <i>External Services</i> 1. Processing of Online Request for Certificate of Good Moral Character	125 127 130 132
 <i>External Services</i> 1. Processing of Online Request for Certificate of Good Moral Character 2. Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling <i>Internal Services</i> 1. Processing of Online Request for Certificate of Good Moral Character 2. Processing of Request for Counselor's Outside Referral 	125 127 130 132
 <i>External Services</i> 1. Processing of Online Request for Certificate of Good Moral Character	125 127 130 132 134
 <i>External Services</i> 1. Processing of Online Request for Certificate of Good Moral Character 2. Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling <i>Internal Services</i> 1. Processing of Online Request for Certificate of Good Moral Character 2. Processing of Request for Counselor's Outside Referral 3. Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling 	125 127 130 132 134 D
External Services 1. Processing of Online Request for Certificate of Good Moral Character	125 127 130 132 134 D
External Services 1. Processing of Online Request for Certificate of Good Moral Character	125 127 130 132 134 D
External Services 1. Processing of Online Request for Certificate of Good Moral Character 2. Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Internal Services 1. Processing of Online Request for Certificate of Good Moral Character 2. Processing of Online Request for Certificate of Good Moral Character 2. Processing of Request for Counselor's Outside Referral 3. Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling INTERNATIONAL, DIFFERENTLY-ABLED, INDIGENOUS AND MARGINALIZE STUDENT SERVICES 1. Processing of Application for Membership as International, Differently Abled,	125 127 130 132 134 D 136
External Services 1. Processing of Online Request for Certificate of Good Moral Character	125 127 130 132 134 D 136
 External Services Processing of Online Request for Certificate of Good Moral Character Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Internal Services Processing of Online Request for Certificate of Good Moral Character Processing of Request for Counselor's Outside Referral Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling INTERNATIONAL, DIFFERENTLY-ABLED, INDIGENOUS AND MARGINALIZE STUDENT SERVICES Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students (Walk-In) 	125 127 130 132 134 D 136 137 139
 <i>External Services</i> 1. Processing of Online Request for Certificate of Good Moral Character 2. Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	125 127 130 132 134 D 136 137 139
External Services 1. Processing of Online Request for Certificate of Good Moral Character	125 127 130 132 134 D 136 137 139 141
External Services 1. Processing of Online Request for Certificate of Good Moral Character 2. Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Internal Services 1. Processing of Online Request for Certificate of Good Moral Character 2. Processing of Online Request for Certificate of Good Moral Character 2. Processing of Request for Counselor's Outside Referral 3. Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling INTERNATIONAL, DIFFERENTLY-ABLED, INDIGENOUS AND MARGINALIZE STUDENT SERVICES External Services 1. Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students (Walk-In) 2. Processing of Request for Consultation and Assistance (Walk In) OFFICE OF ADMISSION AND REGISTRATION	125 127 130 132 134 D 136 137 139 141
External Services 1. Processing of Online Request for Certificate of Good Moral Character	125 127 130 132 134 D 136 137 139 141 142 145 147
External Services 1. Processing of Online Request for Certificate of Good Moral Character 2. Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling Internal Services 1. Processing of Online Request for Certificate of Good Moral Character 2. Processing of Request for Counselor's Outside Referral 3. Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling INTERNATIONAL, DIFFERENTLY-ABLED, INDIGENOUS AND MARGINALIZE STUDENT SERVICES External Services 1. Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students (Walk-In) 2. Processing of Request for Consultation and Assistance (Walk In) OFFICE OF ADMISSION AND REGISTRATION External Services 1. Issuance of Temporary Notice of Acceptance for Foreign Student 2. Process for Sending Credentials (Online) 3. Process for Signing of Student Clearance 4. Processing of Request for Transcript of Records of Graduates	125 127 130 132 134 D 136 137 137 139 141 142 145 151
External Services 1. Processing of Online Request for Certificate of Good Moral Character	



7. Processing of Student/Credential Verification (Walk-In & Online)	163
 Internal Services Process for Correction / Rectification of Grades (WALK-IN and ONLINE) Process for Signing of Certificate of Registration and Validation of ID Process for Withdrawal of Enrollment or Registration (WALK-IN) Processing of Application for Graduation Processing of Application for Leave of Absence (LOA) Processing of Request for Adding, Changing, or Dropping of Subject/s Processing of Request for Various Academic Documents (Online) Processing of Request for Various Academic Documents (Walk-In) 	170 171 173 176 176 179 181 182
OFFICE OF LIBRARY MANAGEMENT AND SERVICES	192
 External Services 1. Requesting Access to the Library by Visiting Researcher/s	196 198 200 201 203 205 205 206 207
OFFICE OF STUDENT AFFAIRS AND SERVICE	209
OFFICE OF STUDENT AFFAIRS AND SERVICE <i>External Services</i> 1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer <i>Internal Services</i> 1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer 2. Processing of Student/ Personnel Insurance Claims	.210
 <i>External Services</i> 1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer <i>Internal Services</i> 1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer 	210 212 213
 <i>External Services</i> 1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	210 212 213 215
External Services 1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer Internal Services 1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer 2. Processing of Student/ Personnel Insurance Claims OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS Internal Services	210 212 213 215 216
External Services 1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer Internal Services 1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer 2. Processing of Student/ Personnel Insurance Claims OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS Internal Services 1. Processing of Inter-Office Communication and Transactions	210 212 213 215 216 219 220
External Services 1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer Internal Services 1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer 2. Processing of Student/ Personnel Insurance Claims OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS Internal Services 1. Processing of Inter-Office Communication and Transactions OFFICE OF TSU NATIONAL SERVICE TRAINING PROGRAM External Services 1. Processing of Request for National Services Training Program Serial Number	210 212 213 215 216 219 220 222
External Services 1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer Internal Services 1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer 2. Processing of Student/ Personnel Insurance Claims OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS Internal Services 1. Processing of Inter-Office Communication and Transactions OFFICE OF TSU NATIONAL SERVICE TRAINING PROGRAM External Services 1. Processing of Request for National Services Training Program Serial Number	210 212 213 215 216 219 220 222 223 223

Internal Services



 Issuance of Certificate of Scholarship or Certificate on Non-Scholarship Processing of Financial Assistance Application from Private Provider/Grantor (New Applicants and Applicants for Renewal) 	
SPORTS AND DEVELOPMENT UNIT	235
<i>External Services</i> 1. Processing of Request for Hosting a Sports Event 2. Processing of Request for Joining in Sports Event on International	236
Level	239 242
4. Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and CHED-Friendship Game	244
5. Processing of Request to Participate in Sports Event on Regional and National Level	246
 Internal Services 1. Processing of Request for Hosting a Sports Event 2. Processing of Request for Joining in Sports Event on International Level 3. Processing of Request for Joining in the Host University for Sports Event on National Level 	253
4. Processing of Request to Participate in Sports Event on Regional and National Level	
STUDENT DEVELOPMENT SERVICES UNIT	261
<i>Internal Services</i> 1. Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID)	262
STUDENT DISCIPLINE UNIT	264
 <i>External Services</i> 1. Filing of Complaints and Investigation (Defendant Admitting the Allegation) 2. Filing of Complaints and Investigation (Defendant Denies the Allegations) 3. Filing of Complaints and Investigation Against TSU Employee 4. Procedure for Appeal 5. Process for Releasing of Certificate of Good Moral for Board Examination 	267 269
 Filing of Complaints and Investigation (Defendant Admitting the Allegation)	267 269 271
 Filing of Complaints and Investigation (Defendant Admitting the Allegation)	267 269 271 273 273 276 278 280 282
 Filing of Complaints and Investigation (Defendant Admitting the Allegation)	267 269 271 273 273 276 278 280 282 284
 Filing of Complaints and Investigation (Defendant Admitting the Allegation) Filing of Complaints and Investigation (Defendant Denies the Allegations) Filing of Complaints and Investigation Against TSU Employee Procedure for Appeal Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni <i>Internal Services</i> Filing of Complaints and Investigation (Defendant Admitting the Allegation) Filing of Complaints and Investigation (Defendant Admitting the Allegation) Filing of Complaints and Investigation (Defendant Denies the Allegation) Filing of Complaints and Investigation Against TSU Employee Filing of Complaints and Investigation Against TSU Employee Filing of Complaints and Investigation Against TSU Employee Frocedure for Appeal Frocedure for Appeal Procedure for Appeal Procedure for Appeal Students and Investigation Against TSU Employee Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni 	267 269 271 273 273 276 278 280 282 284
 Filing of Complaints and Investigation (Defendant Admitting the Allegation)	267 269 271 273 273 276 278 280 282 284 284 286
 Filing of Complaints and Investigation (Defendant Admitting the Allegation)	267 269 271 273 273 276 278 280 282 284 284 286 287 289
 Filing of Complaints and Investigation (Defendant Admitting the Allegation)	267 269 271 273 276 278 280 282 282 284 286 287 289 293



 2. Process for Reading the General Plan of Action and Budget of Student Publication and College Publications	295
	297
4. Processing of Intention for Publications to Operate for the Upcoming Academic	299
TESTING, EVALUATION, AND MEASUREMENT SERVICES UNIT	301
External Services	
1. Processing of Admission Test Application and Administering of Tarlac State University	
College Admission Test (TSU-CAT) for Incoming Freshmen Students	30Z
Students	307
OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR	
	310
	010
	311
External Services	~ . ~
1. Processing for Assessment of Fees for Other Payors	312
1. Processing for Assessment of Fees for Other Payors	315
2. Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit,	010
	317
3. Processing of Request for Re-Assessment / Adjustment of Student Fees, and	
Checking of Student Account Balances	320
	322
External Services	
1. Process for Claiming of Checks	323
2. Processing of Cash Payment for Outstanding Balances	
3. Processing of Request for Certificate of Payment for Lost Official Receipt	325
1. Process for Claiming of Checks	327
2. Process of Claiming Cash Benefits (OVER-THE-COUNTER)	328
3. Processing of Cash Payment for Outstanding Balances	329
4. Processing of Request for Certificate of Payment for Lost Official Receipt	330
	331
External Services	
1. Processing of Action for Complaints	332
2. Processing of Request for CCTV Footage Review	334
Internal Services	007
 Processing of Action for Complaints Processing of Overnight Parking in the University 	
3. Processing of Request for CCTV Footage Review	
	342
External Services	
1. Processing of Service Request	343
Internal Services	
1. Processing of Service Request	345



DENTAL UNIT	7
<i>Internal Services</i> 1. Process of Securing a Dental Certificate	8
EMPLOYEE WELFARE UNIT	9
External Services1. Processing of Employment Verification Requests3502. Processing of Request for Issuance of Certifications352Internal Services3521. Printing of Daily Time Record (DTR) for Overtime/Extended Services3562. Process for Requesting and Issuance of Authority to Travel Abroad3563. Process for Requesting of Contract of Service (COS) of Lecturers3564. Process of Application and Filing for Retirement / Separation, Life Insurance, Terminal Pay & Other Social Insurance Benefits3675. Processing of Application for Leave of Absence3636. Processing of Request for Issuance of Certifications367	2 5 6 9 1 3
FACILITIES MAINTENANCE UNIT	9
<i>External Services</i> 1. Processing of Request for Pre-Repair Inspection, Repair, and Other Services	
JANITORIAL AND GROUNDS SERVICES UNIT	9
<i>External Services</i> 1. Processing of Request for Janitorial Services	0
MEDICAL SERVICES UNIT	2
External Services 1. Processing of Medical Consultation Mathematical Services 1. Processing of Medical Consultation 388 2. Processing of Request for Employee Medical Certificate for Pre-Employment and Annual	3 8 al
<i>External Services</i> 1. Processing of Medical Consultation	3 8 al
External Services 1. Processing of Medical Consultation 383 Internal Services 1. Processing of Medical Consultation 388 2. Processing of Request for Employee Medical Certificate for Pre-Employment and Annual Physical Examination 392 3. Processing of Request for Employee Medical Certificate for Return-to-Work 392 3. Processing of Request for Employee Medical Certificate for Return-to-Work 392 3. Processing of Request for Employee Medical Certificate for Return-to-Work 392 3. Processing of Request for Employee Medical Certificate for Return-to-Work 392	3 8 al 2 5
External Services 1. Processing of Medical Consultation 1. Processing of Medical Consultation 383 Internal Services 1. Processing of Medical Consultation 2. Processing of Request for Employee Medical Certificate for Pre-Employment and Annual Physical Examination 3. Processing of Request for Employee Medical Certificate for Return-to-Work	3 8 al 2 5 7
External Services 1. Processing of Medical Consultation 383 Internal Services 1. Processing of Medical Consultation 388 2. Processing of Request for Employee Medical Certificate for Pre-Employment and Annual Physical Examination 392 3. Processing of Request for Employee Medical Certificate for Return-to-Work 392 4. Processing of Request for Student Medical Certificate 393	3 8 12 5 7 0
External Services 1. Processing of Medical Consultation 383 Internal Services 386 2. Processing of Request for Employee Medical Certificate for Pre-Employment and Annual Physical Examination 392 3. Processing of Request for Employee Medical Certificate for Return-to-Work 392 4. Processing of Request for Student Medical Certificate 393 4. Processing of Request for Student Medical Certificate 397 MONITORING UNIT 400 External Services 400	3 8al 2 57 0
External Services 383 1. Processing of Medical Consultation 383 Internal Services 386 2. Processing of Request for Employee Medical Certificate for Pre-Employment and Annual Physical Examination 392 3. Processing of Request for Employee Medical Certificate for Return-to-Work 392 4. Processing of Request for Student Medical Certificate 397 MONITORING UNIT 400 External Services 407	3 8al 2 57 0 1 3
External Services 383 1. Processing of Medical Consultation 383 Internal Services 384 2. Processing of Request for Employee Medical Certificate for Pre-Employment and Annual Physical Examination 392 3. Processing of Request for Employee Medical Certificate for Return-to-Work 392 4. Processing of Request for Student Medical Certificate 397 MONITORING UNIT 400 External Services 407 OBLIGATIONS AND ADMINISTRATIVE SERVICES UNIT 403 Internal Services 1. Processing of Requests for Reproduction, Bookbinding and Ringbinding	3 8al2 57 0 1 3 4
External Services 383 1. Processing of Medical Consultation 383 Internal Services 386 2. Processing of Medical Consultation 386 2. Processing of Request for Employee Medical Certificate for Pre-Employment and Annual Physical Examination 392 3. Processing of Request for Employee Medical Certificate for Return-to-Work 392 4. Processing of Request for Student Medical Certificate 397 4. Processing of Request for Student Medical Certificate 397 MONITORING UNIT 400 External Services 407 OBLIGATIONS AND ADMINISTRATIVE SERVICES UNIT 403 Internal Services 1. Processing of Requests for Reproduction, Bookbinding and Ringbinding 0. Processing of Requests for Reproduction, Bookbinding and Ringbinding 404	3 8al2 57 0 1 3 4 7



3. Processing of Request for Re-ID for Worn-Out / Damaged Radio-Frequency Identification (RFID) Card	111
4. Processing of Request for Reissuance of New Radio-Frequency Identification	
(RFID) Card 5. Request to Use the University Facilities	
OFFICE OF GENDER AND DEVELOPMENT	422
External Services	
 Process for Addressing Client's Concerns (Online and Walk-In) Processing of Request for Gender-Responsive Extension Program for Short-Term 	423
Services/Activities	. 425
Internal Services 1. Process for Addressing Client's Concerns (Online and Walk-In)	428
2. Process of Reviewing of Research Proposals/ Finished Researches	430
 Processing of Request for Capacity Building Processing of Request for Funding and Program/Project Implementation 	
5. Processing of Request for Gender-Responsive Extension Program for Short-Term	. 400
Services/Activities	. 437
OFFICE OF HUMAN RESOURCE DEVELOPMENT AND MANAGEMENT	439
External Services	4.4.0
1. Processing of Request for Personnel-Related Documents and Reports Internal Services	440
1. Processing of Request for Personnel-Related Documents and Reports	. 444
OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION	. 447
Internal Services	
1. Processing of Endorsed Communication from the Office of the University President	448
2. Processing of Inter-Office Communication and Transactions	-
PAYROLL SERVICES UNIT	452
Internal Services	
1. Processing of Payroll for Overtime/Extended Services	. 453
2. Processing of Payroll Preparation for Salary of Lecturers, Part-Timers, and Faculty with Honorarium	455
2. Processing of Payroll for Student Assistants' Salary	457
4. Processing of Request for Personnel-Related Documents	. 459
PERFORMANCE MANAGEMENT UNIT	460
Internal Services	
1. Processing for Request for Send-Off of Retiree	461
2. Processing of Request for Individual Faculty Evaluation and Issuance of Strategic Performance Management System	463
PLANNING AND DESIGN UNIT	465
Internal Services	
1. Processing of Service Request for Design Layout	. 466
POLLUTION CONTROL AND SAFETY UNIT	. 469
Internal Services	
1. Processing of Request for Safety Inspection of College-Based Events and Assistance for University-Wide Events and Activities	470



	473
<i>External Services</i> 1. Process of Acquiring Bidding Documents <i>Internal Services</i>	474
1. Processing of Purchase Request / Job Order	477
RECORDS AND ARCHIVES UNIT	483
 <i>External Services</i> 1. Process of Receiving and Controlling Records and Documents <i>Internal Services</i> 1. Process of Archiving Documents and Materials 2. Process of Receiving and Controlling Records and Documents 	487
3. Process of Requesting for Disposal of Records or Use of Storage	490
4. Processing of Request of Records Copy/ies	
RECRUITMENT, SELECTION AND PROMOTION UNIT	494
<i>External Services</i> 1. Processing of Job Vacancies Application	495
SUPPLY AND PROPERTY MANAGEMENT UNIT	497
External Services	
1. Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Action	498
2. Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment	
 Processing of Request for Physical Inventory of Property Accountabilities Processing of Request for the Requisition and Issuance of Supplies, Materials, 	
 and Equipment	508
Longer Needed by the End-User 5. Processing of Request to Transfer Property Accountabilities	
TRAINING AND ORGANIZATIONAL DEVELOPMENT UNIT	513
1. Process of Application for Sabbatical Leave	514
2. Process of Filing Cases and Complaints	516
3. Processing of Request for Thesis/Dissertation Financial Assistance	
4. Processing of Application for Scholarship	
 5. Processing of Request for External Training 6. Processing of Request for In-House Training or Seminar 	523
(Face-to-Face and Online)	527
7. Processing of Request for Scholarship Extension	529
8. Processing of Request for Scholarship Status of Employee-Scholars	
9. Processing of Request for Study Leave Reinstatement of Employee-Scholars	
OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR RESEARCH,	
INNOVATION AND EXTENSION	535
CENTER FOR COMMUNITY AND LOCAL GOVERNANCE STUDIES AND POLICY	(



 <i>External Services</i> 1. Processing of Center for Community and Local Governance Studies and Policy Development Service Requests <i>Internal Services</i> 1. Processing of Client's Service Request as an Extension Proposal from Various Offices and Colleges 	
CENTER FOR ENGINEERING AND ENVIRONMENTAL RESEARCH	544
<i>Internal Services</i> Processing of Requests for Geospatial Analysis Support and Related Services 	545
CENTER FOR NATURAL PRODUCTS RESEARCH	548
 <i>External Services</i> 1. Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services <i>Internal Services</i> 1. Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services 	
CENTER FOR PEACE, INDIGENOUS PEOPLE'S RESOURCES AND DEVELOPI	MENT
	562
<i>External Services</i> 1. Processing of Request for Office Consultancy and Assistance Services <i>Internal Services</i> 1. External Request for Office Consultancy and Assistance	
CENTER FOR SOLAR AND EMERGING TECHNOLOGY	568
External Services	
 Processing of Requests for Innovation of the Intersection of Solar Energy and Em Technology and other Related Services	nerging
 Processing of Requests for Innovation of the Intersection of Solar Energy and Em Technology and other Related Services	nerging 576
 Processing of Requests for Innovation of the Intersection of Solar Energy and Em Technology and other Related Services	569 nerging 576 579 580 583 588 588 594 597
 Processing of Requests for Innovation of the Intersection of Solar Energy and Em Technology and other Related Services	569 nerging 576 579 580 583 588 594 597 602
 Processing of Requests for Innovation of the Intersection of Solar Energy and Em Technology and other Related Services	569 nerging 576 579 579 580 583 588 588 594 602 607 608 611 614 617 622



 Process for Technology Transfer and Commercialization Assistance Processing of Requests for Trademark Application Assistance 	
OFFICE OF THE VICE PRESIDENT FOR RESEARCH, INNOVATION, AND EXT	
<i>Internal Services</i> 1. Processing of Endorsed Communication from the Office of the University President 2. Processing of Inter-Office Communication and Transaction	636
OFFICE OF UNIVERSITY EXTENSION SERVICES	639
<i>External Services</i> 1. Processing of Request for Extension Documents <i>Internal Services</i> 1. Processing and Evaluation of Extension Proposal 2. Processing of Request for Extension Documents	643
OFFICE OF UNIVERSITY RESEARCH AND DEVELOPMENT	647
 <i>External Services</i> 1. Processing of Request for Test of Similarity Index 2. Processing of Request for Water Analysis and Other Laboratory Services for Exclients <i>Internal Services</i> 1. Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication 2. Processing of Request for Test of Similarity Index 3. Processing of Request for Water Analysis and Other Laboratory Services 4. Processing of Research Evaluation 	xternal
5. Processing of Research Proposal (Initial Evaluation of Research Proposals) RESEARCH, ETHICS AND REVIEW COMMITTEE	671
Internal Services 1. Processing of Application for Ethics Review	
FEEDBACK AND COMPLAINTS MECHANISM	680
LIST OF OFFICES	682



OFFICES UNDER THE OFFICE OF THE UNIVERSITY PRESIDENT



Anti-Red Tape Unit

External Services



1. Processing of Request for a Copy of Documents and Various Reports

The service allows requesting colleges, offices, and units to receive a copy of documents or summary of reports such as copy of Citizen's Charter, Time and Motion Study reports, Zero Backlog reports, and others for updating, streamlining or reengineering purposes.

Office or Division:	Anti-Red Tape Unit ((ARTU)		
Classification:				
Type of				
Transaction:Who may avail:TSU Colleges, Offices and Units, and Other Government Agencies				
Who may avail:	TSU Colleges, Office	es and Units	, and Other Gover	mment Agencies
CHECKLIST OF REQUIREMENTS WHERE TO SECURE			CURE	
1. Accomplished an			ape Unit or downl	
Document Reque		https://www.tsu.edu.ph/media/cpzaxfta/tsu-art- sf-17-rev00-document-request-form-1.docx		
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. For Face-to- Face Request: Proceed to the office of Anti- Red Tape Unit and submit the needed requirement.	1.1 For Face-to- Face Request: Receives the submitted document and verifies its completeness.	None	2 minutes	Data Controller Anti-Red Tape Unit
For Online Request: Send an email request, including the scanned copy of the needed requirement to <u>artu@tsu.edu.p</u> <u>h</u> or via MS Teams.	For Online Request: Receives, downloads the attachment, and verifies the completeness of the submitted document. <i>Note: Forms</i> <i>improperly filled out</i> <i>shall be returned to</i> <i>the requester.</i>		3 minutes	
	1.2 For Copy of Citizen's Charter: Prepares the requested documents and fills out ARTU portion of the Document Request Form. For Time and Motion Study, and Zero Backlog	None	For Face-to- Face: 15 minutes For Online Request: 10 minutes 3 minutes	<i>Data Controller</i> Anti-Red Tape Unit



	Informs or responds to client to expect receipt of the request on the following working day.			
2. Receive the requested document/s according to requested document type.	2.1 For Copy of Citizen's Charter: Issues or sends the requested document/s, including client's copy of Document Request Form – soft copy or hard copy depending on client's preference.	None	For Face-to- Face Request: 2 minutes For Online Request: 3 minutes	Data Controller Anti-Red Tape Unit
	For Time and Motion Study, and Zero Backlog Reports: Prepares the requested document/s or report/s, including the Transmittal Letter and fills out ARTU portion of the Document Request Form.		5 hours	
	2.2 For Time and Motion Study, and Zero Backlog Reports: Reviews and checks the set of requested document/s and report/s for outgoing.	None	5 hours	<i>Unit Head</i> Anti-Red Tape Unit
	2.3 Forwards or sends the requested document/s to the client - soft copy or hard copy depending on client's preference.	None	15 minutes	Data Controller Anti-Red Tape Unit
TOTAL FOR FA REQUEST OF C	CE-TO-FACE CITIZEN'S CHARTER:	None	19 Minutes	
TOTAL FOR ON CITIZEN'S CHA	ILINE REQUEST OF RTER:	None	16 Minutes	



TOTAL FOR FACE-TO-FACE REQUEST OF OTHER DOCUMENTS:	None	1 Working Day & 20 Minutes	
TOTAL FOR ONLINE REQUEST OF OTHER DOCUMENTS:	None	1 Working Day & 21 Minutes	

* In case of multiple document/s or report/s requested by a single client, the Anti-Red Tape Unit shall provide the document with lesser processing time first.



Anti-Red Tape Unit

Internal Services



1. Processing of Request for a Copy of Documents and Various Reports

The service allows requesting colleges, offices, and units to receive a copy of documents or summary of reports such as copy of Citizen's Charter, Time and Motion Study reports, Zero Backlog reports, and others for updating, streamlining or reengineering purposes.

Office or Division:	Anti-Red Tape Unit	(ARTU)			
Classification:	Simple				
Type of	G2G – Government	to Governm	o Government		
Transaction:					
Who may avail:	TSU Colleges, Office	es and Units	, and Other Gove	rnment Agencies	
CHECKLIST O	F REQUIREMENTS		WHERE TO SEC	CURE	
1. Accomplished ar			ape Unit or downl		
Document Reque			<u>v.tsu.edu.pn/medi</u>)-document-reque	a/cpzaxfta/tsu-art- st-form-1 docx	
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. For Face-to- Face Request: Proceed to the office of Anti- Red Tape Unit and submit the needed requirement.	1.1 For Face-to- Face Request: Receives the submitted document and verifies its completeness.	None	2 minutes	Data Controller Anti-Red Tape Unit	
For Online Request: Send an email request, including the scanned copy of the needed requirement to <u>artu@tsu.edu.p</u> <u>h</u> or via MS Teams.	For Online Request: Receives, downloads the attachment, and verifies the completeness of the submitted document. <i>Note: Forms</i> <i>improperly filled out</i> <i>shall be returned to</i> <i>the requester.</i>		3 minutes		
	1.2 For Copy of Citizen's Charter: Prepares the requested documents and fills out ARTU portion of the Document Request Form. For Time and Motion Study, and Zero Backlog Reports:	None	For Face-to- Face: 15 minutes For Online Request: 10 minutes 3 minutes	Data Controller Anti-Red Tape Unit	



	Informs or responds to client to expect receipt of the request on the following working day.			
2. Receive the requested document/s according to requested document type.	2.1 For Copy of Citizen's Charter: Issues or sends the requested document/s, including client's copy of Document Request Form – soft copy or hard copy depending on client's preference.	None	For Face-to- Face Request: 2 minutes For Online Request: 3 minutes	Data Controller Anti-Red Tape Unit
	For Time and Motion Study, and Zero Backlog Reports: Prepares the requested document/s or report/s, including the Transmittal Letter and fills out ARTU portion of the Document Request Form.		5 hours	
	2.2 For Time and Motion Study, and Zero Backlog Reports: Reviews and checks the set of requested document/s and report/s for outgoing.	None	5 hours	<i>Unit Head</i> Anti-Red Tape Unit
	2.3 Forwards or sends the requested document/s to the client - soft copy or hard copy depending on client's preference.	None	For Hard Copy: 5 minutes For Soft Copy: 15 minutes	<i>Data Controller</i> Anti-Red Tape Unit
TOTAL FOR FA REQUEST OF C		None	19 Minutes	
	ILINE REQUEST OF	None	16 Minutes	



TOTAL FOR FACE-TO-FACE REQUEST OF OTHER DOCUMENTS:	None	1 Working Day & 20 Minutes	
TOTAL FOR ONLINE REQUEST OF OTHER DOCUMENTS:	None	1 Working Day & 21 Minutes	

* In case of multiple document/s or report/s requested by a single client, the Anti-Red Tape Unit shall provide the document with lesser processing time first.



2. Processing of Requests for Coaching and Mentoring

The service allows requesting clients to receive coaching and mentoring or refresher about the requirements of the Implementing Rules and Regulations of RA 11032, and Reference B Guidelines of ARTA MC No. 2019-002.

Office or Division:	Anti-Red Tape Uni	t (ARTU)		
Classification:	Simple			
Type of	G2G – Governmer	nt to Governm	ent	
Transaction:				
Who may avail:	TSU Colleges, Offi	ices and Units		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
A. FOR EXISTING	OFFICE / COLLEGE /			
1. Existing Citizen's		The client wi	ll provide	
College / Office /		Anti-Red Tape Unit or download at		
	ervice Request Form (1 Original Copy)		tsu.edu.ph/media/	
	(1 Oliginal Copy)		service-request-fo	
B. FOR NEW OFFI	CE / COLLEGE / UNIT	NITS		
	ervice Request Form		pe Unit or downloa	
TSU-ART-SF-02	(1 Original Copy)		tsu.edu.ph/media/	
		FEES TO	service-request-fo PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. For Online Request: Send an email request to <u>artu@tsu.edu.p</u> <u>h</u> or via MS Teams for Coaching and Mentoring	1.1 For Online Request: Receives email and sends the Service Request Form to the client and have the client fill out the form and requests to resend the same to the office's email.	None	5 minutes	Unit Head & Data Controller Anti-Red Tape Unit
For Face-to- Face Request: Visit the Anti- Red Tape Unit and fill out the Service Request Form. <i>Note: If with</i> <i>existing</i> <i>Citizen's</i> <i>Charter, submit</i> <i>as required.</i>	For Face-to-Face Request: Receives the request including the existing Citizen's Charter, if any and proceed to Agency Action No. 1.3. 1.2 For Online Request: Downloads the filled-out service request.	None	5 minutes	<i>Unit Head & Data Controller</i> Anti-Red Tape Unit



	1		1	
	1.3 Reviews submitted Citizen's Charter, if any.	None	3 hours	<i>Unit Head & Data Controller</i> Anti-Red Tape Unit
2. Receive update regarding the schedule of the	2.1 Checks available schedule and updates the client.	None	1 hour	Unit Head & Data Controller Anti-Red Tape Unit
coaching and mentoring session and confirm availability.	2.2 Prepares presentation aids.	None	2 working days	<i>Unit Head & Data Controller</i> Anti-Red Tape Unit
3. Attend the scheduled coaching and mentoring session.	3.1 Conducts coaching and mentoring regarding the requirements of RA 11032.	None	3 hours	<i>Unit Head</i> Anti-Red Tape Unit
	3.2 For Clients with Existing Citizen's Charter: Informs client about the corrections and suggestions on their existing Citizen's Charter.	None		Unit Head & Data Controller Anti-Red Tape Unit
4. Accomplish Customer Satisfaction Measurement (CSM) tool according to the service provided.	4. Issues Customer Satisfaction Measurement (CSM) tool to be answered by the client.	None	2 minutes	Data Controller Anti-Red Tape Unit
TOTAL FOF	R ONLINE REQUEST:	None	2 Working Days, 7 Hours & 12 Minutes	
TOTAL	FOR FACE-TO-FACE REQUEST:	None	2 Working Days, 7 Hours & 7 Minutes	



3. Processing of Request for Review and Evaluation of Citizen's Charter

This service allows the colleges, offices and units of the university to submit their Citizen's Charter/s and be reviewed by the assigned unit based on the Implementing Rules and Regulations set by Anti-Red Tape Authority for the compliance of ARTA Memorandum Circular 219-002A.

Office or Division:	Anti-Red Tape Unit (AF	RTU)		
Classification:	Highly Technical			
Type of	G2G - Government to	Government		
Transaction:				
Who may avail:	TSU Colleges, Offices and Units			
		The eligent u	WHERE TO SEC	URE
1. Latest Citizen's ((1 Original Copy or		The client w	nii provide	
				DEDOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For	1.1 For Traditional	None	2 minutes	Data Controller
Traditional	Submission:			Anti-Red Tape
Submission:	Receives			Unit
Submit the	the submitted			
latest Citizen's	Citizen's Charter/s.			
Charter/s to	For Online			
Anti-Red Tape Unit.	Submission:			
Offit.	Acknowledges			
For Online	receipt of the email			
Submission:	and downloads the			
Send the	Citizen's Charter/s.			
latest Citizen's	1.2 Conducts first-	None	5 working days	Data Controller
Charter/s via	level review of		0,	Anti-Red Tape
MS Teams	the Citizen's			Unit
artu@tsu.edu.p	Charter/s			
<u>h</u> .	according to the			
	requirements			
	stated on the			
	Reference B of			
	ARTA MC 2019-			
	002A.	NL		
	1.3 Fills out the	None		Data Controller
	Citizen's Charter Evaluation Form/s			Anti-Red Tape
	for the corrections			Unit
	found and			
	additional remarks.			
	auditional remarks.			
	1.4 For Citizen's	None	2 minutes	Data Controller
	Charter with New			Anti-Red Tape
	Services:			Unit
	Forwards the			
	Citizen's Charter/s			
	and Citizen's			
	Charter Evaluation			
	Form/s for second-			



				1908
	level review and signature.			
	Note: Citizen's			
	Charter with no			
	new services will no longer undergo			
	2 nd level review.			
	1.5 Conducts second level review on the	None	5 working days	<i>Unit Head</i> Anti-Red Tape
	Citizen's Charter/s			Unit
	and affixes			
	signature on the Citizen's Charter			
	Evaluation Form/s.			
	Note: Citizen's			
	Charter with no new services will			
	no longer undergo			
	2 nd level review.			
2. For Citizen's Charter/s with	2. For Citizen's Charter/s with	None	1 hour	Unit Head & Data Controller
Major	Major Concerns:			Anti-Red Tape
Concerns: Attend	Seeks			Unit
coaching and	confirmation, from the office			
mentoring session and	concerned, on the			
receive	suggested inputs			
reviewed Citizen's	during a series of reviews thru			
Charter/s for	coaching and			
revision.	mentoring session.			
For Citizen's	For Citizen's	None	10 minutes	Data Controller
Charter/s with	Charter/s with	NULLE		Anti-Red Tape
Minor Concern/s:	Minor Concern/s:			Unit
Receive	Returns reviewed Citizen's Charter/s			
reviewed	and informs the			
Citizen's Charter/s for	client of the			
revision.	minimal concerns.	Num		
3. For Traditional	3.1 For Traditional Submission:	None	5 working days	Data Controller Anti-Red Tape
Submission:	Receives			Unit
Submit the latest Citizen's	the submitted revised			
Charter/s to	Citizen's Charter/s.			
Anti-Red Tape Unit.				



For Online Submission: Send the latest Citizen's Charter/s via MS Teams <u>artu@tsu.edu.p</u> <u>h</u> .	For Online Submission: Acknowledges receipt of the email and downloads the revised Citizen's Charter/s.			
	3.2 Reviews revised Citizen's Charter/s for finality.	None	3 hours	<i>Data Controller</i> Anti-Red Tape Unit
	3.3 Transmits a PDF copy of the final Citizen's Charter/s for compilation.	None		<i>Data Controller</i> Anti-Red Tape Unit
-	OCESSING TIME FOR ARTER WITH MAJOR CONCERNS:	None	15 Working Days, 4 Hours & 4 Minutes	
_	OCESSING TIME FOR IARTER WITH MINOR CONCERNS:	None	15 Working Days, 3 Hours & 14 Minutes	

Note: Processing of Request for Review and Evaluation of Citizen's Charter is a multi-stage process. The Anti-Red Tape Unit is only responsible for the first and second level review of the office's / unit's or college's Citizen's Charter/s.

* The total turnaround time considers the availability of the signatory and processing time for the concerned office, unit or college to revise their initial Citizen's Charter and is intended for multiple Citizen's Charter submitted by the client.

* For single service to be reviewed, 2 working days shall be allotted for the first-level review of Data Controller and an additional 2 working days for the second-level review of the Unit Head of Anti-Red Tape Unit.



Hardware Maintenance Unit

Internal Services



1. Process for Inspection of Condemn ICT Equipment

The service allows the condemn of unserviceable Information and Communications Technology (ICT) equipment for disposal.

Office or Division:	Office of Manageme Hardware Maintena			
Classification:	Simple			
Type of	G2G - Government	to Governme	nt	
Transaction:				
Who may avail:	All Permanent Empl	ovees		
	REQUIREMENTS		WHERE TO SEC	URE
1. Accomplished IC		Office of Ma	anagement Inform	
Inspection Form			0	
(1 Original Copy	and 1 Duplicate Copy)			
2. Property Acknow	•	Supply and	Property Manage	ment Unit
(1 Original Copy	and 1 Duplicate Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) to request the technical inspection officer for the inspection of the ICT device.	1. Assesses the ICT device based on the Property Acknowledgement Receipt.	None	4 hours	Inspection Officer Office of Management Information Systems
2. Sign the ICT Equipment Inspection Form.	2. Presents the ICT Equipment Inspection Form to the client to be signed by the accountable personnel.	None	5 minutes	Inspection Officer Office of Management Information Systems
3. Present the ICT Equipment Inspection Form to the Supply & Property Management Unit (SPMU).	3. Coordinates with the Supply & Property Management Unit (SPMU) for validation of the inspection.	None	5 minutes	Inspection Officer Office of Management Information Systems Staff Supply and Property Management Unit



TOTAL:	None	4 Hours & 10 Minutes	
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2. Process for Inspection of New ICT Equipment

The service allows the inspection of new Information and Communications Technology (ICT) equipment delivered to the university.

Office or Division:		Office of Management Information Systems –		
Classification:		Hardware Maintenance Unit (OMIS-HMU)		
Type of Transaction		Simple		
Who may avail:		G2G - Government to Government		
		upply and Property Management Unit UIREMENTS WHERE TO SECURE		
1. Accomplished In		The client	will provide	ORE
Acceptance Rep	•			
(1 Original Copy				
	equest for Inspection	-		
Form (1 Original				
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
 Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) regarding the request for inspection of new ICT devices from the inspection officer. 	 Proceeds with the inspection of the equipment. 	None	1 hour	Inspection Officer Office of Management Information Systems
2. Present the Request for Inspection form and Inspection, and Acceptance Report to the inspection officer for filling out.	2. Fills out the Request for Inspection form and signs the Inspection and Acceptance Report.	None	10 minutes	Inspection Officer Office of Management Information Systems
	TOTAL:	None	1 Hour & 10 Minutes	



3. Process for Requesting of Preventive Maintenance for Desktop Computer Units

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

	Office of Management Information Systems – Hardware Maintenance Unit (OMIS-HMU) Simple G2G - Government to Government All TSU Employees REQUIREMENTS				
None			None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Acknowledges and consent to the computer preventive maintenance activities or call via telephone (#127) for further information.	 1.1 Notifies client/s for the scheduled computer preventive maintenance. 1.2 Proceeds to the client/s office and perform computer preventive maintenance measures. 	None	5 minutes 2 hours	Hardware Technician Hardware Maintenance Unit Hardware Technician Hardware Maintenance Unit	
 Fill out and sign the Technical Services Logbook. 	2. Have the client to fill out and sign the Technical Services Logbook	None	5 minutes	<i>Hardware Technician</i> Hardware Maintenance Unit	
	TOTAL:	None	2 Hours & 10 Minutes		



4. Process for Software Installation

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

Office or Division:	Office of Managama	nt Informativ	on Svetome Hor	wara	
Onice of Division.	Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)				
Classification:	Simple				
Type of	G2C - Government to Citizen				
Transaction:	G2G - Government to Government				
Who may avail:		All TSU Employees and Student Organizations			
	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
None		None			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) regarding the request for software installation. 	 1.1 Proceeds to the client's office and performs the software installation. 1.2 Downloads necessary installation files and install the software 	None	5 minutes 1 hour	Hardware Technician Hardware Maintenance Unit Hardware Technician Hardware Maintenance Unit	
 Fill out and sign the Technical Services Logbook. 	2. Have the client to fill out and sign the Technical Services Logbook.	None	3 minutes	<i>Hardware Technician</i> Hardware Maintenance Unit	
TOTAL:		None	1 Hour & 8 Minutes		



5. Processing of Request for Technical Assistance

The service allows the provision of technical assistance to the different stakeholders of the University.

Office or Division: Office of Management Information Systems - Hardware				
	Maintenance Unit (OMIS-HMU)			
Classification:	Simple			
Type of	G2G - Government to Government			
Transaction:				
Who may avail:	All TSU Employees and Student Organizations			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE None None			JURE	
None		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) regarding the needed technical assistance. 	1.1 Receives and acknowledges the call of the client requesting technical assistance.	None	3 minutes	Personnel Hardware Maintenance Unit
	1.2 Proceeds to the client's office or college and performs the needed technical assistance.	None	1 working day	Personnel Hardware Maintenance Unit
 Fill out and sign the Technical Services Logbook. 	 Have the client to fill out and sign the Technical Services Logbook. 	None	3 minutes	Personnel Hardware Maintenance Unit
	TOTAL:			



6. Processing of Request to Repair an ICT Equipment

The service allows the troubleshooting and repair of the Information and Communications Technology (ICT) equipment of end-users.

Office or Division: Classification: Type of Transaction:	Office of Management Information Systems – Hardware Maintenance Unit (OMIS-HMU) Simple G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All TSU Employees and Student Organizations OF REQUIREMENTS WHERE TO SECURE			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE None None			SORE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) regarding the problem encountered on the hardware.	1.1 Proceeds to the client's office to assess the problem encountered with the equipment.	None	10 minutes	<i>Hardware Technician</i> Hardware Maintenance Unit
	1.2 Performs the necessary actions or troubleshooting.	None	1 working day	<i>Hardware Technician</i> Hardware Maintenance Unit
 2. Fill up Technical Services Logbook to be provided by the Hardware Technician and submit the accomplished form. 	2. Provides the Technical Services Logbook and secures after the client finished filling it out.	None	3 minutes	Hardware Technician Hardware Maintenance Unit
	TOTAL:			



Motorpool Unit

Internal Services



1. Processing of Travel Order for Travel Requests

This service aims to accommodate the requests of TSU personnel for a driver and a service to reach their destinations safely and on time.

Office or Division:	Motorpool Unit (MU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to	Governmen	ıt	
Who may avail:	All TSU Faculty and P	ersonnel		
	REQUIREMENTS WHERE TO SECURE			CURE
1. Accomplished ar Order <i>TSU-ASU</i> (1 Original Copy)	-SF-23	sf-23-trave	v.tsu.edu.ph/medi I-order.docx	a/id5dfzr5/tsu-asu-
2. Accomplished Tr (4 Original Copie	•	From Moto	rpool Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Travel Order.	1.1 Checks the important details of Travel Order.	None	2 minutes	<i>Clerk/Staff</i> Motorpool Unit
	1.2Checks the availability of service vehicle and driver based on the date and time of travel.	None	3 minutes	<i>Clerk/Staff</i> Motorpool Unit
2. Receive notification about the assigned driver and university vehicle.	 Notifies the client and gives confirmation if the request is already schedule. Note: If trip is rescheduled, check if there are available university vehicle and driver and inform the client on 	None	2 minutes	<i>Clerk/Staff</i> Motorpool Unit
	the details. TOTAL:	None	7 Minutes	



Network Unit

Internal Services



1. Process for Creation of Domain Accounts

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

Office or Division:	Office of Manageme (OMIS-NU)	Office of Management Information Systems – Network Unit (OMIS-NU)			
Classification:	Simple	Simple			
Type of Transaction:	G2G – Government	G2G – Government to Government			
Who may avail:	All TSU Employees	-			
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	CURE	
 Accomplished Request to Create/ Reset Domain User Account Form (1 Duplicate Copy) 		Office of M	anagement Inforn	nation Systems	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Get Request to Create / Reset User Account Form and fill out properly.	2. Provides Request to Create/Reset User Account Form to client.	None	3 minutes	S <i>taff</i> Network Unit	
2. Give filled out form to Network Unit Staff.	2.1 Creates the Domain Accounts.	None	5 minutes	Staff Network Unit	
	2.2 After an account is created, gives the user credentials needed to log into the TSU Network.	None	3 minutes	<i>Staff</i> Network Unit	
	TOTAL:	None	11 Minutes		



2. Process for Granting Virtual Private Network (VPN) Access

The service allows the granting of Virtual Private Network access (VPN) to TSU employees to access the university's application via internet connection.

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF 1. VPN Access Form	Office of Management Information Systems – Network Unit (OMIS-NU) Simple G2G - Government to Government All TSU Employees F REQUIREMENTS WHERE TO SECURE rm (1 Original Copy) Office of Management Information Systems or download at https://www.tsu.edu.ph/media/3oknimg1/tsu-mis-sf-65-vpn-access-form.docx			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire or download VPN Access Form from the office or website.	 Provides VPN Access Form to the client. 	None	3 minutes	Network Technician Network Unit
2. Fill in the necessary details on the form.	 Helps the client for any clarification regarding the form. 	None	2 working days	<i>Network Technician</i> Network Unit
3. Return the form to the office for submission.	3. Receives the form from the client and checks if the form is duly filled- up	None	3 minutes	Network Technician Network Unit
4. Bring the computer machine for the installation of VPN software.	4. Installs the VPN software to the client's machine and provide orientation in using the software.	None	1 hour	Network Technician Network Unit
	TOTAL:	None	2 Working Days, 1 Hour & 6 Minutes	



3. Process for Resetting of TSU Systems/Network Accounts

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

Office or Division:	Office of Management Information Systems – Network Unit (OMIS-NU)			
Classification:	Simple			
Type of	G2G - Government to	o Governme	nt	
Transaction:				
Who may avail:	All TSU Employees			
	REQUIREMENTS		WHERE TO SEC	
 Accomplished Requirements Domain User Accouncil (1 Original Copy) 		Office of M	anagement Inforn	nation Systems
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Request to Create / Reset User Account Form and fill out properly.	1. Provides Request to Create / Reset User Account Form to clients.	None	3 minutes	Staff Network Unit
2. Submit filled out form to Network Unit Staff.	2.1 Resets the domain account of the client.	None	10 minutes	Staff Network Unit
	2.2 After the account is reset, gives the user credentials needed to be able to log in to the TSU Network.	None	3 minutes	<i>Staff</i> Network Unit
	TOTAL:	None	16 Minutes	



4. Process for Unblocking of Websites

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

Office or Division:	Office of Management Information Systems – Network Unit (OMIS-NU)				
Classification:		Simple			
Type of Transaction:	G2G - Government to	o Governmer	nt		
Who may avail:	All TSU Employees				
CHECKLIST OF F			WHERE TO SEC		
1. Accomplished Unblo (1 Original Copy)	ock Website Form	Office of Ma	anagement Inform	nation Systems	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Get Unblock Website Form and fill out properly.	1. Provides the Unblock Website Form to the client.	None	3 minutes	<i>Network Technician</i> Network Unit	
2. Give duly filled out form to a Network Unit Staff.	2.1 Unblocks the websites requested for the user indicated on the form.	None	15 minutes	Network Technician Network Unit	
	2.2 Notifies the client that their request is done.	None	3 minutes	Network Technician Network Unit	
	TOTAL:	None	21 Minutes		



5. Process for Wi-Fi Access Registration

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

Office or Division:	Office of Management Information Systems – Network Unit (OMIS-NU)				
Classification:	Simple	Simple			
Type of	G2C - Government	to Citizen			
Transaction:	G2G - Government	G2G - Government to Government			
Who may avail:	All TSU Employees	All TSU Employees and Students			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE				
1. Accomplished Wi-I	Fi Access	Office of M	anagement Inforn	nation Systems	
Registration Form	(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Get Wi-Fi Access Registration Form and fill out properly.	 Provides the Wi-Fi Access Registration Form. 	None	3 minutes	<i>Network Technician</i> Network Unit	
2. Submits filled out form to Network Unit Staff.	2. Registers the equipment if client is an employee. If the client is a student, gives an access voucher instead.	None	5 minutes	Network Technician Network Unit	
3. Once the device is registered, they will have access to the university's Wi-Fi facilities. For students, they will use their received voucher as an access to the captive portal page to use the university's Wi-Fi facilities.	3. Notifies the client that they are already registered and/or guide them to login on the captive portal.	None	3 minutes	Network Technician Network Unit	
	TOTAL:	None	11 Minutes		



5. Process for Wi-Fi Setup/Deployment

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

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF I 1. Request for Wi-fi Se Form (1 Original C CLIENT STEPS	(OMIS-NU) Complex G2G - Government All TSU Employees REQUIREMENTS etup/Deployment	Omplex 2G - Government to Government TSU Employees JIREMENTS WHERE TO SECURE Deployment Office of Management Information Systems of download at https://www.tsu.edu.ph/media/qy1atebw/tsu-mis-sf-27-wifi-setup-deployment.docx EFES TO PEPSON		
1. Get Request for	1. Provides the	BE PAID None	TIME 3 minutes	RESPONSIBLE Network
Wi-fi Setup / Deployment Form and fill out properly.	Request for Wi-fi Setup / Deployment Form to the client.			<i>Technician</i> Network Unit
 2. Give filled out form to Network Unit Staff. Note: If a request is given less than a week before the event, the client must provide the reason; the request was only given on short notice. 	2.1 After processing the form, the request is upon the availability of equipment. If equipment is available, it will be configured and deployed before the event. <i>Note: If there is</i> <i>no equipment</i> <i>available the</i> <i>client will be</i> <i>informed of the</i> <i>matter.</i>	None	4 working days	Network Technician Network Unit
	2.2 Once equipment is configured, deploys to the request location and notifies the client once deployed.	None	2 hours	Network Technician Network Unit Hardware Technician Hardware Maintenance Unit
3. Inform Management Information System Staff that the event is finished.	3. Office of Management Information Systems technical staff retrieves the equipment once the event is done.	None	1 hour	Network Technician Network Unit Hardware Technician



			Hardware
			Maintenance
			Unit
		4 Working	
TOTAL:	None	Days, 3 Hours	
		& 3 Minutes	



7. Processing of Request for Cabling of New Network Connection

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

Office or Division:	Office of Management Information Systems – Network Unit (OMIS-NU)				
Classification:	Complex	Complex			
Type of	G2C - Government	G2C - Government to Citizen			
Transaction:	G2G – Government	to Governm	ent		
Who may avail:	All TSU Employees	and Student	Organizations		
	REQUIREMENTS		WHERE TO SEC	CURE	
1. Technical Service	Request Form	Office of M	anagement Inform	nation Systems	
(1 Original Copy)		(OMIS)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits request cabling for network connection for the office.	1. Receives, Acknowledges and verifies the request.	None	3 minutes	Network/ Computer Technician Network Unit	
2. Coordinate with the network staff or technician for the cabling activity.	2. Schedules the request and check if there are available supplies.	None	30 minutes	Network/ Computer Technician Network Unit	
3. Designate or layout proper workstations area and coordinate with technician.	3. Performs cabling activities at the client's office / college.	None	3 working days	Network/ Computer Technician Network Unit	
4. Fill up the Technical Service Request Form.	4. Get the signed form.	None	5 minutes	Network/ Computer Technician Network Unit	
	TOTAL:	None	3 Working Days & 38 Minutes		



Office of Alumni Affairs

External Services



1. Processing of Request for Alumni ID Card of Active Members

The service allows the active alumni of the University, with paid membership dues, to secure Alumni Identification Card for the first time.

Office or Division:	Office of Alumni At	ffairs (OAA)		
Classification:	Simple			
Type of Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:	Active TSU Alumn	i Member		
	REQUIREMENTS		WHERE TO SEC	
1. Accomplished Re	•		lumni Affairs or do	
Form TSU-AAO- (1 Original Copy)		t-for-alumn		<u>a/jmvokult/reques</u>
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. For Face-to- Face Transaction: Submit the accomplished Request for Alumni ID Form to Office of Alumni Affairs.	1.1 For Face-to- Face Transaction: Receives, checks and verifies the identity of the client via Alumni Database.	None	2 Working Days & 5 minutes	<i>Staff</i> Office of Alumni Affairs
For Online Transaction: Send the requirement/s to tsualumniassoc iation@gmail.c om.	For Online Transaction: Downloads and checks the submitted form and verifies the identity of the client via Alumni Database.			
	submitted form is improperly filled out, return to client.			
	1.2 Assigns Alumni Number.	None	5 minutes	<i>Clerk</i> Office of Alumni Affairs
	1.3 Processes the Alumni ID Card for releasing.	None	2 minutes	<i>Clerk</i> Office of Alumni Affairs
2. Receive notification from the Office of Alumni Affairs regarding the availability of the Alumni ID Card.	2. Sends notification on the availability of the Alumni ID card via phone call, text message or email.	None	2 minutes	<i>Clerk</i> Office of Alumni Affairs



3. Receive the Alumni ID Card.	3. Releases the Alumni ID Card.	None	2 minutes	Clerk Office of Alumni Affairs
	TOTAL:	None	2 Working Days & 16 Minutes	

Note: The total turnaround time considers the volume of the clients availing the service, waiting time, queue and connectivity state of the system.



2. Processing of Request for Alumni ID Card of Inactive Alumni

The service allows the inactive alumni of the University, without paid membership dues, to secure Alumni Identification Card for the first time.

Office or Division:	Office of Alumni At	ffairs (OAA)		
Classification:	Simple			
Type of	G2C – Governmer	nt to Citizen		
Transaction:				
Who may avail:	Inactive TSU Alum	INI	WHERE TO SE	
1. Accomplished Re		Office of A	lumni Affairs or do	
Form TSU-AAO-	•			a/jmvokult/reques
(1 Original Copy)		t-for-alumn		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Face-to-	1.1 For Face-to-	None	2 Working	Staff
Face	Face		Days & 5	Office of Alumni
Transaction:	Transaction:		minutes	Affairs
Submit the	Receives, checks			
accomplished	and verifies the			
Request for	identity and			
Alumni ID Form	payment status of			
to Office of	the client via			
Alumni Affairs.	Alumni Database.			
For Online	For Online			
Transaction:	Transaction:			
Send the	Downloads and			
requirement/s	checks the			
to	submitted form			
tsualumniassoc	and verifies the			
iation@gmail.c	identity of the			
<u>om</u>	client via Alumni			
	Database			
	Note: If the			
	submitted form is			
	improperly filled			
	out, return to			
2. For Face-to-	<i>client.</i> 2. For Face-to-	PHP	7 minutes	Clerk
Face	Face Transaction:	500.00	7 111110165	Office of Alumni
Transaction:	Acknowledges the			Affairs
Pay for the	payment and			
TSÚ Alumni	provides receipt.			
Fee at the				
Office of				
Alumni Affairs.				
For Online	For Online			
Transaction:	Transaction:			
Send the	Sends a			
payment via	confirmation email			
Gcash or Bank	acknowledging the			



Transfer (Gcash: 09459772433 / DBP Bank: 00-	receipt of payment of the client.			
0-05844-550-0)	2.1 Assigns Alumni Number	None	7 minutes	<i>Clerk</i> Office of Alumni Affairs
	2.2 Processes the Alumni ID Card for releasing.	None	2 minutes	<i>Clerk</i> Office of Alumni Affairs
3. Receive the Alumni ID Card	3. Releases the Alumni ID Card	None	2 minutes	<i>Clerk</i> Office of Alumni Affairs
	TOTAL:	PHP 500.00	2 Working Days & 23 Minutes	

Note: The total turnaround time considers the volume of the clients availing the service, waiting time, queue and connectivity state of the system.



3. Processing of Request for Reissuance of Alumni ID Card

The service allows the active alumni of the University to avail the reissuance of Alumni ID due to worn-out, damaged, and lost Alumni Identification Cards.

Office or Division		ffairs (OAA)			
Classification:	Simple				
Type of Transaction:	G2C – Governme				
Who may avail:	Active TSU Alumr				
CHECKLIST OF REQUIREMENTS			WHERE TO SE		
1. Accomplished R Form <i>TSU-AAO-</i> (1 Original Copy)	SF-04			wnload at a/jmvokult/request	
 For Replacement Alumni ID: Old A (1 Original Copy) 	lumni ID	The client v			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the accomplished Request for Alumni ID Form and Alumni ID <i>(if any)</i> to the Office of Alumni Affairs.	 1.1 Receives the requirements, checks and verifies the status and information details of the client via Alumni Database Note: If the submitted form is improperly filled out, return to client. 1.2 Assesses the 	None	15 minutes 7 minutes	Staff-in-Charge Office of Alumni Affairs	
	status of the initial Alumni Identification Card for appropriate payment.			Office of Alumni Affairs	
2. Pay the corresponding amount.	2. Receives the payment and processes the printing of the new Alumni Identification Card.	With Existing Alumni ID Card: PHP 100.00 Without Existing Alumni ID Card: PHP 150.00	5 minutes	<i>Clerk</i> Office of Alumni Affairs	
3. Receive the Alumni ID Card.	3. Releases the Alumni ID Card.	None	2 minutes	Clerk Office of Alumni Affairs	



TOTAL IF WITH EXISTING ALUMNI ID CARD:	PHP 100.00	00 M ² - 1	
TOTAL IF WITHOUT EXISTING ALUMNI ID CARD:	PHP 150.00	29 Minutes	

Note: The total turnaround time considers the volume of the clients availing the service, waiting time, queue and connectivity state of the system



Office of Culture, Arts, and Languages

External Services



1. Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group

This service allows the clients to request the performance of the Culture and Arts Dance Troupe and/or Chorale Group.

Office or Division:	Office of Culture, Arts	and Langua	ages (OCAL)	
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to	Government	t	
Who may avail:	TSU Colleges, Offices	. Units. and	Other Governme	nt Agency/ies
	REQUIREMENTS	,,,	WHERE TO SEC	
A. FOR CLIENT				
1. Official letter of i	nvitation address to	The client v	will provide	
the University P	resident		•	
(1 Original Copy				
B. FOR STUDENT	PERFORMERS			
1. Certificate of Off	icially Registered	The studer	nt performers will p	provide
(COR)				
	and/or 1 Photocopy)			
2. Identification Ca				
specimen (1 Pho				
	t with a photocopy of			
	ardians Identification			
card with three s	•			
(1 Original copy)		Medical Ur	vit.	
4. If the event/ venue outside Tarlac, Medical certificate		Medical Of	in t	
(1 Original copy)				
(1 enginal copy		FEES TO	PROCESSING	DEDCON
		FEES IU	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	PERSON RESPONSIBLE
CLIENT STEPS 1. Submit the	AGENCY ACTIONS 1.1 Logs and			
1. Submit the official letter of	1.1 Logs and maintains a copy	BE PAID	TIME	RESPONSIBLE Staff Records and
 Submit the official letter of invitation to the 	1.1 Logs and maintains a copy of the received	BE PAID	TIME	RESPONSIBLE Staff
 Submit the official letter of invitation to the Records and 	1.1 Logs and maintains a copy of the received Official letter of	BE PAID	TIME	RESPONSIBLE Staff Records and
 Submit the official letter of invitation to the 	1.1 Logs and maintains a copy of the received Official letter of Invitation and	BE PAID	TIME	RESPONSIBLE Staff Records and
 Submit the official letter of invitation to the Records and 	1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the	BE PAID	TIME	RESPONSIBLE Staff Records and
 Submit the official letter of invitation to the Records and 	1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the	BE PAID	TIME	RESPONSIBLE Staff Records and
 Submit the official letter of invitation to the Records and 	1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University	BE PAID	TIME	RESPONSIBLE Staff Records and
 Submit the official letter of invitation to the Records and 	1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President.	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses 	BE PAID	TIME	RESPONSIBLE Staff Records and Archives Unit
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the 	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses 	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in-
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, 	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, Arts and 	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge,
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, Arts and 	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge, Or
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, Arts and 	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge, Or Representative Office of the University
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, Arts and Languages. 	BE PAID None	TIME 1 working day 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge, Or Representative Office of the University President
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, Arts and Languages. 1.3 Receives and 	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge, Or Representative Office of the University President Clerk
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, Arts and Languages. 1.3 Receives and assesses the 	BE PAID None	TIME 1 working day 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge, Or Representative Office of the University President Clerk and
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, Arts and Languages. 1.3 Receives and assesses the endorsed letter 	BE PAID None	TIME 1 working day 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge, Or Representative Office of the University President Clerk and Director
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, Arts and Languages. 1.3 Receives and assesses the 	BE PAID None	TIME 1 working day 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge, Or Representative Office of the University President Clerk and Director Office of
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, Arts and Languages. 1.3 Receives and assesses the endorsed letter 	BE PAID None	TIME 1 working day 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge, Or Representative Office of the University President Clerk and Director



	1	1		
 Receive a notification regarding the approval/ disapproval of the invitation 	2.1 Inform the student performers and coaches regarding the invitation and the requirements needed to submit.	None	30 minutes	<i>Clerk</i> Office of Culture, Arts and Languages
	2.2 Notify the client of the approval or disapproval of the request via email, including details such as date and time, venue, mode of transportation and accommodation.	None	30 minutes	<i>Clerk</i> Office of Culture, Arts and Languages
	2.3 Gathers the required documents needed for the students, coaches, and OCAL Director	None	3 working days	<i>Clerk</i> Office of Culture, Arts and Languages
	2.4 Reviewing the gathered documents	None	1 working day	<i>Clerk</i> Office of Culture, Arts and Languages
	2.5 Files a travel order and books an advance reservation of vehicles to be used in Motor pool Unit	None	2 hours and 25 minutes	PPE Staff Supply and Property Management Unit
	2.6 Deploys the coaches, student performers, and Office of Culture, Arts, and Languages Director	None	1 working day	Staff-in-Charge Office of Culture, Arts and Languages
	TOTAL:	None	7 Working Days, 4 Hours, & 25 Minutes	



Office of Culture, Arts, and Languages

Internal Services



1. Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group

This service allows the clients to request the performance of the Culture and Arts Dance Troupe and/or Chorale Group.

Office or	•			
Division:	Office of Culture, Arts	and Langua	iges (OCAL)	
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to	Government	t	
Who may avail:	TSU Colleges, Offices	Units and	Other Governme	nt Agency/ies
	REQUIREMENTS		WHERE TO SEC	
A. FOR CLIENT				
2. Official letter of i	nvitation address to	The client v	will provide	
the University Pr	resident			
(1 Original Copy	,,			
B. FOR STUDENT		I		
5. Certificate of Off	icially Registered	The studer	nt performers will p	provide
(COR)	and/and Dhataaanu)			
6. Identification Ca	and/or 1 Photocopy)	-		
specimen (1 Pho				
	t with a photocopy of	-		
	ardians Identification			
card with three s				
(1 Original copy)	•			
	nue outside Tarlac,	Medical Ur	nit	
Medical certifica				
(1 Original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO		PERSON RESPONSIBLE
		BE PAID	TIME	RESPONSIBLE
CLIENT STEPS2. Submit the official letter of	AGENCY ACTIONS 1.1 Logs and maintains a copy			
2. Submit the	1.1 Logs and	BE PAID	TIME	RESPONSIBLE Staff
 Submit the official letter of invitation to the Records and 	1.1 Logs and maintains a copy of the received Official letter of	BE PAID	TIME	RESPONSIBLE Staff Records and
2. Submit the official letter of invitation to the	1.1 Logs and maintains a copy of the received Official letter of Invitation and	BE PAID	TIME	RESPONSIBLE Staff Records and
 Submit the official letter of invitation to the Records and 	1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the	BE PAID	TIME	RESPONSIBLE Staff Records and
 Submit the official letter of invitation to the Records and 	1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the	BE PAID	TIME	RESPONSIBLE Staff Records and
 Submit the official letter of invitation to the Records and 	1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University	BE PAID	TIME	RESPONSIBLE Staff Records and
 Submit the official letter of invitation to the Records and 	1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President.	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses 	BE PAID	TIME	RESPONSIBLE Staff Records and Archives Unit
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the 	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses 	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, 	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge, Or
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, Arts and 	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge, Or Representative
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, Arts and 	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge, Or Representative Office of the
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, Arts and 	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge, Or Representative Office of the University
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, Arts and Languages. 	BE PAID None	TIME 1 working day 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge, Or Representative Office of the University President
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, Arts and Languages. 1.3 Receives and 	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge, Or Representative Office of the University President Clerk
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, Arts and Languages. 1.3 Receives and assesses the 	BE PAID None	TIME 1 working day 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge, Or Representative Office of the University President Clerk and
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, Arts and Languages. 1.3 Receives and 	BE PAID None	TIME 1 working day 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge, Or Representative Office of the University President Clerk
 Submit the official letter of invitation to the Records and 	 1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President. 1.2 Endorses Request to the Office of Culture, Arts and Languages. 1.3 Receives and assesses the endorsed letter 	BE PAID None	TIME 1 working day 1 working day	RESPONSIBLE Staff Records and Archives Unit President Or Officer-in- Charge, Or Representative Office of the University President Clerk and Director



		n		
 Receive a notification regarding the approval/ disapproval of the invitation 	2.1 Inform the student performers and coaches regarding the invitation and the requirements needed to submit.	None	30 minutes	<i>Clerk</i> Office of Culture, Arts and Languages
	2.2 Notify the client of the approval or disapproval of the request via email, including details such as date and time, venue, mode of transportation and accommodation.	None	30 minutes	<i>Clerk</i> Office of Culture, Arts and Languages
	2.3 Gathers the required documents needed for the students, coaches, and OCAL Director	None	3 working days	<i>Clerk</i> Office of Culture, Arts and Languages
	2.4 Reviewing the gathered documents	None	1 working day	<i>Clerk</i> Office of Culture, Arts and Languages
	2.5 Files a travel order and books an advance reservation of vehicles to be used in Motor pool Unit	None	2 hours and 25 minutes	PPE Staff Supply and Property Management Unit
	2.6 Deploys the coaches, student performers, and Office of Culture, Arts, and Languages Director	None	1 working day	Staff-in-Charge Office of Culture, Arts and Languages
	TOTAL:	None	7 Working Days, 4 Hours, & 25 Minutes	



Office of Internal Audit Service

Internal Services



1. Processing of Request for Audit Reports

This service allows the Office of the Commission on Audit, and University colleges, offices, and units to obtain a copy of audit reports.

Office or Division:	Office of Internal Au	Office of Internal Audit Service (OIAS)			
Classification:	Simple				
Type of	G2G - Government	to Governme	ent		
Transaction:					
Who may avail:	Commission on Aud	Commission on Audit and Colleges/Offices/Units of the University			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
	st Letter to Obtain a port (1 Original Copy)		e University Presi will provide	dent and/ or	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Send a request letter to the Office of the University	1.1 Receives approved request letter and records it in the logbook.	None	1 minute	<i>Clerk</i> Office of Internal Audit Service	
President for approval.	1.2 Sends the approved request letter to the Office of Internal Audit Service Director.	None	1 minute	<i>Clerk</i> Office of Internal Audit Service	
	1.3 Locates needed report and reproduces it.	None	1 hour	<i>Clerk</i> Office of Internal Audit Service	
	1.4 Records the distribution of the requested report.	None	1 minute	<i>Clerk</i> Office of Internal Audit Service	
2. Receive the requested report.	2. Sends the requested report to the recipient.	None	1 minute	<i>Clerk</i> Office of Internal Audit Service	
	TOTAL:	None	1 Hour & 4 Minutes		



Office of International Affairs and Linkages

External Services



1. Processing of Institution/Organization Request to Benchmark Offices/Colleges in Tarlac State University

The service allows other State Universities, Colleges, and other Institutions to conduct benchmarking activity at Tarlac State University.

Office or	Office Of Internationa	Affairs and I	Linkages (OIAL)	
Division:	Oireale			
Classification: Type of	Simple G2G – Government to	Governmen	it	
Transaction:				
Who may avail:	Various Government	Agencies and		
	REQUIREMENTS	Office of the	WHERE TO SEC University Preside	
1. Endorsement from President (1 Origi	nal or 1 Photocopy)			Jent
2. Invitation Letter, F Pertinent Attachm Travel Abroad (1 Photocopy)	Program, And Other lents Regarding		sity/Institution/Or	-
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends an official letter to the Office of the University President to conduct a benchmarking	1.1 Receives the endorsement from the Office of the President.	None	5 minutes	Protocol Affairs Officer Office of International Affairs and Linkages
activity / visit with Tarlac State University.	1.2 Communicates / informs offices to be visited during the benchmarking activity.	None	10 minutes	Protocol Officer Office of International Affairs and Linkages
2. Receive email with attachment (request form).	2. Sends an email with attached form to confirm / inquire about the scope and details of the activity / visit.	None	10 minutes	Protocol Officer Office of International Affairs and Linkages
3. Send back the request form with the required/ needed details via email	3.1 Receives and download service request form.	None	5 hours	Protocol Affairs Officer Office of International Affairs
	3.2 Communicates / coordinate to office/s to be visited during the benchmarking activity. Note: If two (2) or more offices are to be visited,	None	1 hour	Protocol Affairs Officer Office of International Affairs and Linkages



	TOTAL:	None	1 day, 6 hours, and 25 minutes	
4. Attend the benchmarking activity.	4. Facilitates the benchmarking activity.	None	1 day	Protocol Affairs Officer Office of International Affairs and Linkages
	for the activity (program, venue, food, token, vehicle, etc). Note: If one (1) office will be visited, the office to be visited will prepare all the materials and logistics needed during the visit.			
	prepare logistics and other materials needed			



Office of International Affairs and Linkages

Internal Services



1. Processing of CHED Endorsement for Legitimacy of Travel Abroad

This service aims to process CHED Endorsement for Legitimacy of Travel Abroad of faculty member/s, non-teaching personnel, and officials with official travel as part of their requirement.

	Office Of Internetional	Affeire and I	inkana (OLAL)	
Office or Division:	Office Of International	Affairs and I	Linkages (OIAL)	
Classification:	Highly Technical			
Type of	G2G – Government to		it	
Transaction:	G2C – Government to			
Who may avail:	Offices/Colleges of the	e University		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
1. Endorsement fror				
President (1 Phote				
2. Accomplished Inte		CHED IAS	Website:	
	 Evaluation Form for 		cationphl.ched.gc	v.ph/beta/travel-
the Necessity of T	ravel for SUC	endorseme	<u>nt/</u>	
(1 Photocopy)				
3. Invitation Letter, F		Host Univer	rsity/Institution/Or	ganization
Pertinent Attachm	a b			
Travel Abroad (1	Photocopy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Submit	1.1 Receives,	None	5 minutes	Staff
documents to the	reviews, and			Office of
Office of	evaluates the			International
International	submitted documents and			Affairs and
Affairs regarding travel abroad.	advises the client			Linkages
	if the documents			
	submitted are			
	insufficient.			
	1.2 Prepares all the	None	10 minutes	Staff
	documents and			Office of
	forms to be			International
	submitted to			Affairs and
	Commission on			Linkages
	Higher Education			
	- International			Clerk
	Affairs and			Office of the
	Services.			University
				President
	1.3 Schedules a	None	20 days	Staff
	travel to the		(1 day for	Office of
	Commission on		travel and 19	International
	Higher Education,		working days	Affairs and
	Central Office,		for release)	Linkages
	and submit all			
	pertinent			
	documents for			
	Commission on			
	Higher Education			
	Affairs			
	Service approval			



regarding the status of their request after the official travel.	the request and takes a copy after handing the apostilled copy to the client.		20 days, 0	International Affairs and Linkages
	TOTAL:	None	hour/s, 25 minutes	

Note: This is a multi-stage process. The Commission on Higher Education (CHED) is the agency that facilitates the verification and evaluation of the legitimacy of the travel. The Office of International Affairs and Linkages (OIAL) is the arm of the university that facilitates the collection and submission of the travel applications to the Commission on Higher Education (CHED). The turnaround time for Commission on Higher Education (CHED) may vary due to the additional requested documents and the number of requests Commission on Higher Education International Affairs Service (CHED IAS) receives per month, as stipulated in the Memorandum Order dated July 24, 2019, titled "Guidelines for Securing Authority to Travel Abroad for State Universities and Colleges (SUCs)".



2. Processing of Outbound Faculty, Student, & Staff Mobility

This service aims to process CHED endorsements for the legitimacy of travel abroad by faculty, non-teaching personnel, and officials with official travel as part of their requirements.

Office or Division:	Office Of International Af	fairs and Lir				
	Office Of International Affairs and Linkages (OIAL)					
Classification:	fication: For Employee Mobility: Complex For Student Mobility: Highly Technical					
Type of	G2G – Government to Government					
Transaction:	G2C – Government to Citizens					
Who may avail:	TSU Students, and TSU Offices/Colleges					
	F REQUIREMENTS		WHERE TO SEC	CURE		
1. Endorsement from	Office of the University President					
(1 Original or 1 Photocopy)						
2. Duly signed Complete Staff Work (CSW)		The client will provide				
(1 Photocopy)						
3. Budget Proposal a		Budget Office				
Availability of Fund						
	4. Invitation Letter, Program, and Other		ersity/Institution/O	rganization		
	ents Regarding Travel					
Abroad (1 Photoco 5. BOR Approval (1 C		Office of th	ne Board Secretar	77		
FOR STUDENT MOE			e Duaru Secretal	у		
	I Consent with Parent's	The client	will provide			
ID (1 Original or 1						
2. Notice of Accepta		-				
(1 Original or 1 Pr						
3. Accomplished Re		Office of Student Affairs and Services or				
	y TSU-SOU-SF-08	downloadable at				
(1 Original or 1 Pr	notocopy)	https://www.tsu.edu.ph/media/4eldqmc2/tsu-				
			sou-sf-08-request-letter-on-the-conduct-of-			
		activity-new.docx				
4. Certificate of Acco		The client will provide				
(1 Original or 1 Pr 5. Travel order for A	ccompanying Faculty					
(1 Original or 1 Pr						
		FEES TO	PROCESSING	DERSON		
CLIENT STEPS	AGENCY ACTIONS			PERSON		
		BE PAID	TIME	RESPONSIBLE		
1. Submit	1.1 Receives, reviews,	BE PAID None	TIME For Employee			
requirements to	and evaluates the		For Employee Mobility:	RESPONSIBLE Staff Office of		
requirements to the Office of	and evaluates the submitted		For Employee	RESPONSIBLE Staff Office of International		
requirements to the Office of International	and evaluates the submitted documents. and		For Employee Mobility:	RESPONSIBLE Staff Office of International Affairs and		
requirements to the Office of International Affairs and	and evaluates the submitted documents. and advise the client if		For Employee Mobility:	RESPONSIBLE Staff Office of International		
requirements to the Office of International Affairs and Linkages	and evaluates the submitted documents. and advise the client if the documents		For Employee Mobility:	RESPONSIBLE Staff Office of International Affairs and		
requirements to the Office of International Affairs and Linkages regarding travel	and evaluates the submitted documents. and advise the client if the documents submitted are		For Employee Mobility: 5 minutes	RESPONSIBLE Staff Office of International Affairs and		
requirements to the Office of International Affairs and Linkages	and evaluates the submitted documents. and advise the client if the documents		For Employee Mobility: 5 minutes For Student	RESPONSIBLE Staff Office of International Affairs and		
requirements to the Office of International Affairs and Linkages regarding travel abroad.	and evaluates the submitted documents. and advise the client if the documents submitted are		For Employee Mobility: 5 minutes For Student Mobility:	RESPONSIBLE Staff Office of International Affairs and		
requirements to the Office of International Affairs and Linkages regarding travel	and evaluates the submitted documents. and advise the client if the documents submitted are		For Employee Mobility: 5 minutes For Student	RESPONSIBLE Staff Office of International Affairs and		
requirements to the Office of International Affairs and Linkages regarding travel abroad. For Student	and evaluates the submitted documents. and advise the client if the documents submitted are		For Employee Mobility: 5 minutes For Student Mobility:	RESPONSIBLE Staff Office of International Affairs and		
requirements to the Office of International Affairs and Linkages regarding travel abroad. For Student Mobility: Submit requirements for	and evaluates the submitted documents. and advise the client if the documents submitted are insufficient.	None	For Employee Mobility: 5 minutes For Student Mobility: 2 working days	RESPONSIBLE Staff Office of International Affairs and Linkages		
requirements to the Office of International Affairs and Linkages regarding travel abroad. For Student Mobility: Submit requirements for student mobility in	 and evaluates the submitted documents. and advise the client if the documents submitted are insufficient. 1.2 Prepares all the documents and forms to be submitted to 	None	For Employee Mobility: 5 minutes For Student Mobility: 2 working days	RESPONSIBLE Staff Office of International Affairs and Linkages <i>Protocol Officer</i> Office of International		
requirements to the Office of International Affairs and Linkages regarding travel abroad. For Student Mobility: Submit requirements for student mobility in Office of	 and evaluates the submitted documents. and advise the client if the documents submitted are insufficient. 1.2 Prepares all the documents and forms to be submitted to CHED International 	None	For Employee Mobility: 5 minutes For Student Mobility: 2 working days	RESPONSIBLE Staff Office of International Affairs and Linkages <i>Protocol Officer</i> Office of International Affairs and		
requirements to the Office of International Affairs and Linkages regarding travel abroad. For Student Mobility: Submit requirements for student mobility in	 and evaluates the submitted documents. and advise the client if the documents submitted are insufficient. 1.2 Prepares all the documents and forms to be submitted to 	None	For Employee Mobility: 5 minutes For Student Mobility: 2 working days	RESPONSIBLE Staff Office of International Affairs and Linkages <i>Protocol Officer</i> Office of International		



				1906
Affairs and Linkages.	client to proceed to TSU-Medical Unit for their Medical Clearance.	Nece		Staff Office of International Affairs and Linkages <i>Clerk</i> Office of the University President
2. Undergo a Medical Exam for the medical clearance issued by the TSU- Medical Unit.	 Assess the client and issue medical clearance/certificate. 	None	2 working days	Staff Medical Services Office
3. Apply for Authority to Travel to waive travel tax in Office of International Affairs and Linkages.	3.1 Furnishes Human Resource Development and Management Office & Office of the Vice President for Academic Affairs' copies of travel requirements.	None	2 working days	Staff Office of International Affairs and Linkages
	3.2 Prepares necessary travel arrangements such as booking of flights (inclusive of food and baggage), airline/travel insurance, & Travel Order for Departure and Arrival.	None	2 working days	<i>Staff</i> Office of International Affairs and Linkages
	3.3 Informs the International Higher Education Institution partner regarding the arrival logistics of the faculty/student/staff.	None	10 minutes	<i>Staff</i> Office of International Affairs and Linkages
4. Attend the pre- departure orientation.	4. Conducts a pre- departure orientation to the faculty / student / staff.	None	45 minutes	<i>Staff</i> Office of International Affairs and Linkages
TOTAL FOR EMPLOYEE MOBILITY:		None	6 Working Days, 1 Hour & 10 Minutes	
TOTAL FOR STUDENT MOBILITY:		None	8 Working Days, 1 Hour & 5 Minutes	



Office of Management Information Systems

Internal Services



1. Process for Account Creation and Assigning of Privileges

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

Office or	Office of Management Information Systems (OMIS)					
Division:	6					
Classification:	Simple					
Type of	G2C - Government to Citizen					
Transaction:	G2G – Government to Government					
Who may avail:		All TSU Employees and Students				
	REQUIREMENTS	WHERE TO SECURE				
1. Accomplished and Duly Signed System Access and Privilege Request Form <i>TSU-MIS-SF-26</i> (1 Original Copy)		Office of Management Information Systems or download at <u>https://www.tsu.edu.ph/media/yjrh3sf5/tsu-mis-</u> <u>sf-26-system-access-and-privilege-request-</u> form.docx				
		FEES TO				
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit the accomplished form to the Office of Management Information Systems or send it via MS Teams at <u>miso@tsu.edu.p</u>	 1.1 Receives and verifies the submitted form. Note: If with incomplete detail/s, return the form and inform the missing detail/s. 	None	3 minutes	Software Unit Staff/Clerk Office of Management Information Systems		
<u>h</u> .	1.2 Creates an account and assigns the necessary privileges.	None	7 minutes	Software Unit Staff/Clerk Office of Management Information Systems		
2. Receive notification of account creation or privilege assignment.	2. Then notifies the client once the account has been created or privilege has been assigned.	None	2 minutes	Software Unit Staff/Clerk Office of Management Information Systems		
	TOTAL:	None	12 Minutes			



2. Process for Office 365 Account Assistance

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

Office or Division	: Office of Managem	Office of Management Information Systems (OMIS)			
Classification:	Simple		E i		
Type of	G2C - Government	G2C - Government to Citizen			
Transaction:	G2G – Governmen	G2G – Government to Government			
Who may avail:	All TSU Employees	All TSU Employees and Students			
	REQUIREMENTS		WHERE TO SE		
 Accomplished Office 365 Assistance Request Form <i>TSU-MIS-SF-66</i> (1 Original Copy) 		download a https://www mis-sf-66-c form.docx	at v.tsu.edu.ph/medi office-365-assistar	nce-request-	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at	1.1 Receives and verifies the submitted form. <i>Note: If with</i> <i>incomplete</i> <i>detail/s return the</i> <i>form and inform</i> <i>the missing</i> <i>detail/s.</i>	None	2 minutes	Staff Office of Management Information Systems	
<u>miso@tsu.edu</u> . <u>ph</u> .	1.2 Creates an Office 365 account.	None	8 minutes	Staff Office of Management Information Systems	
2. Receive temporary login credentials.	2. Gives the credentials to the user. If the request is done online, the credentials will be given via email.	None	2 minutes	Staff Office of Management Information Systems	
	TOTAL:	None	12 Minutes		



3. Process for Tagging or Untagging of Faculty, Room, and/or Schedule

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

Office or Division	Office of Manageme	Office of Management Information Systems (OMIS)				
Classification:	Simple					
Type of	G2G - Government	G2G - Government to Government				
Transaction:						
Who may avail:		All Faculty and College Clerks				
1. Accomplished an Request to Tag Room / Schedule	or Untag Faculty /	WHERE TO SECURE Office of Management Information Systems or download at https://www.tsu.edu.ph/media/tmleo0jm/tsu-missisf-19-request-to-tag-untag-facultyroom.docx				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS	1.1 Receives and verifies the submitted form. <i>Note: If with</i> <i>incomplete detail/s</i> <i>return the form</i> <i>and inform the</i> <i>missing detail/s.</i>	None	3 minutes	<i>Clerk</i> Office of Management Information Systems		
Teams at <u>miso@tsu.edu.</u> <u>ph</u> .	1.2 Tags or untags the faculty, room, or schedule.	None	10 minutes	Staff Office of Management Information Systems		
2. Receive notification update on the request.	2.1 Notifies the client once the request has been finished via Phone Call, Messenger or MS Teams.	None	2 minutes	Staff Office of Management Information Systems		
	TOTAL:	None	15 Minutes			



4. Process for Tagging/Untagging of Honorarium Classes

The service allows the tagging and untagging of honorarium classes to faculty.

Office or Division:	Office of Management Information Systems (OMIS)				
Classification:	Complex				
Type of	G2G - Government to Government				
Transaction:					
Who may avail:	All Faculty and College Clerks				
1. Accomplished and	REQUIREMENTS	Office of M	WHERE TO SEC anagement Inform		
Tagging of Honora		download a		lation bystems of	
TSŬ-MĬS-SF-20 ((https://ww	w.tsu.edu.ph/med	ia/fumlljez/tsu-	
		<u>mis-sf-20-h</u>	onorarium-list.doc	<u>cx)</u>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at <u>miso@tsu.edu.p</u>	 1.1 Receives and verifies the submitted form. Note: If with incomplete detail/s return the form and inform the missing detail/s. 	None	3 minutes	<i>Clerk</i> Office of Management Information Systems	
<u>h</u> .	1.2 Processes the tagging or untagging of honorarium class.	None	3 working days	<i>Clerk</i> Office of Management Information Systems	
2. Receive notification update on the request.	2.1 Notifies the client once the request has been finished via Phone Call, Messenger or MS Teams.	None	2 minutes	<i>Clerk</i> Office of Management Information Systems	
	TOTAL:	None	3 Working Days & 5 Minutes		



5. Process of Changing Posted Schedule

The service allows the official rectification of posted class schedule.

Office or Division: Office of Management Information Systems (OMIS)				
Classification:	Complex			0)
Type of	G2G – Governmen	t to Governn	nent	
Transaction:				
Who may avail:	All TSU Faculty and	d College Cl	erks	
	REQUIREMENTS	J J	WHERE TO SEC	CURE
1. Accomplished a Request to Char Form <i>TSU-MIS-</i> (1 Original Copy	nge Posted Schedule SF-17	download a https://www mis-sf-17-r schedule.d	v.tsu.edu.ph/media equest-change-pc ocx	a/r0einaid/tsu- osted-
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at	1.1 Receives and verifies the submitted form. <i>Note: If with</i> <i>incomplete</i> <i>detail/s return the</i> <i>form and inform</i> <i>the missing</i> <i>detail/s.</i>	None	3 minutes	<i>Clerk</i> Office of Management Information Systems
<u>miso@tsu.edu</u> . <u>ph</u> .	1.2 Changes the posted schedule as requested.	None	3 working days	<i>Clerk</i> Office of Management Information Systems
2. Receive notification of successful change in posted schedule or failure in changing and updating of posted schedule.	2. Notifies the client once the request has been finished. Note: If there is a conflict and the schedule cannot be updated, inform the client via MS Teams, Telephone, or Email.	None	2 minutes	<i>Clerk</i> Office of Management Information Systems
	TOTAL:	None	3 Working Days & 5 Minutes	



6. Processing or Request to Transfer Students

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

Office or Division:	Division: Office of Management Information Systems (OMIS)			
Classification:	Complex			
Type of	G2G - Government to Government			
Transaction:				
Who may avail:	All Faculty and College Clerks			
CHECKLIST OF				
 Accomplished and Duly Signed Transfer of Students Form <i>TSU-MIS-SF-38</i> (1 Original Copy) 		download a https://www	anagement Inform at <u>v.tsu.edu.ph/media</u> equest-to-transfer	a/yyac5bma/tsu-
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at <u>miso@tsu.edu.p</u>	 1.1 Receives and verifies the submitted form. Note: If with incomplete detail/s return the form and inform the missing detail/s. 	None	3 minutes	<i>Clerk</i> Office of Management Information Systems
<u>h</u> .	1.2 Processes the transfer of students.	None	3 working days	<i>Clerk</i> Office of Management Information Systems
2. Receive notification update on the request.	2. Notifies the client once the request has been finished via Phone Call, Messenger, or MS Teams.	None	2 minutes	<i>Clerk</i> Office of Management Information Systems
	TOTAL:	None	3 Working Days & 5 Minutes	



Office of Planning

Internal Services



1. Process for Review and Approval of Pre-Planning Activities

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

Office or Division:	Office of Planning (OP)				
Classification:	Simple				
	Simple				
Type of	G2G - Government to	Government			
Transaction:					
Who may avail:	Offices, Units, and Col	leges of the l			
	REQUIREMENTS		WHERE TO SEC	CURE	
-	r Office/Unit/College	The client w	/ill provide		
Planning (1 Origir					
2. Proposed Budget					
3. Program of Activit	ties (1 Original Copy)			DEDOON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit	1.1 Receives,	None	15 minutes	Staff & Director	
complete pre-	reviews, and	_		Office of	
planning	validates			Planning	
requirements to	submitted pre-			i iaining	
Office of	planning				
Planning.	requirements.				
Fianning.	requirements.				
	Note: If with				
	incomplete				
	requirements,				
	relay feedback to				
	the concerned				
	office/ unit/ college				
	for completion/				
	proper action.				
	1.2 Endorses	None	10 minutes	Staff & Director	
	complete pre-			Office of	
	planning			Planning	
	requirements to			0	
	Planning Director				
	for signature and				
	approval.				
	1.3 Records details	None	5 minutes	Staff	
	of the office / unit /		0 111110(00	Office of	
				Planning	
	college planning			Flamming	
	activities for				
	monitoring				
	purposes.	NI.		0, 1	
2. Receive a	2. Notifies the	None	5 minutes	Staff	
notification on	requesting Office /			Office of	
the approval of	Unit / College of			Planning	
the request.	the approval of the				
	request.				
	TOTAL:	None	35 Minutes		



Office of Public Affairs

External Services



1. Process for Addressing Client's Concerns via Email

The service allows the individuals to email the Office of Public Affairs for any request or concerns.

Office or Division:	Office of Public Affair	s (OPA)		
Classification:	Simple			
Type of	G2C - Government to	o Citizen		
Transaction:	G2G - Government to	o Governme	ent	
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Concerns/Request (1 Electronic Copy		The client	will provide	
2. File Attachment, <i>if</i> (1 Electronic Copy	•			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send concerns or requests to the Office of Public Affairs email at heldesk@tsu.edu .ph and opai@tsu.edu.ph Note: Attach file/s, if any.	1.1 Receives and reviews the content of email and attachments, if there are any.	None	4 minutes	<i>Technical Staff</i> Office of Public Affairs
2. Receive email acknowledgeme nt and response regarding the concern/s.	2. Acknowledges the receipt of email and takes appropriate action/s on concern/s.	None	4 minutes	<i>Technical Staff</i> Office of Public Affairs
	TOTAL:	None	8 Minutes	

*The total turnaround time considers the volume of the emails, waiting time and internet connectivity issues.



2. Process for Publication and Distribution of TSU Bulletin

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

Office or Divisio	ion: Office of Public Affairs (OPA)					
Classification:	Highly Technical					
Type of Transaction:	G2C - Government	to Business	to Business Entity/ies			
Who may avail:	TSU Students, Emp					
CHECKLIST C	OF REQUIREMENTS		WHERE TO SEC	CURE		
1. Details of Even		The client	will provide			
(if any) or News						
(1 Original Cop	у)		DDOOE00INO	DEDOON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Fill out the TSU Bulletin Receiving Log and Submit Information / news article	1.1 Proofreads the received file for write-up or revision.	None	9 working days	<i>Technical Staff</i> Office of Public Affairs		
and details to Office of Public Affairs for write-up	1.2 Checks the article/s.	None	5 hours	Director & Unit Head Office of Public Affairs		
or proofreading	1.3 Forwards the final layout of the TSU Bulletin to Business Affairs and Auxiliary Services Office for printing.	None	5 working days	<i>Technical Staff</i> Office of Public Affairs		
	1.4 Conducts final inspection of printed TSU Bulletin copies	None	1 working day	Director and Technical Staff Office of Public Affairs		
2. Receives TSU Bulletin.	2. Distributes TSU Bulletin.	None	1 working day	<i>Technical Staff</i> Office of Public Affairs		
	TOTAL:	None	16 Working Days & 5 Hours			

*The total turnaround time varies depending on the duration of each event being covered.



Office of Public Affairs

Internal Services



1. Process for Addressing Client's Concerns via Email

The service allows the individuals to email the Office of Public Affairs for any request or concerns.

Office or Division:	Office of Public Affair	s (OPA)	Office of Public Affairs (OPA)			
Classification:	Simple					
Type of	G2C - Government to	o Citizen				
Transaction:	G2G - Government to Government					
Who may avail:	All					
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE		
1. Concerns/Request (1 Electronic Copy		The client	will provide			
2. File Attachment, <i>if</i> (1 Electronic Copy	•					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Send concerns or requests to the Office of Public Affairs email at heldesk@tsu.edu .ph and opai@tsu.edu.ph Note: Attach file/s, if any.	1.1 Receives and reviews the content of email and attachments, if there are any.	None	4 minutes	<i>Technical Staff</i> Office of Public Affairs		
2. Receive email acknowledgeme nt and response regarding the concern/s.	2. Acknowledges the receipt of email and takes appropriate action/s on concern/s.	None	4 minutes	<i>Technical Staff</i> Office of Public Affairs		
	TOTAL:	None	8 Minutes			

*The total turnaround time considers the volume of the emails, waiting time and internet connectivity issues.



2. Process for Posting of Print/Social Media/TSU Website Materials

The service allows the posting of materials through print, social media, and/or TSU website materials.

Office or Division	: Office of Public Affa	$\operatorname{Dire}\left(OPA\right)$		
Classification:		airs (OPA)		
	Simple G2C - Government	to Citizon		
Type of			ant	
Transaction:	G2G - Government		ient	
Who may avail:		TSU Students and Employees		
	F REQUIREMENTS		WHERE TO SE	CURE
1. Material for Pos	ting (1 Original Copy)	The client v		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements to the Office of Public Affairs.	1.1 Receives and reviews the content of material/s for posting.	None	4 minutes	<i>Technical Staff</i> Office of Public Affairs
	1.2. If the Material/s for Posting is Approved: Posts through the preferred platform (bulletin boards, social media, TSU website, or can be both). If the Material/s for Posting is Subject to Revision: Notifies the client to revise the content.	None	10 minutes	Technical Staff Office of Public Affairs
2. Receive notification that material/s is/are already posted.	 Notifies the client if material/s is/are already posted. 	None	3 minutes	<i>Technical Staff</i> Office of Public Affairs
	TOTAL:	None	17 Minutes	



3. Process for Publication of Online News

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

Office or Division:	1: Office of Public Affairs (OPA)				
Classification:	Highly Technical				
Type of	G2C - Government	to Citizen			
Transaction:	G2G - Government	to Govern	iment		
Who may avail:	TSU Students and E	TSU Students and Employees			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
1. Details of Event, I or News Article (1	Program Flow <i>(if any)</i> Original Copy)	The clie	nt will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit information or news article to Office of Public Affairs.	1.1 Receives and proofreads the received file for write-up or revision.	None	3 working days	<i>Technical Staff</i> Office of Public Affairs	
	1.2 Deploys staff to cover the event/activity and writes an article afterwards.		6 working days		
	1.3 Finalizes the output.	None	2 hours	<i>Director</i> Office of Public Affairs	
	1.4 Uploads the article to TSU website and social media platform.	None	13 minutes	<i>Technical Staff</i> Office of Public Affairs	
	TOTAL:	None	9 Working Days, 2 Hours & 13 Minutes		

*The total turnaround time varies depending on the duration of each event being covered.



4. Process for Requesting Electronic Copy of Photos, Videos or Files

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

Office or Divisio	n:	Office of Public Aff	airs (OPA)		
Classification:		Simple			
Type of		G2C - Governmen	t to Citizen		
Transaction:		G2G - Governmen	t to Governm	nent	
Who may avail:		TSU Students and	Employees		
		EQUIREMENTS		WHERE TO SEC	
Copy of Photo TSU-PAI-SF-0	os/Vio 08	uest for Electronic deos or Files r Electronic Copy)		blic Affairs or Fill s.office.com/r/UW	
CLIENT STEPS	A	GENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for photos / videos or files	r	Receives and eviews the form submitted.	None	5 minutes	<i>Technical Staff</i> Office of Public Affairs
through online (email at <i>heldesk@tsu.</i> <i>edu.ph and</i> <i>opai@tsu.edu</i> <i>.ph</i>) or logbook.			None	8 minutes	<i>Technical Staff</i> Office of Public Affairs
2. Receive notification on the status of request.	i 5 1 2. <i>I</i> 1 1 1 7 7 5 5 1 1 7 7 5 7 7 7 7 7 7 7 7	<i>f the Request</i> <i>s Approved:</i> Sends the file/s hrough email or MS Teams. <i>If the Request</i> <i>s Disapproved</i> : nforms the equestor via email or MS Teams on he reason/s for he disapproval.	None	3 minutes	<i>Technical Staff</i> Office of Public Affairs
		TOTAL:	None	16 Minutes	



5. Processing of Request for Coverage of University Activities

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

Office or Division:	Office of Public Affa	irs (OPA)		
Classification:	Complex	、		
Type of	G2C - Government			
Transaction:	G2G - Government		nent	
Who may avail:	TSU Students and E	mployees		
	REQUIREMENTS		WHERE TO SE	
1. Accomplished Re Coverage of Eve	nts or Activities		Public Affairs or Fil ms.office.com/r/yx	
	(1 Original Copy) Program Flow, <i>if any</i>	The client	will provide	
(1 Original Copy)	.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form to Office of Public Affairs and receive affirmation on the request.	1. Receives and verifies submitted request form. <i>Note: If form is</i> <i>improperly filled</i> <i>out, return and</i> <i>inform client.</i>	None	3 minutes	Technical Staff and/or Director Office of Public Affairs
 The client will receive the notification on the status of the request via email or Ms. Teams 	 If the Request is Approved: Sends notification through email or MS Teams. If the Request is Disapproved: Informs the client via email or MS Teams on the reason/s for the disapproval. 	None	7 minutes	Technical Staff and/or Director Office of Public Affairs
3. Provide program flow <i>(if any)</i> .	3.1 Attends the activity or event.	None	6 working days	Technical Staff and/or Director Office of Public Affairs
	3.2 Uploads the photos/videos to available storage for safekeeping.	None	1 hour	<i>Technical Staff</i> Office of Public Affairs
	TOTAL:	None	6 Working Days, 1 Hour &	
			10 Minutes	

*The total turnaround time varies depending on the duration of each event being covered



Office of the University Board Secretary

Internal Services



1. Processing of Request for Copy of Administrative Council Resolutions, Board Resolutions, or Referendums

The service allows offices, units, and colleges of the university to secure administrative council resolution, board resolutions or board referendum to be informed on the matters the Administrative Council or Board of Regents voted on.

Of	fice or Division:	Office of the Univ	ersity Board Sec	retary (OUBS)	
	assification:	Simple	-	/	
Ту	pe of Transactio	n: G2G – Governme	ent to Governme	nt	
W	ho may avail:	Concerned Units	or Offices of the	University	
		REQUIREMENTS		WHERE TO SECU	JRE
1.	Council Resolution (1 Original copy	t for Administrative on or 1 Certified True	The client will p	provide.	
	Copy or 1 xerox For Board Refe Letter of Referen	Additions: Resolution or 1 Certified True copy) rendum: idum or 1 Certified True			
C	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit a letter of request to the Office of the University Board Secretary.	 Receives and reviews the request. 	None	2 hours	Board Secretary V Board Secretary I Administrative Aide VI Staff Office of the University and Board Secretary
2.	Provide additional information about the administrative council resolution, board resolution or referendum request.	 2.1 Conducts short interview to the client regarding the request. 2.2 Prepares the requested resolutions (either Administrative, or Board Resolution, or referendum) 	None	4 hours	Board Secretary V Board Secretary I Administrative Aide VI Staff Office of the University and Board Secretary
3.	Receives the requested administrative council resolution, board	3. Releases the requested administrative council resolution,	None		Board Secretary I Administrative Aide VI Staff



resolution or	board resolution			Office of the
referendum.	or referendum.			University and
If disapproved:	If disapproved:			Board Secretary
Receives	Informs the			-
notification	client that the			
about the	agenda is			
disapproval of	deferred and			
the request.	discontinued.			
	TOTAL:	None	6 Hours	
	IOTAL.	NOTE	onours	



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

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

Office or Division:	Office of the Universit	y Board Sec	retary (OUBS)		
Classification:	Highly Technical				
Type of	G2G – Government to Government				
Transaction: Who may avail:	Concerned Units or O	ffices of the	Universitv		
	REQUIREMENTS		WHERE TO SE	CURE	
1. Accomplished C (CSW) Form or (1 Original Copy	•	The client v			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 Submit fully accomplished Complete Staff Work (CSW) or Agendas to the Office of 	1.1 Pre-assesses the submitted Complete Staff Work or Agenda.	None	4 working days	Board Secretary V Board Secretary I Administrative Aide VI Staff Office of the University and Board Secretary	
the University Board Secretary.	1.2 Schedules a special / pre- board or board meeting, with the participation of Board of Regents.	None	1 working day	Board Secretary V Office of the University Board Secretary <i>President</i> Office of the University President Board of Regents	
	1.3 Discusses the submitted agenda.	None	1 working day	Board Secretary Office of the University Board Secretary <i>President</i> Office of the University President Board of Regents	
	1.4 Approves or disapproves the agenda by the Board of Regents.	None	1 working day	Board Secretary Office of the University Board Secretary President	





3. Submission of the Agenda to the University's Administrative Council Meetings

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

Office or Division:	Office of the Univer	sity Board S	ecretary (OLIRS)	
Classification:	Highly Technical	Sity Doard O		
Type of		-		
Transaction:	G2G – Government	t to Governm	nent	
Who may avail:	Heads, Directors, o	r Officer-In-0	Charge of the Univ	/ersity
	REQUIREMENTS		WHERE TO SE	
1. List of Agendas (1 Original Copy)	The client v	vill provide	
2. Administrative Co	ouncil Resolution	Office of the	e University Board	d Secretary
(1 Original Copy)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the	1.1 Pre-assesses	None	4 working	Board Secretary V
Agendas to	the submitted		days	Board Secretary I
the Office of	agenda/s.			Administrative Aide VI Staff
the University Board				Office of the
Secretary.				University and
Oecretary.				Board Secretary
	1.2 Schedules the	None	1 working	Board Secretary
	Administrative	Home	day	Office of the
	Meeting		,	University Board
	0			Secretary
				,
				President
				Office of the
				University
				President
				Vice Dresidents for
				Vice Presidents for
				Administration, Academic Affairs,
				Research,
				Development, and
				Extension
				Administrative
				Council
	1.3 Discusses the	None	1 working	Board Secretary
	agendas with the		day	Office of the
	Administrative			University Board
	Council			Secretary
				President
				Office of the
				University President
				FIESIGEIIL



		None	1 working	Vice Presidents for Administration, Academic Affairs, Research, Development, and Extension Administrative Council
	1.4 Approves the agenda.	None	1 working day	Board Secretary Office of the University Board Secretary <i>President</i> Office of the University President Vice Presidents for Administration, Academic Affairs, Research, Development, and Extension Administrative Council
2. Receive the approved agenda, and Administrative Council Resolution	2. Releases the approved agenda, and Administrative Council Resolution	None	1 working day	Board Secretary I Administrative Aide VI Staff Office of the University Board Secretary
If disapproved: Receives	If disapproved: Informs the			
notification about the disapproval of the agenda.	client that the agenda is deferred and discontinued.			
	TOTAL:	None	8 Working Days	



Office of the University Legal Counsel Internal Services



1. Processing of Request for Document Review

The process of document review is to ensure that the contracts and agreements are consistent with the university's policies and standards, as well as applicable laws and regulations.

Office or Division	Office of University	/ Legal Couns	el (OULC)	
Classification:	If the Document is If the Document is			
Type of Transaction:	G2G – Governmer	nt to Governm	ent	
Who may avail:	TSU Colleges, Off	ices and Units	;	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Letter of Reque (1 Original Cop	y)	The client wi	•	
2. Copy of the Do Reviewed (1 P	hotocopy)	The client wi	•	
	iew Request Form 23 (1 Original Copy)		egal Counsel	ent or Office of the
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely all the needed requirements to the Office of the University President for the endorsement of review.	1.1 Receives and verifies the submitted request and requirements. <i>Note: If submitted requirements are incomplete, return to the client and inform about the lacking.</i>	None	1 working day	<i>Staff</i> Office of the University President
	1.2 Endorses the request for review with the Endorsement Letter to the Office of the University Legal Counsel.	None	1 working day	<i>Staff</i> Office of the University President
	1.3 Receives and records the receipt of the request in the electronic database and in the physical logbook.	None	10 minutes	<i>Staff</i> Office of the University Legal Counsel
	1.4 Forwards the request to the legal assistant for review.	None	5 minutes	<i>Staff</i> Office of the University Legal Counsel
	1.5 Reviews the document if it conforms with the University policies and standards, as well as applicable	None	2 working days	<i>Legal Assistant</i> Office of the University Legal Counsel



	laws and			
	regulations.			
	Note: If the			
	document doesn't			
	conform with the			
	University policies,			
	standards, laws			
	and regulations,			
	the legal assistant			
	shall indicate			
	comments			
	regarding the			
	same.			
	1.6 Records the			Legal Assistant
	comments in the			Office of the
	document review			University Legal
	form (TSU-LEG-SF-	None		Counsel
	02) and signs the			Couriser
	same.			
	1.7 Forwards the			Legal Assistant
	document and the			Office of the
	document review			-
		None	15 minutes	University Legal
	form to the	None	15 minutes	Counsel
	University Legal			
	Counsel for			
	conformity.			
	1.8 If the University			Legal Counsel
	Legal Counsel has			Office of the
	comments, she will			University Legal
	incorporate the			Counsel
	same in the			
	document review			
	form.			
		None	1 working day	
	If the University	None		
	Legal Counsel			
	conforms with			
	comments of the			
	legal assistant, she			
	will sign the			
	document review			
	form.			
2. If the	2. If the document			Staff
document is for	is for revision:			Office of the
revision:	Forwards the			University Legal
Receive email	scanned copy of the	None	3 working days	Counsel
through MS	document with the		_	
Teams containing	comments to the			
the document for	end-user /			
revision and	concerned office for			
revise the	revision through MS			
document in	Teams.			
accordance with				
the comment/s of				
	I		I	I]



the Office of	If the document is			
University Legal Counsel.	in order: Forwards the document with the comments in TSU- LEG-SF-02 to the Office of the University President.	None	15 minutes	<i>Staff</i> Office of the University Legal Counsel
3. If the document is for revision: Forwards the	3.1 Receives the revised documents and records the same	None	15 minutes	<i>Staff</i> Office of the University Legal Counsel
revised document to the Office of the University Legal Counsel for checking of compliance with	3.2 Forwards to the reviewing legal assistant for verification of comments and revisions	None	15 minutes	<i>Staff</i> Office of the University Legal Counsel
the comments through MS Teams	3.3 Reviews the revised document	None	1 working day	<i>Legal Assistant</i> Office of the University Legal Counsel
	3.4 Forwards the revised document and the document review form to the University Legal Counsel for conformity.	None	15 minutes	<i>Legal Assistant</i> Office of the University Legal Counsel
	3.5 If the University Legal Counsel conforms with comments of the legal assistant she will sign the document review form	None	1 working day	Legal Counsel Office of the University Legal Counsel
	3.6 If the document is in order, forwards the document with the comments in TSU-LEG-SF-02 to the Office of the University President	None	15 minutes	<i>Staff</i> Office of the University Legal Counsel
	HE DOCUMENT IS IN ER AND READY FOR EXECUTION:	None	5 Working Days & 45 Minutes	
TOTAL IF THE	DOCUMENT IS FOR REVISION:	None	10 Working Days, 1 Hour & 45 Minutes	



Office of the University President

External Services



1. Processing of Action on Contracts and External Agreements

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

Office or Division:	Office of the Universi	ty Prosident		
Classification:	Office of the Universi Complex	ty President	(00P)	
Classification.	G2C - Government to	Citizon		
Type of			Entity/ioc	
Transaction:	G2B – Government to G2G – Government t			
Who may avail:	University Stakehold			
Who may avail:	REQUIREMENTS	ers, Guesis,	WHERE TO SE	
	or Related Document	The client		GURE
(1 Original Copy				
2. Review and Com		Lloiversity	Legal Counsel	
University Legal (Onversity	Legal Courisei	
	s (1 Original Copy)			
3. Revision of The C	· · · · · · · · · · · · · · · · · · ·	The client	will provide	
Agreement Incorp				
Counsel's Recom				
(Triplicate Copy)				
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the	1. Receives and	None	1 working day	Staff and
pertinent	reviews the		. .	President,
documents to	submitted			or Officer-in-
the Office of	documents.			Charge, or
the University				Representative
President.				Office of the
				University
				President
2. Follow up on	2. Approves or	None	1 working day	President,
contract and	disapproves the			or Officer-in-
pertinent	document.			Charge, or
document.				Representative Office of the
				University
				President
3. Receive	3. Submits to the	None	1 working day	Staff
preliminary	Secretary of the	None	I working day	Office of the
action on	Board of Regents			University
contract or	if the latter's action			President
agreement.	is needed.			
4. Receive final	4.1 Board Secretary	None	1 working day	Board Secretary
action.	includes the			Tarlac State
	matter in the			University
	Agenda of the			
	Regular/Special			
	Meeting of the			
	Board of			
	Regents.			
	4.2 Board of Regents			Board of
	acts on the			Regents
	contract or			Tarlac State
	agreement.			University



TOTAL:	None	4 Working Days	
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2. Processing of Request for Personal Meeting with the President

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

	Office of the live read			
Office or Division:		sity President	(00P)	
Classification:	Simple G2C - Government to Citizen			
Type of				
Transaction:	G2B – Government to Business Entity/ies G2G – Government to Government			
	University Stakeholders, Guests, and Visitors			
Who may avail:		ders, Guests,		
	REQUIREMENTS	The elienter	WHERE TO SEC	JURE
1. Valid Identificatio		The client w	/III provide	
(1 Original Copy	,			
2. Letter of the Purp				
	isit with the University			
President (1 Orig	inal Copy)	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Present the	2. Acknowledges	None	5 minutes	Staff
identification	the valid			Office of the
card to the	identification card.			University
Office of the				President
University				
President.		NI.		01.15
2. For Walk-In:	2. For Walk-In:	None	15 minutes	Staff
Show the letter	Reads letter/s of			Office of the
of purpose (if	purpose or listens			University
any) or mention	to verbal answers.			President
the purpose of	Informs the			
the transaction	President, Officer-			
or visit.	in-Charge, or			
	Representative about the visitor			
	and purpose.			
With An	With An			
Approved	Approved			
Scheduled	Scheduled			
Appointment:	Appointment:			
Show an	Verifies Notice of			
appointment	Acceptance of			
letter or	appointment			
evidence of				
acceptance.				
3. Meet the	3. For Walk-In:	None	2 hours	President,
President.	President or	_		or Officer-in-
	Officer-in-Charge			Charge, or
	meets the visitor.			Representative
	Staff checks the			Office of the
	availability of the			University
	President or			President
	Representative.			
	Set appointment			
	date and time.			



meets the guest or visitor. TOTAL:	None	2 Hours & 20 Minutes	
Charge and			
President, or Officer-in-			
Staff notifies			
Scheduled Appointment:			
With An Approved			



Office of the University President

Internal Services



1. Dissemination of Incoming Communication from Outside Persons or Agencies

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

Office or Division:	Office of the Univers	sity Presiden	nt (OUP)	
Classification:	Simple			
Type of	G2G – Government to Government			
Transaction:				
Who may avail:	TSU Employees			
	REQUIREMENTS		WHERE TO SEC	CURE
1. Letters or Commu		The client	will provide	
Outside Persons	or Agencies			
(1 Original Copy) 2. Endorsed Letters	or Communications			
	sons or Agencies, if			
any (1 Original Co				
		FEES TO PROCESSING PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the letter	1.1 Logs and	None	20 minutes	Clerk
to the Records	maintains a copy			Records and
and Archives	of received letters			Archives Unit
Unit.	or communication			
	and forwards such to the Office of the			
	University			
	President.			
	1.2 Logs the letters	None	5 minutes	Staff
	or communication	None	5 minutes	Office of the
	in the logbook			University
	upon receipt of			President
	the letters or			
	communication.			
	1.3 Forward letters	None	5 minutes	President,
	or communication			or Officer-in-
	to the President or			Charge, or
	Officer-in-Charge			Representative
	for action and endorsement.			Office of the University
				President
2. Receive	2. Logs letter or	None	5 minutes	Staff
endorsement or	communications			Office of the
action on the	acted upon by the			University
request.	President or			President
	Officer-in-Charge			
	and forwards the			
	endorsed letter or communication to			
	the concerned			
	office for			
	dissemination or			
	information.			



TOTAL:	None	35 Minutes	
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2. Processing of Request from Different Colleges/Offices of the University

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

Office or Division:	Office of the Universit	ty Drocidont		
Classification:	Office of the University President (OUP)			
Type of	Simple G2G - Government to Government			
Transaction:	G2G - Government to Government			
Who may avail:	Offices/Colleges of the University			
	REQUIREMENTS	WHERE TO SECURE		
1. Request Letter (T		The client will provide		
				PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Forward letter or communication to the Office of the University President.	 1.1 Receives letters or communications for approval from the various colleges/offices, of the University for approval of the President. 1.2 Checks the completeness of letters or communications, and of the documents being submitted. Note: If incomplete requirements or documents, return the submitted documents and inform the lacking. 1.3 If documents are complete, forwards letters or communications to the President, or Officer-in- Charge for appropriate action. 	None	5 minutes 10 minutes 10 minutes	Staff and President, or Officer-in- Charge, or Representative Office of the University President



	1.4 Approves or endorses to the Vice Presidents/ appropriate officials concerned, or to sender/filer for revision or action.	None	5 minutes	President, or Officer-in- Charge, or Representative Office of the University President
2. Receive the action on the request.	2. Records the letters or communications in the logbook and forwards approved letter or communication to the Records and Archives Unit.	None	1 working day	<i>Staff</i> Office of the University President
	TOTAL:	None	1 Working Day & 30 Minutes	



Quality Management Unit

External Services



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

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

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

Office or Division:	Quality Managemen	t Unit (QMU)	
Classification:	Simple		/	
Type of Transaction:	G2C - Government t G2B - Government t G2G - Government t	o Business I		
Who may avail:	All			
	REQUIREMENTS		WHERE TO SEC	CURE
 Request letter addressed to the University President with the Following Information: (1 Original Copy or Electronic Copy) Full Name of the Client/Requestor Office/Unit/College Email Address Specific Document Requested Purpose(s) Signature of the Requestor 		The client v	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
 For Walk-In: Submit request letter to the Quality Management Unit. For Online: Send an electronic copy of the request letter via email thru pres_office@ tsu.edu.ph Note: The processing time will start from the receipt of the Endorsement form from the Office of the 	1. Receives the Endorsement Form from the Office of the President together with the attached approved letter of request and assign its unique reference number then forward it to the officer in charge.	BE PAID None	1 hour	RESPONSIBLE Staff-in-Charge Quality Management Unit



University				
President.				
2. For Online: Receive an email reply from Quality Management Unit	2.1 For Online: Sends an email reply to the requesting party to acknowledge receipt of the request.	None	1 hour	Document Control Officer Quality Management Unit
acknowledging receipt of the request.	2.2 Reviews and evaluates the received Endorsement Form and searches for the requested document.	None	1 hour	Document Control Officer Quality Management Unit
	 2.3 For Walk-In: Reproduces the requested document. Note: Reproduction day is dependent on the number of on- going reproduction and printing job being carried out by the Business Affairs and Auxiliary Services Office. For Online: Prepares the requested document and consults with the Unit Head for the review and release of the pertinent document, then proceed to Agency Action no. 2.5. 	None	1 working day	Document Control Officer Quality Management Unit
	2.4 Stamps the reproduced document with an " Uncontrolled Copy " mark and consults with the Unit Head for the review and release of the	None	5 hours	Document Control Officer Quality Management Unit



	pertinent document.			
	2.5 Logs the document/s to be issued in Releasing Log - Other Copy Holders and Requested Documents.	None	5 hours	Document Control Officer Quality Management Unit
3. For Walk-In: Review the completeness of the	3.1 For Walk-In: Issues the requested document.	None	2 hours	Document Control Officer Quality Management
requested	For Online:			Unit
and receive the requested	Sends an email reply to the			
document and sign in the receiving	requesting party providing the document			
column of the Logbook.	requested (if available) or notification on the			
For Online: Receive an email reply	unavailability of the document			
from the Quality	3.2 Fills out the "Action Taken" portion of the	None	1 hour	Document Control Officer Quality
Management Unit regarding the requested data	Document Request Form and files the form			Management Unit
т	OTAL FOR WALK-IN TRANSACTION:	None	2 Working Days & 5 Hours	
	TOTAL FOR ONLINE TRANSACTION:		2 Working Days & 1 Hour	



Quality Management Unit

Internal Services



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

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

Note: Only current versions of documented information are distributed to Official Copyholders

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

Office or Division: Quality Management Unit (QMU)				
Classification:	Simple	,	,	
Type of	G2G - Government	to Governme	ent	
Transaction:				
Who may avail:	All TSU Employees			
	REQUIREMENTS		WHERE TO SEC	
and Abolition Fo	tration, Revision,	Quality Management Unit or Download at the TSU Website <u>https://www.tsu.edu.ph/media/lfspaguk/tsu-</u> <u>gmu-sf-01-rev01-document-registration-</u> <u>revision-abolition-form.docx</u>		
of Registered Do	Updated Master List ocuments 4 (1 Original Copy)	Quality Ma TSU Webs <u>https://www</u>	nagement Unit or ite <u>v.tsu.edu.ph/medi</u> <u>rev01-masterlist-c</u>	a/2hldkqtq/tsu-
of Registered Do TSU-QMU-SF-0	4 (1 Original Copy)	The client		
Standard Temple Nomenclature (1 5. For Revision of Controlled Copy	ly Signed and nent Following TSU's ate and Document Original Copy) Documents, of the Old version or sion of the Document) f Documents			
Version of the D (1 Original Copy	ocument			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Submit all necessary requirements to the Quality Management Unit (3rd Floor Mixed-Use Building, Main Campus). 	1.1 Reviews and evaluates the submitted documents. <i>Note: If there</i> <i>is/are problem/s,</i> <i>return the</i> <i>submitted</i>	None	1 hour and 20 minutes	Document Control Officer Quality Management Unit



	documents for registration together with the attachment and discuss the concerns with the client and issue a Notification Slip.			
	1.2 Receives and logs the documented information to be registered in the Receiving, Retrieval, and Releasing Log, and Initial Processing of Documents for Registration, Revision and Abolition Log.	None	1 hour and 30 minutes	Document Control Officer Quality Management Unit
	1.3 Registers the Documented Information in the Database of Quality Management Unit Documents.	None	1 hour and 30 minutes	Document Control Officer Quality Management Unit
	1.4 Stamps the document with the "master copy" mark.	None	1 hour	Document Control Officer Quality Management Unit
	1.5 Scans and reproduces the master copy of the document and stamp the reproduced document with "controlled copy" mark.	None	1 hour and 30 minutes	Staff-in-Charge / Document Control Officer Quality Management Unit
	1.6 Informs clients that documents were registered, and controlled copies are available for pick up in the Quality Management Unit.	None	15 minutes	Document Control Officer Quality Management Unit
2. Receive the registered documents.	2. Issues the registered documents.	None	5 minutes	Staff-in-Charge / Document Control Officer



	TOTAL:	None	7 Hours & 15 Minutes	
3. Sign in the Receiving, Retrieval and Releasing Log, and Initial Processing of Documents for Registration, Revision and Abolition Log.	3. Have the client sign in the receiving column of the logbook.	None	5 minutes	Quality Management Unit Staff-in-Charge / Document Control Officer Quality Management Unit



2. Processing of Requests for Documented Information for Various Purposes

The service allows different units, offices, and colleges of the university to request and have copies of TSU's documented information that are being managed by the Quality Management Unit.

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

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

Office or Division:	Quality Management Unit (QMU)			
Classification:	Simple			
Type of	G2G - Government	to Governme	ent	
Transaction:				
Who may avail:	All TSU Employees			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	
 Accomplished Document Request Form <i>TSU-QMS-SF-10</i> with the following information: (1 Original Copy or Electronic Copy) Full Name of the Client/Requestor Office/Unit/College/Visitor Email Address (for soft copy) Type of Document(s) Requested Specific Document Requested Purpose(s) Signature of the Requestor and Immediate Supervisor 		https://www	nagement Unit or v.tsu.edu.ph/media rev00-document-r	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. For Walk-In: Submit accomplished Document Request Form to the Quality Management Unit. For Online: Submit 1 electronic copy of the Document Request Form to <u>qms@tsu.edu.</u> ph via MS	1. Receives the Document Request Form and assigns its unique reference number then forward it to the officer in charge.	BE PAID None	TIME 30 minutes	RESPONSIBLE Staff-in-Charge Quality Management Unit



2. For Walk-In:	2.1 For Walk-In:	None	30 minutes	Staff-in-Charge
Get the	Returns the			Quality
receiving copy	receiving copy of			Management
of the said form	the said form to			Unit
from the	the client.			
Quality				
Management	For Online:			
Unit.	Sends an email			
	reply to the			
For Online:	requesting party			
Receive an	to acknowledge			
email reply	receipt of the			
from Quality	request.			
Management	2.2 Reviews and	None	1 hour	Document
Unit	evaluates the			Control Officer
acknowledging	submitted			Data Controller
receipt of the	Document			Quality
request.	Request Form			Management
	and searches for			Unit
	the requested			
	document.			
	2.3 For Walk-In:	None	1 working	Document
	Reproduces		day	Control Officer
	the requested			Data Controller
	document.			Quality
				Management
	Note:			Unit
	Reproduction day			
	is dependent on			
	the number of on-			
	going			
	reproduction and			
	printing job being			
	carried out by the			
	Business Center			
	Office.			
	For Online:			
	Prepares the			
	requested			
	document and			
	consult with the			
	Unit Head for the			
	review and			
	release of the			
	pertinent document then			
	proceed to			
	Agency Action			
	No. 2.5.	None	E hours	
	2.4 Stamps the	None	5 hours	Document
	reproduced			Control Officer
	document with an			Data Controller
	"uncontrolled			Unit Head
	copy" mark and			
	consult with the			



	Unit Head for the review and release of the pertinent document. 2.5 Logs the document/s to be issued in Releasing Log - Other Copy	None	5 hours	Quality Management Unit Document Control Officer Data Controller Quality Management
	Holders and Requested Documents.			Unit
3. For Walk-In: Review the completeness of the requested documents; receive the requested document and sign in the receiving column of the Logbook For Online: Receive an	3.1 For Walk-In: Issues the requested document. For Online: Sends an email reply to the requesting party providing the document requested (if available) or notification on the unavailability of the document.	None	2 hours	Document Control Officer Data Controller Quality Management Unit
email reply from the QMS regarding the requested data.	3.2 Fills out the "Action Taken" portion of the Document Request Form and files the form.	None	1 hour	Document Control Officer Data Controller Quality Management Unit
TOTAL FOR	WALK-IN REQUEST:	None	2 Working Days & 5 Hours	
TOTAL FOR	TOTAL FOR ONLINE REQUEST:		2 Working Days	



Software Development Unit

Internal Services



1. Process for Blocking and Unblocking of RFID Cards

The service allows the blocking and unblocking of lost Radio Frequency Identification (RFID) to avoid misuse and unblocking of blocked Radio Frequency Identification (RFID).

Office or Division:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Simple			
Type of	G2C - Government t	to Citizen		
Transaction:	G2G – Government	to Governm	ent	
Who may avail:	All TSU Employees	and Student	S	
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			CURE
1. Request to Block/ (1 Original Copy)		Office of M	anagement Inforn	nation Systems
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Request to Block / Unblock Logbook and Fill it out properly.	1. Provides the Request to Block/Unblock Logbook to the client.	None	3 minutes	Clerk Office of Management Information Systems or Staff Software Development Unit
2. Give the filled - out logbook to the Software Unit staff.	2.1 Gets the filled- out logbook from the client.	None	3 minutes	<i>Staff</i> Software Development Unit
	2.2 Processes the blocking or unblocking of Radio Frequency Identification (RFID).	None	10 minutes	<i>Staff</i> Software Development Unit
3. Receive notification once the request is done.	3. Notifies the client once done.	None	3 minutes	<i>Staff</i> Software Development Unit
	TOTAL:	None	19 Minutes	



2. Process for Creation and Updating of Website/Webpage

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

Office or Division:	Office of Managemen	t Information	Systems Softwa	ara Davalanmant
Office of Division.	Unit (OMIS-SDU)	(IIIOIIIalloi	i Systems - Sonwa	
Classification:	Highly Technical			
Type of	G2G – Government to	Governme	nt	
Transaction:				
Who may avail:	All TSU Employees			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
1. Accomplished Rec	uest for Website /	Office of M	anagement Inform	nation Systems or
Webpage Update		download a		
TSU-MIS-SF-01 (1	Original Copy)		v.tsu.edu.ph/media	
		<u>mis-sf-01-r</u>	equest-website-up	odate-form.docx
				DEDOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Get the Request for website / webpage update form and fill it out properly. Give the filled- out form to the Software Unit staff including all 	 Provides the website/webpage update form to the client. 2.1 Receives and checks the website / webpage update 	None	3 minutes 3 minutes	Clerk Office of Management Information Systems or Staff Software Development Unit Staff Software Development Unit
the information to be updated/posted on the website. It	form and the information to be posted from the client.			
can be sent thru email or MS Teams via <u>miso@tsu.edu.ph</u>	2.2 Creates or updates the Website / Webpage.	None	7 working days	<i>Staff</i> Software Development Unit
3. Receives notification once the creation or updating is done.	3. Notifies the client once done.	None	3 minutes	<i>Staff</i> Software Development Unit
	TOTAL:	None	7 Working Days & 9 Minutes	

*The total turnaround time varies depending on the website/webpage being created or updated.



3. Process for Development of New Systems/Programs

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

Office or Division:	Office of Managemer	nt Informatio	n Svstems - Softw	/are
	Development Unit (O			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government t	o Governme	ent	
Who may avail:	All TSU Employees			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
1. Accomplished Sy Maintenance and (1 Original Copy)	Development Form	or downloa https://www	v.tsu.edu.ph/media	a/jdehiaui/tsu-
		devt-form.c		
2. User Evaluation (1 Original Copy)	and Feedback Form		anagement Inform	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the System/Progra m Maintenance and Development Form and fill it out properly.	2. Provides the System/Program Maintenance and Development Form to the client.	None	3 minutes	<i>Clerk</i> Office of Management Information Systems <i>or</i> <i>Staff</i> Software Development Unit
2. Give the filled- out form to the Software Unit staff.	2.1 Receives and checks the form for approval of the MISO Head. And notifies the client if the request is approved.	None	3 minutes	<i>Staff</i> Software Development Unit
	2.2 Approves or disapproves the request.	None	1 hour	Unit Head Office of Management Information Systems
3. Receive notification on the status of request.	3.1 Notifies client on the status of request.	None	3 minutes	<i>Staff</i> Software Development Unit
	3.2 Performs privacy impact assessment.	None	2 working days	<i>Staff</i> Software Development Unit
	3.3 Proceeds with the system development.	None	180 working days	<i>Staff</i> Software Development Unit



4. Answer the User Evaluation and Feedback Form.	4. Provides the User Evaluation and Feedback Form.	None	1 working day	<i>Staff</i> Software Development Unit
 Participate in the training and deployment. 	 Proceed with the training and Deployment. 	None	2 working days	<i>Staff</i> Software Development Unit
	TOTAL:	None	185 Working Days, 1 Hour & 9 Minutes	



4. Process for Report Generation

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

Office or Divisio	5	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Highly Technical				
Type of	G2G – Governmen	t to Governn	nent		
Transaction:					
Who may avail:	All TSU Employees	5			
	F REQUIREMENTS		WHERE TO SE		
	Request for Data Form 1 (1 Original Copy)	Microsoft F	anagement Inform forms or download	l at	
			v.tsu.edu.ph/medi		
		FEES TO	equest-for-data-fo PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
 Get the Request for data form or the MS Form link and fill it out properly. Give the filled-out form to the Software Unit staff or submit the MS Form 	 Provides the form / MS Form link to the client. Receives and checks the filled- out form from the client or open their response on MS Form. 	None	3 minutes 3 minutes	<i>Clerk</i> Office of Management Information Systems <i>or</i> <i>Staff</i> Software Development Unit <i>Staff</i> Software Development Unit	
3. Receives the requested data.	3. Provides the requested data personally if face to face or thru MS teams / email if online transaction.	None	7 working days	Staff Software Development Unit	
	TOTAL:	None	7 Working Days & 6 Minutes		

*The total turnaround time varies depending on the report being requested by the client.



5. Process for Biometrics Registration

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

Office or Division:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:		JIVIIS-SDU)		
	Simple G2C - Government t	to Citizon		
Type of Transaction:			ont	
	G2G - Government			t Trainaga
Who may avail:	All TSU Employees, (at TSU Hotel)	Student Atr		
	REQUIREMENTS		WHERE TO SEC	
1. Biometrics Registration Log (1 Original Copy) Office of Management Information Systems				nation Systems
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Biometrics Registration Log and fill it out properly.	1. Provides the Biometrics Registration Log to the client.	None	3 minutes	<i>Staff</i> Software Development Unit
2. Give the filled- out log to the Software Development	2.1 Receives the Biometrics Registration Log from the client.	None	3 minutes	<i>Staff</i> Software Development Unit
Unit.	2.2 Registers the fingerprint to the biometrics device.	None	10 minutes	<i>Staff</i> Software Development Unit
3. Checks if biometrics is successfully registered.	3. Instructs the client to check the biometrics registration.	None	2 minutes	Staff Software Development Unit
Note: If unsuccessfully registered, proceed to Office of				
Management Information System.				
	TOTAL:	None	18 Minutes	



6. Processing of Request for Technical Assistance

The service allows the clients to request for technical assistance whenever they encounter a problem when using the different information systems of the university.

		-		
Office or Divisio	n: Office of Managem Development Unit (tware
Classification:	Highly Technical			
Type of	G2G – Governmen	t to Governn	nent	
Transaction:				
Who may avail:	All TSU Employees	;		
	F REQUIREMENTS		WHERE TO SE	CURE
	Request for Technical			
Assistance For			Forms or download	
TSU-MIS-SF-8	4 (1 Original Copy)	https://www	v.tsu.edu.ph/media	a/fi3e21ej/82-
			-technical-assista	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	
1. For Walk-In:	1. For Walk-In:	BE PAID None	TIME 3 minutes	RESPONSIBLE Staff
Proceed to	Provide copy of the	NONE	5 minutes	Software
Office of	Request for			Development
Management	Technical			Unit
Information	Assistance form to			Onic
Systems and	the client.			
request for	For Online:			
data form and properly fill out	Send the link of the			
the required	MS Form to the			
information.	client.			
For Online:				
Send request				
for the Microsoft form				
link to receive				
the form				
and provide				
the needed				
information.				0
2. Give the filled- out form to the	2. Receives and checks the filled-out	None	3 minutes	Staff
Software Unit	form or open their			Software
staff or submit	response on MS			Development Unit
the MS Form.	Form.			Unit
3. Receive a	3. Addresses the	None	7 working days	Staff
notification if	request of the client.			Software
there are clarifications	If there are any			Development
with the	questions regarding the request, the			Unit
request and	SDU Personnel will			
provide more	use MS Teams to			
information if	communicate with			
needed.	the client. And notify			
	the client if there are			
	clarifications with the			
4. Receive a	request. 4. Notifies the client via	None	3 minutes	Staff
notification if	phone call or MS		5 111110165	Glan
the request	Teams that the			



has been addressed.	request has been addressed.			Software Development Unit
	TOTAL:	None	7 Working Days & 9 Minutes	

*The total turnaround time varies depending on the report being requested by the client.



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS



Career Education and Job Placement Services

External Services



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

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

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

Office or Division:	Career Education and	Job Placor	mont Sorvicos (CI	
Classification:	Complex	JUD Flacel		_JF 0)
	G2B – Government to	Rucinoco I	Entity/ioc	
Type of Transaction:	GZD – Government to	Dusiness	Entity/ies	
Who may avail:	Company/ion Agonov	lice and In	atitution/a	
CHECKLIST OF I	Company/ies, Agency	nes, and m	WHERE TO SEC	
		Coroor Edu	ucation and Job P	
1. CCR_CR_CF_Reg TSU-CJS-SF-10	ISUAUON FOIM			
	adahaw and Ear		r request forms vi ment@tsu.edu.ph	
(For Company Ro Career Fair Form)	ausilow, and Ful		<u>ment@tsu.euu.pn</u>	
(1 Original Copy / S	Scanned Conv)			
2. Letter for Career Fa		The client v	will provide	
Recruitment Activity	-			
Development Webi				
	, Career Roadshow			
(1 Original Copy)				
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit a request	1.1 Checks the	None	10 minutes	Section Head
letter addressed	completeness and			&
to the University	authenticity of			Career
President along	submitted			Specialist Staff
with the pertinent	requirements and			Career
requirements.	forwards to the			Education and
	Records Office of			Job Placement
	the university.			Services
	Note: If incomplete			
	requirements,			
	inform company to			
	complete the			
	requirements.			
	1.2 Endorses the	None	1 working day	President
	request of the			Office of the
	company.			University
	The President			President
	endorses the			Vice President
	company's			Office of the
	request to the Student Affairs			Vice President
	Office and will be			for Academic
	forwarded to the			Affairs
	CEJPS Unit.			
				OIC-Director
	Note: A regret			
	letter will be			
L				



issued if the			Office of Student
company failed to			Affairs and
comply with the			Services
requirements.			
1.3 Prepares a letter	None	1 working day	Section Head/
of request for			Career
approval to			Specialist Staff
conduct the			Career
activity of the			Education and
concerned			Job Placement
authorities.			Services
Note: If approved,			
the office checks			
& requests			
proposed budget			
from the PPMP,			
reserve			
venues/zoom			
account, prepares			
programs,			
disseminates			
information, and			
prepares other			
necessary			
request such as			
request to serve			
meals, OBR and DV for resource			
speakers if			
<i>applicable.</i> 1.4 The concerned	None	1 calendar day	Section Head/
parties execute	NULLE	i calendal udy	Career
the planned			Specialist Staff,
activity as			Participating
scheduled.			Entities
		0 Davis 8 40	
TOTAL:	None	3 Days & 10 Minutes	
		Minutes	



2. Process of Request for Company Accreditation

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

Office or	Office or Career Education and Job Placement Services (CEJPS)				
Division:				_0. 0)	
Classification:	Simple				
Type of	G2B – Government to	Business E	ntity/ies		
Transaction:			,		
Who may avail:	Company/ies, Agency	//ies, and Ins	stitution/s		
	F REQUIREMENTS	1	WHERE TO SE	CURE	
1. Company Accre	•		cation and Job F		
Form TSU-CJS			request forms v		
(1 Original copy		@jobplacen	<u>nent@tsu.edu.pl</u>	<u>1</u>	
2. Company Accre	editation Terms of				
Reference					
(1 Original Cop	y / Scanned Copy)				
3. Job Posting / G	•				
Resume Reque					
TSU-CJS-SF-0					
	y / Scanned Copy)				
4. CCR_CR_CF_F					
TSU-CJS-SF-1	-				
	Roadshow, and For				
Career Fair For	,				
	y / Scanned Copy)				
	for Industry- Academe	he client w	vill provide		
Partnership					
	y / Scanned Copy)	-			
6. BIR Certificate					
(BIR Form 2303	,				
	y / Scanned Copy)	-			
	DTI Registration Form				
	y / Scanned Copy)	-			
	istration Certificate				
	y / Scanned Copy)	4			
9. Company / Inst	eiving Copies, for OUP				
and CEJPS)					
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	



	TOTAL:	None	2 Working Days & 20 Minutes	
	Note: Issues Regret Letter if the company failed to comply with the needed requirements for company accreditation.			OIC-Director Office of Student Affairs and Services
2. Client will receive Company Accreditation Number and certificate	2. Issues Company Accreditation Number and certificate valid for two (2) years from the date of issue via email and/or office drop-by.	None	10 minutes	Section Head / Career Specialist Staff Career Education and Job Placement Services
	Office of University President			President Vice President Office of the Vice President for Academic Affairs
	1.2 Endorses the request of the company, to the	None	2 working days	President Office of the University
	Note: If incomplete requirements, inform the company to complete the requirements.			
1. Submit a request letter addressed to the University President along with the pertinent requirements.	1.1 Checks the completeness and authenticity of submitted requirements and forwards to the Records Office of the university.	None	10 minutes	Career Specialist Staff & Section Head Career Education and Job Placement Services



3. Process of Request for Job Posting and Graduate Listing

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

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

05		Correct Education and			
	fice or Division:	Career Education and	I JOD Place	ement Services (CE	JPS)
	assification:	Simple	D		
	pe of	G2B – Government to	Business	Entity/les	
	ansaction:		/		
vvr	no may avail:	Company/ies, Agency	//ies, and Ir		
		REQUIREMENTS	a = 1	WHERE TO SEC	
1.		0		ucation and Job Pl	
	Request form TSU			or request forms via	a email:
0	(1 Original Copy /			ment@tsu.edu.ph	
2.		for Job Posting and	The client	will provide	
	Graduate Listing (1 Original Copy)			
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit a request	1.1 Checks the	None	10 minutes	Section Head /
	letter addressed	completeness			Career Specialist
	to the President	and authenticity			Staff
	of the TSU along	of submitted			Career
	with the other	requirements, if			Education and
	requirements.	complete,			Job Placement
		request will be			Services
		forwarded to the			
		records office of			
		the university.			
		Note: A regret			
		letter will be			
		issued if the			
		company failed			
		to comply with the			
		requirements.			
		1.2 The President	None	1 working day	President
		endorses the	None	T working day	Office of the
		request of the			University
		company to			President
		Career			1 100100111
		Education and			Vice President
		Job Placement			Office of the Vice
		Services Unit.			President for
					Academic Affairs
					OIC-Director
					Office of Student
					Affairs and
					Services



1.3 Facilitates the request of the company and sends it via email.	None	10 minutes	Career Specialist Staff Career Education and Job Placement Services
TOTAL:	None	1 Working Day & 20 Minutes	



Guidance and Counseling Unit

External Services



1. Processing of Online Request for Certificate of Good Moral Character

This service allows clients (currently enrolled students and alumni) to request a certificate of good moral character via online.

Office or Division: Guidance and Counseling Unit (GCU)					
Classification:	Complex				
Type of					
Transaction:	G2C - Government to Citizen				
Who may avail:	TSU Students and Alumni				
	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
	A. FOR SCHOLARSHIP PURPOSES				
1. Certificate of Regi		The client	will provide		
	TSU ID (1 Original Copy) B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Transcript of Reco					
(1 Original Copy);		Office of Admission and Registration			
2. Accomplished Stu		Office of Admission and Registration			
(1 Original Copy)			Unice of Authission and Registration		
C. FOR TRANSFER					
1. Honorable Dismis	sal / Transfer	Office of A	dmission and Reg	istration	
Credentials (1 Ori	ginal Copy); or		J J		
2. Accomplished Stu	Ident Clearance	Office of A	dmission and Reg	istration	
(1 Original Copy)		-	_		
	3. Payment Slip TSU-GAC-SF-28		Guidance and Counseling Unit		
(1 Original Copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Message the	1.1 Receives	None	3 working days	Associate	
Official	request and	1 tonio		Guidance	
Facebook page	verifies the			Counselor	
of the Guidance	submitted			Guidance and	
and Counseling	requirements of			Counseling Unit	
Unit,	the client and				
(https://www.fac	processes the				
ebook.com/TSU	request.				
<u>GuidanceAndCo</u>	1.2 Sends the	None			
<u>unselingUnit</u>) and fill out the	proof of				
link provided	appointment to the email				
and upload	address				
scanned	provided by the				
documents	requesting client.				
based on					
his/her request.					
2. Proceed to the	2. Provides payment	None	3 minutes	Associate	
Main Campus-	slip.			Guidance	
Guidance and				Counselor	
Counseling				Guidance and	
Office and				Counseling Unit	
present the					
proof of					
appointment to process his/her					
request.					
		1			



				1906
3. Proceed to the Cashiering Unit to settle payment for Certificate of Good Moral Character and secure Official Receipt.	3. Processes the payment for Certificate of Good Moral Character and issues Official Receipt.	Php 20.00	15 minutes	Staff Cashiering Unit
4. Present Official Receipt and receives the Certificate of Good Moral Character.	4. Checks Official Receipt and releases the Certificate of Good Moral Character.	None	8 minutes	Associate Guidance Counselor Guidance and Counseling Unit
5. Fill out the logbook.	5. Instructs client to fill out the logbook.	None	2 minutes	Associate Guidance Counselor Guidance and Counseling Unit
TOTAL:		PHP 20.00	3 Working Days & 28 Minutes	



2. Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling

This service allows the facilitation of client movement to the appropriate educational or occupational level/ program and entry to appropriate co-curricular and extra-curricular activities.

Office or Division:	Guidance and Counseling Unit (GCU)				
Classification:	Simple				
Type of Transaction:	G2C - Government	G2C - Government to Citizen			
Who may avail:	TSU Shifting Students and Returnees				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
1. Accomplished and Duly Signed Shifting / Returnee Form <i>TSU-ORA-SF-13</i> (1 Original Copy)		Office of Admission and Registration or download at <u>https://www.tsu.edu.ph/media/3bpl3ifq/h-</u> application-form-for-shifter.pdf			
2. Report of Grades (1 Original Copy and 1 Photocopy)		The client will provide (from Student Portal)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to the nearest Guidance and Counseling office.	1. Welcomes the client, gathers information, and informs the client about the process and test.	None	10 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit	
2. Answer the Vocational Preference Inventory (VPI) exam.	2.1 Administers the Vocational Preference Inventory (VPI) or exam to the client.	None	30 minutes	Guidance Counselor / Associate Guidance Counselor	
	2.2 Evaluates client's Vocational Preference Inventory (VPI) test results and identifies his/her career profile.	None	3 minutes	Guidance and Counseling Unit	
	2.3 Reviews and checks all client's requirements and attaches additional documents needed by the client and the other offices.	None	10 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit	
	2.4 Discusses with the client the career profile results and identifies interest	None	10 minutes		



3. Receive	match to his/her desired course. 3. Issues	None	10 minutes	Guidance
his/her examination result and needed documents, and proceed to the Admission Office to change his/her course.	examination result and instructs the student to proceed to the Admission Office.			Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	TOTAL:	None	1 Hour & 13 Minutes	



Guidance and Counseling Unit

Internal Services



1. Processing of Online Request for Certificate of Good Moral Character

This service allows clients (currently enrolled students and alumni) to request a certificate of good moral character via online.

Office or Division:	Cuidanaa and Couna	oling Unit (C			
Classification:	Guidance and Counseling Unit (GCU)				
Type of	Complex				
Transaction:	G2C - Government to Citizen				
Who may avail:	TSU Students and Alumni				
	REQUIREMENTS WHERE TO SECURE				
A. FOR SCHOLARS					
1. Certificate of Registration (COR) or		The client will provide			
TSU ID (1 Original Copy)					
	B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Transcript of Reco		Office of Admission and Registration			
(1 Original Copy);					
2. Accomplished Stu	dent Clearance	Office of A	dmission and Reg	istration	
(1 Original Copy)					
C. FOR TRANSFER					
1. Honorable Dismiss		Office of A	dmission and Reg	istration	
Credentials (1 Orig		Office of A	dminning and D	intration	
2. Accomplished Stu (1 Original Copy)	2. Accomplished Student Clearance		dmission and Reg	Istration	
3. Payment Slip <i>TSL</i>	1-CAC-SE-28	Guidance a	and Counseling Ll	nit	
(1 Original Copy)	-0AC-01-20		Guidance and Counseling Unit		
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Message the Official Facebook page of the Guidance and Counseling Unit, (<u>https://www.fac</u> <u>ebook.com/TSU</u> <u>GuidanceAndCo</u> <u>unselingUnit</u>) and fill out the link provided and upload scanned documents based on his/her request.	 1.1 Receives request and verifies the submitted requirements of the client and processes the request. 1.2 Sends the proof of appointment to the email address provided by the requesting client. 	None	3 working days	Associate Guidance Counselor Guidance and Counseling Unit	
2. Proceed to the Main Campus- Guidance and Counseling Office and present the proof of appointment to process his/her request.	2. Provides payment slip.	None	3 minutes	Associate Guidance Counselor Guidance and Counseling Unit	



3. Proceed to the Cashiering Unit to settle payment for Certificate of Good Moral Character and secure Official Receipt.	3. Processes the payment for Certificate of Good Moral Character and issues Official Receipt.	Php 20.00	15 minutes	Staff Cashiering Unit
4. Present Official Receipt and receives the Certificate of Good Moral Character.	4. Checks Official Receipt and releases the Certificate of Good Moral Character.	None	8 minutes	Associate Guidance Counselor Guidance and Counseling Unit
5. Fill out the logbook.	5. Instructs client to fill out the logbook.	None	2 minutes	Associate Guidance Counselor Guidance and Counseling Unit
	TOTAL:	PHP 20.00	3 Working Days & 28 Minutes	



2. Processing of Request for Counselor's Outside Referral

This service allows clients to request referral services from other health professionals and facilities outside the university.

Office or Division:	Guidance and Coun	selina Llnit (GCU)		
Classification:		Simple			
Type of	G2C - Government t	o Citizen			
Transaction:					
Who may avail:	TSU Students				
	REQUIREMENTS		WHERE TO SE	CURE	
1. Counselor's Ref	erral Form	Guidance (Counseling Office		
TSU-GAC-SF-4	2 (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Visit the Guidance and Counseling Office and receive intervention and decide if to be referred to	1.1 Prepares the Counselor's Referral Form.	None	20 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit	
another therapist or professional practitioner.	 1.2 Confirms with the client the intent to be referred and explains the process of referral. Note: If the client agrees, the Guidance Counselor or Associate Guidance Counselor will forward and communicate the Counselor's Referral Form to the referring therapist or professional practitioner. If the client does not agree, the counseling session 	None	45 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit	
	will be terminated 1.3 Accomplishes all necessary documents needed for the referral.	None	20 minutes	Guidance Counselor / Associate Guidance Counselor	



				Guidance and Counseling Unit
2. Receive the Counselor's Referral Form.	2.1 Coordinates the referral of the client to the referring therapist or professional practitioner.	None	1 hour	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	2.2 Assists the client to the referring therapist or professional practitioner.	None		Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	2.3 Terminates the counseling session and files all the documents of the client.	None	30 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	TOTAL:	None	2 Hours & 55 Minutes	



3. Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling

This service allows the facilitation of client movement to the appropriate educational or occupational level/ program and entry to appropriate co-curricular and extra-curricular activities.

Office or Division:	Guidance and Coun	selina Unit (GCU)	
Classification:	Simple			
Type of	G2C - Government	e Citizon		
Transaction:	G2C - Government	lo Cilizen		
Who may avail:	TSU Shifting Studer	ts and Retu		
	REQUIREMENTS		WHERE TO SE	
 Accomplished and Duly Signed Shifting / Returnee Form 		download a	dmission and Reg	istration or
	(1 Original Copy)		v.tsu.edu.ph/medi	a/3hpl3ifg/h-
			-form-for-shifter.p	
2. Report of Grades	3		will provide (from	
(1 Original Copy	and 1 Photocopy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1 Dracad	1 Malaamaa tha	BE PAID	TIME 10 minutes	RESPONSIBLE
1. Proceed to the nearest	1. Welcomes the client, gathers	None	TO minutes	Guidance Counselor /
Guidance and	information, and			Associate
Counseling	informs the client			Guidance
office.	about the process			Counselor
	and test.			Guidance and
				Counseling Unit
2. Answer the	2.1 Administers the	None	30 minutes	Guidance
Vocational	Vocational			Counselor /
Preference Inventory (VPI)	Preference Inventory (VPI) or			Associate Guidance
exam.	exam to the client.			Counselor
ondini.	2.2 Evaluates	None	3 minutes	Guidance and
	client's			Counseling Unit
	Vocational			_
	Preference			
	Inventory (VPI)			
	test results and			
	identifies his/her			
	career profile. 2.3 Reviews and	None	10 minutes	Guidance
	checks all	None	TO IIIIIIdies	Counselor /
	client's			Associate
	requirements			Guidance
	and attaches			Counselor
	additional			Guidance and
	documents			Counseling Unit
	needed by the			
	client and the			
	other offices.	None	10 minutes	
	2.4 Discusses with the client the	None	10 minutes	
	career profile			
	results and			



	identifies interest match to his/her desired course.			
3. Receive his/her examination result and needed documents, and proceed to the Admission Office to change his/her course.	3. Issues examination result and instructs the student to proceed to the Admission Office.	None	10 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
TOTAL:		None	1 Hour & 13 Minutes	



International, Differently-Abled, Indigenous,

Marginalized Student Services

Internal Services



1. Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students

The service allows students to be recognized as members of the IDIMSS and become one of the Unit's Program Recipients.

Office or Division:		rently-Abled, Indigenous and Marginalized
	Student Services (IDIMSS)
Classification:	Highly Technical	
Type of Transaction:	G2C - Governmen	t to Citizen
Who may avail:	Enrolled TSU Stud	lents Who Belong to the IDIMSS Group
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR INDIGEN	OUS PEOPLE	
1. Certificate of Tr (1 Photocopy)	ibe Membership	The client will provide
 Accomplished I Marginalized St Students Applic SU-IDI-SF-05 (3. Accomplished N 	udent Services ation Form <i>T</i> Original Copy) Marginalized	Indigenous and Marginalized Student Services Office
	(1 Original Copy)	The client will provide
4. 2x2 Picture Tak (6) Months (2 p		The client will provide
B. SOLO PAREN		
1. Solo Parent ID		The client will provide
-	udent Services ation Form <i>TSU-</i> iginal Copy) Marginalized	Indigenous and Marginalized Student Services Office
	(1 Original Copy)	
4. 2x2 Picture Tak (6) Months (2 p	en in the Last Six	The client will provide
C. FOR PERSON		
DISABILITY		
IDI-SF-05 (1 Or 3. Accomplished N Student Person	ndigenous and cudent Services cation Form <i>TSU-</i> riginal Copy) Marginalized al Data Sheet	The client will provide Indigenous and Marginalized Student Services Office
4. 2x2 Picture Tak (6) Months (2 p	cs)	The client will provide
D. FOR INTERNA STUDENTS	ALITIONAL	
1. Student Visa (1	Photocopy)	The client will provide
2. Accomplished I Marginalized St	ndigenous and	Indigenous and Marginalized Student Services Office



				1906
	plication Form TSU-			
3. Accomplishe	Original Copy)			
	sonal Data Sheet			
	-04 (1 Original Copy)			
	Taken in the Last Six	The client wi	II provide	
(6) Months (2				
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit to the International, Differently- Abled, Indigenous and Marginalized Student Services office all pertinent documents	 Receives the submitted applications and evaluates all the submitted requirements 	None	10 minutes	<i>Clerk</i> International, Differently- Abled, Indigenous and Marginalized Student Services
 2. Receives notification on the details of the issuance of identification card 	 2. Notifies applicants on the evaluation result of their application and the schedule of claiming Identification Cards for approved membership. Note: If with incomplete requirements, notify applicants regarding the incomplete requirements and instruct to submit the lacking for completion. 	None	5 minutes	<i>Clerk</i> International, Differently- Abled, Indigenous and Marginalized Student Services
3. Receive Identification Card.	3. Releases Identification Card.	None	8 working days	<i>Clerk</i> International, Differently- Abled, Indigenous and Marginalized Student Services
	TOTAL:	None	8 Working Days & 15 Minutes	



2. Processing of Request for Consultation and Assistance (Walk-In)

The service provides IDIMSS student opportunity to request assistance and raise their concerns regarding activities, events, finance, and other academic circumstances.

Off	ice or Division:	International, Differer	ntly-Abled, I	ndigenous and M	arginalized
		Student Services			
	ssification:	Simple			
	be of Insaction:	G2C - Government to	o Citizen		
	o may avail:	All IDMSS Students			
		REQUIREMENTS		WHERE TO SE	CURE
1.	International, Diffe	erently-Abled,	The client	will provide	
	Indigenous and M	larginalized Student		-	
	Services Identifica				
	•	Ident Consultation		nal, Differently-Abl	
		og TSU-IDI-SF-06	and Margi	nalized Student S	ervices Office
-	(1 Original Copy)	AGENCY	FEES TO	PROCESSING	PERSON
С	LIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1.	Present the	1. Verify the	None	3 minutes	Clerk
	International,	presented			International,
	Differently-	IDMSS			Differently-
	Abled,	Identification			Abled,
	Indigenous and	Card, then			Indigenous and
	Marginalized	provide the			Marginalized
	Student	International,			Student
	Services	Differently			Services
	Identification Card for	Abled,			
	verification and	Indigenous, and Marginalized			
	fill out the	Student			
	IDIMSS	Services			
	Consultation and	Consultation			
	Assistance	and Assistance			
	Logbook and	Logbook and			
	Student	issue Student			
	Consultation and	Consultation			
	Assistance Log	and Assistance			
	TSU-IDI-SF-06.	Log TSU-IDI-			
2.	Return the filled-	SF-06. 2. Receives the	None	3 minutes	Clerk
	out logbook and	z. Receives the returned	INUTIE	5 minutes	International,
	submit the	logbook and			Differently-
	Accomplished	submitted			Abled,
	Student	applications			Indigenous and
	Consultation and	and evaluates			Marginalized
	Assistance Log	all the			Student
	to the	submitted			Services
	International,	requirements.			
	Differently-				
	Abled,				
	Indigenous and				
	Marginalized Student				
	Services office.				
<u> </u>		l			



3.	Receives notification on the details of the scheduled consultation session	3. Notifies the student on the evaluation result of their consultation request and schedule of their consultation session	None	5 minutes	<i>Clerk</i> International, Differently- Abled, Indigenous and Marginalized Student Services
		TOTAL:	None	11 Minutes	



Office of Admission and Registration

External Services



1. Issuance of Temporary Notice of Acceptance for Foreign Student

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

Office or	Office of Admission a	nd Registrati	ion (OAR)	
Division:		nu iteyisilai		
Classification:	Simple			
Type of	G2C - Government to	Citizen		
Transaction:		Onizon		
	New Foreign Student			
	F REQUIREMENTS		WHERE TO SEC	CURE
	Application form for	Office of A	dmission and Regi	
-	nt TSU-OAR- SF- 06		5	
(1 Original Cop				
2. 2x2 Colored Pi		The client v	will provide	
Background Ta	aken Within the Last		•	
Six (6) Months	- (2 Original Copies)			
3. Transcript of R	ecords/Certificate of	The client v	will provide	
Completion / G	raduation Duly	(Previous S	School / University)	
	Authenticated by the			
	assy or Consulate in			
	1 Original Copy)			
4. Personal Data,	•	The client v	will provide	
	Approved Student Visa, Alien			
	Certificate of Registration (ACR)			
	(1 Original Copy)			
	5. Birth Certificate or Its Equivalent			
-	ated by the Philippine			
Foreign Service				
(1 Original Cop				
	avit of Support and ate Financial Support			
(1 Original Cop				
7. Result of IELT		-		
(1 Original Cop				
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Send an	1.1 Receives,	None	30 minutes	Staff-in-Charge
email to the	checks, and			of Foreign
Office of	evaluates the			Students
International	documents			Office of
Affairs and	provided			Admission and
Linkages	by the			Registration
(<u>oia@tsu.edu.</u>	International			
<u>ph</u>) to inquire	Affairs.			
about the	1.2 Prepares the	None	3 hours	
requirements	Temporary			
of Foreign	Notice of			
Students and	Acceptance and			
send	submits to			
complete	International			
No or since a set of	A (C ·			
requirements.	Affairs.			
requirements.				
requirements.	Affairs. Note: The International			



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	Affairs will send the temporary Notice of Acceptance to the foreign student.			
	1.3 Issues the Admission Slipswith student number to the College. <i>Note: The</i> <i>College will</i> <i>process the</i> <i>temporary</i> <i>enrollment of</i> <i>student subject</i>	None	3 hours	Staff-in-Charge of Foreign Students Office of Admission and Registration
0. Deve for the	to the submission of required documents and inform the students regarding their enrollment	Que table		Queff in Observe
2. Pay for the required fees thru online or onsite (TSU Cashier).	 Process the Payment. 	See table below	45 minutes	Staff-in-Charge Cashiering Unit
3. For Walk-In: Go to MISO for the setting up of Office 365 account.	3. Creates a 365 account for the student and sends thru e-mail the procedures on how to set up the Office 365 account.	None	45 minutes	Staff-in-Charge Office of Management Information Systems
For Online: Send an e- mail to (miso@tsu.ed u.ph) for the setting up of Office 365 account and log in to TSU Student Portal and Print the Certificate of Registration.		None	1 hour and 30 minutes	



4. Submit a physical copy of the requirements.	4. Receives and evaluates the requirements.	None	45 minutes	Staff-in-Charge of Foreign Students Office of Admission and Registration
TOTAL FOR WALK-IN TRANSACTION:		Tuition Fee =	8 Hours & 45 Minutes	
TOTAL FOR ONLINE TRANSACTION:		Amount per Unit X Number of Units Enrolled	9 Hours & 30 Minutes	

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



2. Process for Sending Credentials (Online)

This service allows former students and alumni to request their credentials be sent to the provided company email address or other verifying company.

Office or Division:	Office or Division: Office of the Admission and Registration (OAR)				
Classification:	Simple				
Type of Transaction:		G2C – Government to Citizen			
Who may avail:	Former Student, A	lumni			
CHECKLIST OF R	EQUIREMENTS	WHERE TO	SECURE		
send his/her cre provided email a following details • Email wh credentia • Purpose	 CHECKLIST OF REQUIREMENTS 1. Authorization Letter allowing TSU to send his/her credentials to the provided email address with the following details: (Electronic Copy) Email where to send the credentials Purpose of request Signature of the Data Owner 		ill provide.		
 Data owner's va (Electronic Cop Company Form 	y with Signature)	The client wi	•		
(Electronic Cop		The client wi	ill provide.		
4. Credentials in F (Scanned or El	PDF file only	The client wi	ill provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
 Send an email to <u>ora@tsu.edu.p</u> <u>h</u> stating the document to 	 1.1 Checks email for Request for Sending Credentials. 1.2 Provides 	None	1 Hour	Staff-in-Charge Office of Admission and Registration Staff-in-Charge	
be requested.	Microsoft form link for Sending Credentials and Informs the client the list of required documents.	None		Office of Admission and Registration	
2. Accomplish the Microsoft Form for Request for Sending Credentials and submit the complete requirements at <u>ora@tsu.edu.p</u> <u>h</u>	2.1 Receives and checks the completeness of the submitted requirements. <i>Note: If</i> <i>submitted</i> <i>documents are</i> <i>incomplete,</i> <i>reject</i> <i>the request</i> <i>and inform the</i> <i>client of the</i> <i>lacking</i>	None	1 Hour	<i>Staff-in-Charge</i> Office of Admission and Registration	



	requirement/s.			
	2.2 Processes the request for sending credentials.	None	2 Hours	<i>Staff-in-Charge</i> Office of Admission and Registration
 Receives notification regarding the Completion of request. 	 Notifies client regarding the completion of request and completes the Microsoft form online logbook 	None	1 Hour	Staff-in-Charge Release Section Office of Admission and Registration
	TOTAL:	NONE	6 Hours	



3. Process for Signing Student Clearance

This process allows alumni and newly graduates to claim their official Transcript of Records and transferring students to claim their Transfer Credentials.

Note: Service Step 1 to 4 may vary as preferred by the client.

Office or Division:	Office of Admission a	nd Registrat	tion (OAR)	
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumni, Newly Gradu University	ates, and Tr	ansferring Stude	nts of the
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Accomplished Stud TSU-OAR-SF-18 (1 Original Copy)	download a https://www student-cle	v.tsu.edu.ph/med arance-form.pdf	-
2. Valid TSU ID (1 Or	riginal Copy)	The client		DEDOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Signing of Studen	t Clearance at the Off	ice of Libra	ry Management	and Services
1.1 Proceed to the college's designated library and present all necessary requirements at the Circulation Counter – Office of Library Management and Services – (Main Campus, Villa Lucinda Campus, or San Isidro Campus).	 1.1.1 Receives and verifies library accountabilities of the client from the library system. 1.1.2 Without Library Accountabilities : Affixes signature on the Student Clearance Form and releases it to the client. Then proceed to Agency Action No. 1.4.2 	None	30 minutes 3 minutes	Head Office of Library Management and Services Staff Office of Library Management and Services Head Office of Library Management and Services
	With Library Accountabilities : Informs client to settle his/her accountabilities at the Cashiering Unit and/or Supply Office.			
1.2 With Library Accountabilities	1.2 With Library Accountabilities	Depends on each	40 minutes	Staff-in-Charge Cashiering Unit



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: Proceed to the	: Receives and	client's		
Cashiering Unit	processes the	accounta		
and/or Supply	payment.	bility/ies		
and Property	[· y · · · -···	, ,		
Management				
Unit to settle				
accountabilities.			- • •	
1.3 With Library	1.3 With Library	None	5 minutes	Head
Accountabilities	Accountabilities			Office of Library
: Proceed to the	: Verifies the			Management
Circulation	Official Receipt			and Services
Counter and	presented.			
present the				Staff
Official Receipt				Office of Library
of payment.				Management
				and Services
1.4 With Library	1.4.1 With Library	None	3 minutes	Head
Accountabilities	Accountabilities	None	0 minutes	Office of Library
: Receive the	: Affixes			Management
				and Services
duly signed	signature on the			and Services
Clearance Form	Clearance Form.	N	– • •	01.55
and fill out the	1.4.2 Provides the	None	5 minutes	Staff
Clearance	Clearance			Office of Library
Logbook TSU-	Logbook for the			Management
LMS-SF-12.	client to			and Services
	accomplish.			
2. Signing of Studen	t Clearance at the Cas	shiering Un	it	
2.1 Present Student	2.1 Verifies if the	None	30 minutes	Collecting Staff
Clearance Form	student has an	1 tonio		Cashiering Unit
to the Cashiering	outstanding			Cashering Onit
Unit.	•			
	balance.	Outoton di		Collection Ctoff
2.2 If With	2.2 If With	Outstandi	2 minutes	Collecting Staff
Outstanding	Outstanding	ng		Cashiering Unit
Balance: Settle	Balance:	balance		
unpaid balance.	Informs student			
	of his / her			
	outstanding			
	balance/s.			
2.3 Receive duly	2.3 If With	None	1 minute	Collecting Staff
signed	Outstanding			Cashiering Unit
Clearance Form.	Balance: Signs			
	the Clearance			
	Form after			
	settling the			
	outstanding			
	•			
	balance, if any.			
	If Without			
	Outstanding			
	Balance: Affixes			
	signature on the Clearance Form.			
3. Signing of Studen	t Clearance at the Stu	dent Devel	opment Service	s Unit



		_		
 3.1 Proceed to TSU Villa Lucinda Campus and present the accomplished Clearance Form to the Career Education Job Placement Services Office. Note: For Doctoral, Masteral and Transferring students, skip this step and proceed to Client Step 3.2. 3.2 Proceed to Student Development Services Office and present the Student Clearance countersigned by the Career Education Job Placement Services Head. 	 3.1 Checks if the student attended all required activities organized by Career Education Job Placement Services. If with complete attendance, counter signs the Clearance Form. Note: If student has absent/s, gives intervention action depending on the activity not attended. 3.2 Checks if the student has no contemptible records or accountability requirements (for Student Discipline Unit, Student Organization Unit and Student Publication Unit offices) and signs the Student Clearance Form. Note: If student has no contemptible records or accountability requirements (for Student Discipline Unit, Student Organization Unit and Student Publication Unit offices) and signs the Student Clearance Form. Note: If student has contemptible record/s, refer to the Student Discipline Unit for appropriate actions or to the Student Unit and Student Discipline Unit for appropriate actions or to the Student Unit and Student Discipline Unit for appropriate actions or to the Student Unit and Student Discipline Unit for appropriate actions or to the Student Unit and Student Discipline Unit for appropriate actions or to the Student Unit and Student Unit and Student Discipline Unit for appropriate actions or to the Student Unit and Student Unit and Student Unit and Student Student Discipline Unit for appropriate actions or to the Student Unit and Student Unit and Student Unit and Student Unit and Student Unit for appropriate actions or to the Student Unit for appropriate actions or to the Student Unit and Student Unit for appropriate actions or to the Student Unit and Student Unit Action Unit A	None	2 hours and 10 minutes 5 minutes	Unit Head Career Education Job Placement Services Staff Career Education Job Placement Services Unit Head Student Development Services Staff Student Development Services
	actions or to the Student			
	Publication Unit to replenish the accountability requirements.			
4. Signing of Studen	t Clearance at the Col	lege		



4.1 Proceed to the Department Chairperson.	4.1 Verifies the student's academic status. Once the student has clear status, countersign the Clearance Form. <i>Note: If the</i> <i>student has</i> <i>deficiency or</i> <i>lacking</i> <i>requirements,</i> <i>provide</i> <i>instruction on</i> <i>how to comply</i> <i>the lacking.</i>	None	2 hours and 10 minutes	Department Chairperson Mother College
4.2 Proceed to the	4.2 Signs the	None	30 minutes	Dean
College Dean	Student			Mother College
5. Signing of Studen	t Clearance at the Off	ice of Admi	ission and Regis	stration
5.1 Proceed to the	5.1 Receives the	None	2 hours and 5	Staff
Office of Admission and Registration -	submitted duly signed Student Clearance Form	TUTE	minutes	Office of Admission and Registration
Main Campus and get a ticket number from the kiosk machine. Once the number appears on the screen, submit the Duly signed Student Clearance Form to the designated College window.	5.2 Notifies the students regarding the releasing of Official Transcript of Records or Transfer of Credentials.	None	5 minutes	Staff Office of Admission and Registration
TOTAL WITH NC	ACCOUNTABILITY:	None	8 Hour & 10 Minutes	
TOTAL WITH	I ACCOUNTABILITY:	Outstan ding Balance	9 Hours & 1 Minute	

*The total turnaround time considers the volume of requests, waiting time, availability of the signatories, and student transportation from one campus to another.

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for signing and issuance of Transcript of Records and Transfer Credential once the clearance form is fully signed by the designated authorities. The Office of Library Management and Services, Cashiering Unit, Student Development Services Unit, and College Deans are only responsible in verifying the client's accountabilities and status and signing of the clearance.



4. Processing of Request for Transcript of Records of Graduates

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

Office or Division	Office of Admission	and Regist	ration (OAR)	
Classification:	Simple			
Type of	G2C - Government	to Citizen		
Transaction:				
Who may avail:	TSU Graduates			
	REQUIREMENTS		WHERE TO SEC	URE
1. Duly Signed Stu	dent Clearance	Office of A	dmission and Regi	stration or
(1 Original Copy)	download a	at	
		https://www	<u>w.tsu.edu.ph/media</u>	/5cllemm2/I-
		student-cle	earance-form.pdf	
2. For CCS Gradu		The client	will provide	
School - Memo				
	er (1 Original Copy)			
3. Documentary St		-		
4. For Transferee				
	ords with Remarks			
"Copy for TSU" (
5. If the Requesto	•			
a. Authorization				
(1 Original Copy				
b. Requestor's V				
(1 Photocopy) c. Representativ	e's Valid ID			
(1 Photocopy)				
	eipt (1 Original Copy)			
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CLIENT STEPS 1. For Walk-In:	AGENCY ACTIONS 1.1 For Walk-In:			RESPONSIBLE Staff-in-Charge
CLIENT STEPS 1. For Walk-In: Get a ticket	AGENCY ACTIONS 1.1 For Walk-In: Reviews the	BE PAID	TIME	RESPONSIBLE Staff-in-Charge of Records
CLIENT STEPS 1. For Walk-In: Get a ticket number from	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and	BE PAID	TIME	RESPONSIBLE Staff-in-Charge of Records Office of
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of	BE PAID	TIME	RESPONSIBLE Staff-in-Charge of Records Office of Admission and
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk machine.	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of other required	BE PAID	TIME	RESPONSIBLE Staff-in-Charge of Records Office of
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk machine. Once the	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of other required documents to be	BE PAID	TIME	RESPONSIBLE Staff-in-Charge of Records Office of Admission and
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk machine. Once the number	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the	BE PAID	TIME	RESPONSIBLE Staff-in-Charge of Records Office of Admission and
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk machine. Once the number appears on	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of other required documents to be	BE PAID	TIME	RESPONSIBLE Staff-in-Charge of Records Office of Admission and
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen,	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the	BE PAID	TIME	RESPONSIBLE Staff-in-Charge of Records Office of Admission and
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, proceed to	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the	BE PAID	TIME	RESPONSIBLE Staff-in-Charge of Records Office of Admission and
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, proceed to the	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the	BE PAID	TIME	RESPONSIBLE Staff-in-Charge of Records Office of Admission and
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, proceed to the designated	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the	BE PAID	TIME	RESPONSIBLE Staff-in-Charge of Records Office of Admission and
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, proceed to the	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the	BE PAID	TIME	RESPONSIBLE Staff-in-Charge of Records Office of Admission and
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, proceed to the designated college	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the	BE PAID	TIME	RESPONSIBLE Staff-in-Charge of Records Office of Admission and
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, proceed to the designated college window to	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the	BE PAID	TIME	RESPONSIBLE Staff-in-Charge of Records Office of Admission and
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, proceed to the designated college window to request for the first copy of Transcript	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the	BE PAID	TIME	RESPONSIBLE Staff-in-Charge of Records Office of Admission and
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, proceed to the designated college window to request for the first copy	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the	BE PAID	TIME	RESPONSIBLE Staff-in-Charge of Records Office of Admission and
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, proceed to the designated college window to request for the first copy of Transcript of Records.	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the client.	BE PAID None	TIME 30 minutes	RESPONSIBLE Staff-in-Charge of Records Office of Admission and
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, proceed to the designated college window to request for the first copy of Transcript of Records. For Online:	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the client. For Online:	BE PAID	TIME	RESPONSIBLE Staff-in-Charge of Records Office of Admission and
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, proceed to the designated college window to request for the first copy of Transcript of Records. For Online: Email the	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the client. For Online: Checks email to	BE PAID None	TIME 30 minutes	RESPONSIBLE Staff-in-Charge of Records Office of Admission and
CLIENT STEPS 1. For Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, proceed to the designated college window to request for the first copy of Transcript of Records. For Online:	AGENCY ACTIONS 1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the client. For Online:	BE PAID None	TIME 30 minutes	RESPONSIBLE Staff-in-Charge of Records Office of Admission and



Records Regarding the First Copy of the Transcript of	1.2 For Walk-In: Sets an appointment date.	None	10 minutes	Staff-in-Charge of Records Office of Admission and Registration
Records.	For Online: Reviews the records and sends the list of other required documents to be prepared by the client.	None	30 minutes	
	1.3 For Online: Emails the client for the date of appointment.	None	1 working day	Staff-in-Charge of Records Office of Admission and Registration
2. Submit the requirements to the designated College service window	 Processes the first copy of Transcript of Records. 	None	For Walk-In: 2 working days For Online: 3 hours	Staff-in-Charge of Records Office of Admission and Registration
3. Receive the Transcript of Records and fill out/ sign the logbook	 Issues first copy of Transcript of Records and ask client to fill-out and sign the logbook 	None	5 minutes	Staff-in-Charge of Records Office of Admission and Registration
1	OTAL FOR WALK-IN TRANSACTION:	None	2 Working Days & 45 Minutes	
TOTAL FOR ONLINE TRANSACTION:		NOTIE	1 Working Day, 4 Hours & 35 Minutes	

* **First copy of Transcript of Records** shall be of **no charge**. Subsequent request/s of Transcript of Records shall be charged **Php 100.00 per page**.



5. Processing of Request for Various Academic Documents (Online)

This service allows alumni and currently enrolled students to request various academic document such as Transcript of Records (Second Copy), CAV, Diploma, Transfer Credential, Form 137A and various Certifications.

Of	fice or	Office of Admission	and Registration (OAR)		
Di	vision:				
Cla	assification:	Complex – Request			
.		Highly Technical – R			
	pe of	G2C - Government to	o Citizen		
	ansaction:	Alumani and Currently	Encolled Students at the University		
	ho may avail:		V Enrolled Students at the University WHERE TO SECURE		
			ND COPY/ REQUEST		
	Valid identificati	· · · /	The Client will provide		
2.	•	luate-unenrolled	Office of Admission and Registration or		
	student, Duly S		download at		
	Clearance TSU-		https://www.tsu.edu.ph/media/5cllemm2/l-		
0	(1 Original Copy		student-clearance-form.pdf		
3.	-	luate-unenrolled	The client will provide		
		137-A / Transcript of stended -			
		State University			
	(1 Original Copy	-			
Δ	Accomplished F		Office of Admission and Registration or		
т.	•	-21(1 Original Copy)	download at		
			https://www.tsu.edu.ph/media/1azfbhm2/o-		
			request-form-and-claim-stub.pdf		
5.	Documentary S	tamp/s	The client will provide		
	(1 stamp per pa	•			
В.			TION AND VERIFICATION (CAV)		
1.	Valid identificati	on Card (ID)	The client will provide		
2.	Photocopy and	1 Original Copy of	The client will provide		
		ecords and Diploma,			
	present the Orig				
3.	Accomplished F	•	Office of Admission and Registration or		
	TSU–OAR–SF-	-21 (1 Original Copy)	download at		
			https://www.tsu.edu.ph/media/1azfbhm2/o-		
			request-form-and-claim-stub.pdf		
4.	Documentary S	•	The client will provide		
_	(1 stamp per pa				
	DUPLICATE OF	_			
	Valid identificati		The client will provide		
2.	For Missing/ Lo	oss of Diploma,	Notary public, a lawyer, or a government office		
	Affidavit of Loss		that deals with legal documents		
3.	Accomplished F		Office of Admission and Registration or		
	130-0AK-3F-1	21 (1 Original Copy)	download at		
			https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf		
Λ	Documentary S	tamn/s	The client will provide		
· -.	•	•			
	(1 stamp per pa	* <i>i</i>			
1.	Valid identificati	on Card (ID)	The client will provide		



2. Duly Signed Student Clearance TSU-OAR-SF-18 (1 Original Copy) Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/L student-clearance-form.pdf 3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1az/tbhm2/o- request-form-and-claim-stub.pdf 4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1az/tbhm2/o- request-form-and-claim-stub.pdf 5. Documentary Stamp/s (1 stamp per page) The client will provide E. TRANSFER CREDENTIAL The client will provide 1. Valid identification Card (ID) The client will provide 2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy) Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/L student-clearance-form.pdf 4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1az/tbhm2/o- request-form-and-claim-stub.pdf 5. Documentary Stamp/s (1 stamp per page) The client will provide The client will provide 7. SU-OAR-SF-21 (1 Original Copy) The client will provide Staff-in- chacks, and evaluates the checks, and evaluates the checks, and evaluates the responser's at None AS Staff-in- charge Online Request for Various	TSU-OAR-SF-18 (1 Original Copy) download at 3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) (1 Original Copy) The client will provide 4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) Office of Admission and Reg download at https://www.tsu.edu.ph/media request-form-and-claim-stub 5. Documentary Stamp/s (1 stamp per page) The client will provide E.TRANSFER CREDENTIAL The client will provide 1. Valid identification Card (ID) The client will provide 2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy) Student Last School Attende 3. Duly Signed Student Clearance TSU-OAR-SF-18 (1 Original Copy) Office of Admission and Reg download at https://www.tsu.edu.ph/media student-clearance-form.pdf 4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) Office of Admission and Reg download at https://www.tsu.edu.ph/media student-clearance-form.pdf 5. Documentary Stamp/s (1 stamp per page) The client will provide 6. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) Office of Admission and Reg download at https://www.tsu.edu.ph/media request-form-and-claim-stub 6. Documentary Stamp/s (1 stamp per page) The client will provide 7. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) The client will provide 7. Accomplished Request Form	
https://www.tsu.edu.ph/media/Scliemm2/I- student-clearance-form.pdf 3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) (1 Original Copy) The client will provide 4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf 5. Documentary Stamp/s (1 stamp per page) The client will provide E. TRANSFER CREDENTIAL The client will provide 1. Valid identification Card (ID) The client will provide 2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy) Otfice of Admission and Registration or download at https://www.tsu.edu.ph/media/Scliemm2/I- student-clearance-form.pdf 4. Accomplished Request Form TSU-OAR-SF-18 (1 Original Copy) Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf 5. Documentary Stamp/s (1 stamp per page) The client will provide 7. FORM 137-A Intelient will provide 1. Valid identification Card (ID) The client will provide 2. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf 3. Documentary Stamp/s (1 stamp per page) The client will provide 6. Request for TSU-OAR-SF-21 (1 Original Copy) The client will provide <	Inttps://www.tsu.edu.ph/media 3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) (1 Original Copy) The client will provide 4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) Office of Admission and Reg download at https://www.tsu.edu.ph/media 5. Documentary Stamp/s (1 stamp per page) Office of Admission and Reg download at E. TRANSFER CREDENTIAL The client will provide 1. Valid identification Card (ID) The client will provide 2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy) Office of Admission and Reg download at https://www.tsu.edu.ph/media 3. Duly Signed Student Clearance TSU-OAR-SF-18 (1 Original Copy) Office of Admission and Reg download at https://www.tsu.edu.ph/media 5. Documentary Stamp/s (1 stamp per page) Office of Admission and Reg download at https://www.tsu.edu.ph/media 5. Documentary Stamp/s (1 stamp per page) The client will provide 6. IF THE REQUESTOR IS NOT PRESENT Office of Admission and Reg download at https://www.tsu.edu.ph/media 3. Documentary Stamp/s (1 stamp per page) The client will provide 6. IF THE REQUESTOR IS NOT PRESENT The client will provide 1. Autorization letter (1 Original Copy) The client will provide 2. Requestor's valid ID (1 Photocopy) The client will provide 3. Representative's valid ID (1 Photocopy) FEES TO AGENCY PROC	istration or
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4.	Receive the	4. Sends the	None	3 working	Staff-in-
	Claim Stub/	claim stub and		days	Charge
	Claiming	claiming date		-	Processing
	Date and	via email.		For the	Section Office
	prepare the	Then,		Diploma –	of Admission
	requirements	processes the		12 working	and
	to be	requested		days	Registration
	submitted on	document/s		days	regionation
	the	document/s			
	appointment				
-	date.			4	
5.	On the	5.1 Receives and	None	45 minutes	Staff-in-Charge
	appointment	checks the			Release Section
	date,	necessary			Office of
	Proceed to	requirements			Admission and
	the Office of	and claim stub.			Registration
	Admission	5.2 Prepares the	None	20 minutes	
	and	requested			
	Registration	documents.			
	and get a				
	ticket number				
	from the				
	kiosk				
	machine.				
	Once the				
	number				
	appears on				
	the screen,				
	present the				
	claiming stub				
	-				
	along with				
	the other				
	necessary				
	requirement				
	to the				
	releasing				
	section.				
	Note: The				
	claiming of				
	the request				
	depends on				
	the given				
	appointment/				
	claiming				
	date.				
6	Receive the	6. Releases the	None	20 minutes	Staff-in-Charge
0.	Requested	Requested			Release Section
	document/s	Document/s			Office of
	and fill out/	and ask the			Admission and
		client to fill-out			
	Sign the				Registration
	Logbook	the Logbook.	See	1 \N/arking	
	1	OTAL FOR ONLINE		4 Working	
		TRANSACTION:	Table	Days, 4 Hours	
			Below	& 55 Minutes	



TOTAL FOR ONLINE REQUEST OF DIPLOMA:	12 Working Days, 4 Hour & 55 Minutes
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	Academic Document	Amount
1.	Official Transcript of Record and other certificate	PHP 100.00/page
2		PHP 200.00
	Bonafide	
	Consular	PHP 150.00
4.	Diploma	PHP 300.00
5.	Certified Photocopy	PHP 20.00/page
6.	BIR Documentary Stamp	PHP 40.00/page

Note:

1. Qualified for One-day Processing

- a. For TOR and Certifications requests submitted from 7:00AM to 11:00AM without deficiency on requirements.
- b. For TOR requests of those who graduated from 2008 to Present without attachment.

2. Requests NOT Qualified for One-day Processing

- a. TOR with attachment and/or forms abroad
- b. Certificate of Units Earned
- c. Manually Computed General Weighted Average
- d. Bonafide
- e. Consular
- f. Request for TOR of those who graduated in 2007 & below
- 3. Only those requests with complete requirements will be processed.
- **4.** The requirements stated above are only applicable for First-time request, succeeding request will only require payment.



6. Processing of Request for Various Academic Documents (Walk-In)

This service allows alumni and currently enrolled students to request for various academic documents such as Transcript of Records (Second Copy), CAV, Diploma, Transfer Credential, Form 137A and various Certifications.

04		Office of Admission	and Degistration (OAD)
Di	fice or vision:	Office of Admission a	and Registration (OAR)
Cla	assification:	Highly Technical – R System	for Other Documents equest for Diploma & Students Not in the
_	pe of ansaction:	G2C - Government to	o Citizen
W	ho may avail:	Alumni and Currently	relation Enrolled Students at the University
	CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE
Α.	FOR TRANSCR	IPT OF RECORD – 2	ND COPY/ REQUEST
1.	Valid identificati	on Card (ID)	The Client will provide
		<i>uate-unenrolled</i> Signed Student -OAR-SF-18	Office of Admission and Registration or download at <u>https://www.tsu.edu.ph/media/5cllemm2/l-</u> <u>student-clearance-form.pdf</u>
	For Undergrad student, Form Record from las Copy for Tarlac (1 Original Copy	<i>uate-unenrolled</i> 137-A / Transcript of t School attended - State University /)	The client will provide
4.	Accomplished F TSU-OAR-SF-	Request Form -21 (1 Original Copy)	Office of Admission and Registration or download at <u>https://www.tsu.edu.ph/media/1azfbhm2/o-</u> <u>request-form-and-claim-stub.pdf</u>
5.	Documentary S (1 stamp per pa	•	The client will provide
В.			TION AND VERIFICATION (CAV)
	Valid identificati		The client will provide
	Photocopy and	1 Original Copy of cords and Diploma,	The client will provide
3.	Accomplished F		Office of Admission and Registration or download at <u>https://www.tsu.edu.ph/media/1azfbhm2/o-</u> request-form-and-claim-stub.pdf
4.	Documentary S (1 stamp per pa	•	The client will provide
C.	DUPLICATE OF	DIPLOMA	
1.	Valid identificati	on Card (ID)	The client will provide
2.	For Missing/Lo Affidavit of Loss	oss of Diploma,	Notary public, a lawyer, or a government office that deals with legal documents
	Accomplished F TSU-OAR-SF-2	21 (1 Original Copy)	Office of Admission and Registration or download at <u>https://www.tsu.edu.ph/media/1azfbhm2/o-</u> <u>request-form-and-claim-stub.pdf</u>
4.	Documentary S	•	The client will provide
	(1 stamp per pa	ge)	



D.	D. CERTIFICATION/S				
1.	Valid identification	on Card (ID)	The client	will provide	
	Duly Signed Stu			dmission and Regi	stration or
		18 (1 Original Copy)	download at		
				w.tsu.edu.ph/media	/5cllemm2/I-
				earance-form.pdf	
3.		anscript of Record	The client	will provide	
		attended (Copy for			
	Tarlac State Uni	• /			
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5.	Documentary St	tamp/s		will provide	
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	TRANSFER CR	EDENTIAL			
	Valid identification		The Client	will provide	
2.		anscript of Record			
		attended - Copy for	Student La	st School Attended	t
		iversity (1 Original			
3	Copy) Duly Signed Stu	Idont Cloaranco	Office of Admission and Registration or		
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	100 OAN OI		https://www.tsu.edu.ph/media/5cllemm2/l-		
			student-clearance-form.pdf		
4.	Accomplished R	Request Form	Office of Admission and Registration or		
	TSU-ÓAR-SF-	21 (1 Original Copy)	download a		
			https://www.tsu.edu.ph/media/1azfbhm2/o-		
				<u>m-and-claim-stub.</u>	<u>pdf</u>
5.	Documentary St	•	The client will provide		
	(1 stamp per pa	ge)			
	FORM 137- A		T I		
1.		· · · · ·		will provide	atration or
Ζ.	Accomplished R	21 (1 Original Copy)	Office of Admission and Registration or download at		
	130-0AN-31-	z r (i Oliginal Copy)	https://www.tsu.edu.ph/media/1azfbhm2/o-		
			request-form-and-claim-stub.pdf		
3.	Documentary St	tamp/s	The client will provide		
	(1 stamp per pa	-		1	
G.	<u> </u>	FOR IS NOT PRESENT			
1.	Authorization let	ter (1 Original Copy)	The client will provide		
2.	Requestor's vali	d ID (1 Photocopy)	1		
3. Representative's valid ID		1			
(1 Photocopy)					
С	LIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	
1	Proceed to	1.1 Ask what type of	None	25 minutes	RESPONSIBLE Staff-in-
'.	the Office of	request, check	INDIE		Charge
	Admission	the system, and			Request
	and	determine the			Section Office
	Registration	necessary			of Admission
	and get a	requirements.			and
Î.	ticket number				Registration



					1908
	from the kiosk machine. Once the number appears on the screen, state the document to be requested at the Request Section window.	1.2 Informs the client the list of required documents	None	20 minutes	
	Prepare the requirements, Accomplish the Request Form (TSU- OAR-SF-21) and submit it along with the other required documents.	2. Receives and checks the completed Request Form along with the other required documents and assesses the fees for the requested document in the system.	None	15 minutes	Staff-in- Charge Request Section Office of Admission and Registration
3.	Pay the required fees thru onsite (TSU Cashier)	 Processes the payment and issues the assessment/ official receipt. 	See table below	45 minutes	Staff-in-Charge Cashiering Unit
4.	Proceed to Request section window and present the Official Receipt.	4. Receives the proof of payment and provides the appointment date to claim the requested document/s. <i>Note: Only Undergraduate & Graduate & Graduate & Graduate students who are in the system and have complete the requirements are allowed to expedite the process to one day.</i>	None	15 minutes	Staff-in- Charge Request Section Office of Admission and Registration



				1906
5. Receive the Claiming Stu and log it in the Request Logbook	and asks the	None	5 minutes	<i>Staff-in- Charge</i> Request Section Office of
	5.2 Endorses the request to Staff-in-Charge of Processing Section/ Registrar	None	10 minutes	Admission and Registration
	5.3 Processes the requested documents/s	None	3 working days For the Diploma & not in the system – 12 working days	Staff-in- Charge Processing Section Office of Admission and Registration
6. On the	6.1 Receives and	None	45 minutes	Staff-in-Charge
appointmer				Release Section
date, Proceed to	necessary			Office of
the Office of	requirements and claim stub.			Admission and Registration
Admission	6.2 Prepares the	None	20 minutes	registration
and	requested			
Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the claiming stul along with the Documentar Stamp/s. <i>Note: The claiming of the request depends on the given appointment claiming</i>	documents. er y			
date. 7. Receive the	7. Releases the	None	20 minutes	Staff-in-Charge
7. Receive the Requested document/s	7. Releases the Requested Document/s and ask the			Release Section Office of



and log it in the Logbook	client to fill-out the Logbook.			Admission and Registration
тс	OTAL FOR WALK-IN TRANSACTION:		3 Working Days, 3 Hours & 40 Minutes	
тс	TOTAL FOR WALK-IN		12 Working	
TRANSACT	TRANSACTION OF STUDENTS		Days, 3 Hours	
NC	DT IN THE SYSTEM:	Below	& 40 Minutes	
TOTAL FOR	WALK-IN REQUEST OF DIPLOMA:		12 Working Days, 3 Hour & 40 Minutes	

	Academic Document	Amount
1.	Official Transcript of Record (TOR) and other certificate	PHP 100.00/page
2.		PHP 200.00
3.	Consular	PHP 150.00
4.	Diploma	PHP 300.00
5.	Certified Photocopy	PHP 20.00/page
6.	BIR Documentary Stamp	PHP 40.00/page

Note:

1. Qualified for One-day Processing

- a. For TOR and Certifications requests submitted from 7:00AM to 11:00AM without deficiency on requirements.
- b. For TOR requests of those who graduated from 2008 to Present without attachment.

2. Requests NOT Qualified for One-day Processing

- a. TOR with attachment and/or forms abroad
- b. Certificate of Units Earned
- c. Manually Computed General Weighted Average
- d. Bonafide
- e. Consular
- f. Request for TOR of those who graduated in 2007 & below
- 3. Only those requests with complete requirements will be processed.
- **4.** The requirements stated above are only applicable for First-time request, succeeding request will only require payment.



7. Processing of Student/Credential Verification (Walk-in & Online)

This service allows employers and other interested parties to request for credential verification.

Office or Division: Office of the Admission and Registration (OAR)				
Classification:	Simple			
Type of Transaction:	G2B – Government G2C – Government	to Business Entity/ies to Citizen		
Who may avail:	Employer and othe	r interested p	arties	
CHECKLIST OF RI	CHECKLIST OF REQUIREMENTS		SECURE	
 Authorization Letter from the Credential Owner granting Tarlac State University permission to disclose the requested information to the requester. (1 Original Copy or Electronic Copy) 		The client wi		
	alid ID (1 Photocopy	The client wi	ll provide.	
3. Requestor's/ver	or Electronic Copy) rifier's company ID y or Electronic Copy)	The client wi	ll provide.	
4. Verification For		The client wi		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, state the document to be requested at the	1.1 Walk-in Asks what type of request and determine the necessary requirements. Online: Checks email for request for Student/ Credential Verification.	None	5 Minutes 30 Minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
designated window. Online: Send an email to <u>ora@tsu.edu</u> <u>.ph</u> stating the document to be requested.	1.2 Walk-In: Informs the client the list of required documents Online: Provides the Microsoft Form link for the Student/ Credential Verification request and informs the client the list of	None	5 Minutes 30 Minutes	Staff-in-Charge Office of Admission and Registration



		required documents.			
2.	Walk-In Submit the needed requirements to the Office of	2.1 Receives and checks the completeness of the submitted requirements.	None	15 Minutes	Staff-in-Charge Office of Admission and Registration
0	Admission and Registration.	2.2Checks the student's information in the system.	None	10 Minutes	Staff-in-Charge Office of Admission and Registration
2.	Accomplish the Student/Crede ntial Verification request Microsoft Form and	Note: If the student data /credential is not available, inform the client about the unavailability of the request.			
	submit the complete requirements at	2.3 Processes the credential verification.	None	1 Hour	Staff-in-Charge Office of Admission and Registration
	<u>ora@tsu.edu.p</u> <u>h</u>	2.4 If there is a Company Verification Form, fills out the necessary details. If there is no Company Verification Form, prepares a Verification Certificate	None	10 Minutes	Staff-in-Charge Office of Admission and Registration
3.	Receives the requested student/crede ntial verification.	3. Walk-in: Issues the requested student/ credential verification.	None	10 Minutes	Staff-in-Charge Release Section Office of Admission and Registration
		Online: Sends the requested student/ credential verification via email and completes the needed details/ logbook.		20 Minutes	
4.	Walk-In: Fill out the logbook as	4. Walk-In	None	5 Minutes	Staff-in-Charge Release Section Office of



proof of receipt.	Informs client to fill out the Logbook.			Admission and Registration
			Walk-In: 2 Hours	
	TOTAL:	None	Online: 2 Hours & 55 Minutes	



Office of Admission and Registration

Internal Services



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

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

Office or	Office of Admission ar	nd Registrati	ion (OAR)	
Division: Classification:	Simple			
Type of	G2G – Government to	Governme	nt	
Transaction:				
	Teaching Personnel o	f the Univer	sity	
	REQUIREMENTS		WHERE TO SEC	CURE
1. Accomplished F		Office of A	dmission and Reg	istration
	tification of Grades			
TSU-OAR-SF-2	-			
(1 Original Copy	or 1 Scanned Copy)	EEEQ TO	DDOCESSINC	PERSON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE
1. For Walk-In: Submit the accomplished form to the College Dean for approval.	 Receives and signs the submitted form. 	None	1 hour and 45 minutes	<i>Dean</i> College
For Online: Submit the scanned copy of the accomplished document to the College Dean for approval via email.				
Note: For College email addresses, refer to the table below.				
2. For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present signed and approved	2.1 Assesses the payment in the system.	None	30 minutes	Staff-in-Charge or Director Office of Admission and Registration



form to the Admission Unit For Online: Submit the signed form to the Director of Office Admission and Registration via MS Teams. Image: Submit the signed form to the Director of Office Admission and Registration via MS Teams. Image: Submit the signed form to the Cashiering Unit. Image: Submit the signed form to the Cashiering Unit. Image: Submit the signed form to the Cashiering Unit. Image: Submit the signed form to payment. Image: Submit the signed form to payment. Image: Submit the signed form to the Cashiering Unit Unit. Image: Submit the signed form to the Cashiering Unit. Image: Submit the signed form to the Cashiering Unit. Image: Submit the signed form to the Submit the signed form to the Philippines can be accessed at https://www.ts uedu.ph/anno uncements/20 2/4 announcement Syland-bank- payment-via- www- landbank.com- link-bizportal/ Image: Submit the signed form to the Philippines can be accessed at https://www.ts uedu.ph/anno uncements/20 2/4 announcement Syland-bank- payment-via- www- landbank-com- link-bizportal/ Image: Submit the signed form to the Philippines can be accessed at https://www.ts uedu.ph/anno uncements/20 2/4 announcement Submit the Official Receipt None 15 minutes Staff-in-Charge					1906
Submit the signed form to the Director of Office Admission and Registration via MS Teams.Second PressionPHP PHP 100.0045 minutesStaff Cashiering Unit3. For Walk-In: Pay the rectification of grades fee at the Cashiering Unit.3. Receives and process the payment.PHP 100.0045 minutesStaff Cashiering UnitFor Online: Pay the rectification of grades fee thru online payment, bank, or at the Cashiering Unit.3. Receives and process the payment.PHP 100.0045 minutesStaff Cashiering UnitNote: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.ts u.edu.ph/anno uncements/20 24- announcement s/land-bank-pom- line-bank-payment-via- www- landbank-com- int-bizportal4. I Verifies theNone15 minutesStaff-in-Charge	Admission				
Flare Quilala tiquilala@tsu. edu.ph3. Receives and process the payment.PHP 100.0045 minutesStaff Cashiering Unit3. For Walk-In: Pay the rectification of grades fee at the Cashiering Unit.3. Receives and process the payment.PHP 100.0045 minutesStaff Cashiering UnitFor Online: Pay the rectification of grades fee thru online payment, bank, or at the Cashiering Unit.3. Receives and process the payment.PHP 100.0045 minutesStaff Cashiering UnitNote: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.ts u.edu.ph/anno uncement s/and-bank- payment-via- www- landbank-com- link-bizportat/4.1 Verifies theNone15 minutesStaff-in-Charge	Submit the signed form to the Director of Office Admission and Registration				
Pay the rectification of grades fee at the Cashiering Unit.process the payment.100.00Cashiering UnitFor Online: Pay the rectification of grades fee thru online payment, bank, or at the Cashiering Unit.Image: Cashiering Note: The steps for 	Flare Quilala tfgquilala@tsu. edu.ph				
Pay the rectification of grades fee thru online payment, bank, or at the Cashiering 	Pay the rectification of grades fee at the Cashiering	process the		45 minutes	
steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.ts u.edu.ph/anno 	Pay the rectification of grades fee thru online payment, bank, or at the Cashiering				
u.edu.ph/anno uncements/20 24- announcement s/land-bank- payment-via- www- landbank-com- link-bizportal/Image: Comparison of the system of th	steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at				
s/land-bank- payment-via- www- landbank-com- link-bizportal/Image: Comparison of the system of the sy	u.edu.ph/anno uncements/20 24-				
4. For Walk-In: 4.1 Verifies the None 15 minutes Staff-in-Charge	s/land-bank- payment-via- www- landbank-com-				
			None	15 minutes	Staff-in-Charge



				1906
Proceed to the				Office of
Admission Unit				Admission and
and present		Name	1 hour and 40	Registration
the Official	4.2 Receives	None	1 hour and 45	Staff-in-
Receipt	and signs the		minutes	Charge
For Online:	submitted			or Direct
Send the proof	form.			or
of payment to				Office
the Admission				of
Unit via email				Admission and
aro-				Registration
admission@ts	4.3 Processes the	None	45 minutes	Staff-in-Charge
<u>u.edu.ph</u> .	rectification of			Office of
	grades in the			Admission and
	system.			Registration
5. For Walk-In:	5. For Walk-In:	None	5 minutes	Staff-in-Charge
Fill out and	Have the client			Office of
signs the	fill out and sign			Admission and
logbook	the Logbook.			Registration
	For Online:			
	Fill out the			
	logbook and			
	indicate in the			
	remarks that the			
	request was			
	made via online			
	transaction.			
6. Log in to	6. Informs the client	None	30 minutes	Staff-in-Charge
Faculty portal	to verify the			Office of
(https://faculty.	status of the			Admission and
tsu.edu.ph/) to	request to rectify			Registration
verify if the	the grade/s through the			
grade/s have been	faculty portal.			
corrected/				
rectified.				
	OTAL FOR WALK-IN	PHP		
-	TRANSACTION:	100.00		
	TOTAL FOR ONLINE	per	6 Hours & 20 Minutes	
	TRANSACTION:	Subject/	minutes	
		Course		



2. Process for Signing of Certificate of Registration and Validation of ID

This service allows clients to request for signing of Student Clearance and Validation of Student ID.

Office of Division:Office of Admission and Registration (OAR)Classification:SimpleType ofG2C – Government to CitizenTransaction:All TSU StudentsCHECKLIST OF REQUIREMENTSWHERE TO SE1. Certificate of Registration (COR) (1 Original Copy)The client will provide2. Student ID (1 Original Copy)The client will provideCLIENT STEPSAGENCY ACTIONSFEES TO BE PAID1. Get a ticket number from the kiosk machine. Once the number appears on the screen, submit the Certificate of Registration or Student ID to the designated College Service window.1.1 Receives and verifies the submitted COR and student ID to the designated College Service window.None15 minutes2. Receive the signed Certificate of Registration (COR) and Student ID.2. Returns the signed Certificate of Registration and Student ID.5 minutes2. Receive the signed COR and Student ID.2. Returns the signed Certificate of Registration (COR) and Student ID.None5 minutes3. Fill out and3. Have the client fillNone5 minutes	D		
Type of Transaction:G2C – Government to CitizenWho may avail:All TSU StudentsCHECKLIST OF REQUIREMENTSWHERE TO SE1. Certificate of Registration (COR) (1 Original Copy)The client will provide2. Student ID (1 Original Copy)The client will provide1. Get a ticket number from the kiosk machine. Once the number appears on the screen, submit the Certificate of Registration or Student ID to the designated College Service window.1.1 Receives and verifies the submitted COR and student ID to ensure it matches the information indicated in the system.None15 minutes1. Get a ticket number from the kiosk machine. Once the number appears on the screen, submit the Certificate of Registration or Student ID to the designated College Service window.1.1 Receives and verificate of Registration (COR) does not match with the system, advise, or request the student to reprint the updated Certificate of Registration5 minutes2. Receive the signed Certificate of Registration (COR) and Student ID.2. Returns the signed Certificate of Registration (COR) and Student ID.None5 minutes	Division: Office of Admission and	Registration (OAR)	
Transaction:Who may avail:All TSU StudentsCHECKLIST OF REQUIREMENTSWHERE TO SE1. Certificate of Registration (COR) (1 Original Copy)The client will provideThe client will provideCLIENT STEPSAGENCY ACTIONSFEES TO PROCESSING BE PAIDTIME1. Get a ticket number from the kiosk machine. Once the number appears on the screen, submit the Certificate of Registration or Student ID to the designated College Service window.1.1 Receives and verifies the submitted COR and student ID to the information indicated in the system.None15 minutes1.1 Receives and verifies the submitted COR and student ID to the designated College Service window.Note: If the Certificate of Registration (COR) does not match with the system, advise, or request the student to reprint the updated Certificate of Registration and Student ID5 minutes2. Receive the signed Certificate of Registration (COR) and Student ID.2. Returns the signed Certificate of Registration (COR) and Student ID.None5 minutes	ition: Simple		
Transaction:Who may avail:All TSU StudentsCHECKLIST OF REQUIREMENTSWHERE TO SE1. Certificate of Registration (COR) (1 Original Copy)The client will provideThe client will provideCLIENT STEPSAGENCY ACTIONSFEES TO PROCESSING BE PAIDTIME1. Get a ticket number from the kiosk machine. Once the number appears on the screen, submit the Certificate of Registration or Student ID to the designated College Service window.1.1 Receives and verifies the submitted COR and student ID to the designated College Service window.Note: If the Certificate of Registration (COR) does not match with the system, advise, or request the student to reprint the updated Certificate of Registration and Student ID5 minutes2. Receive the signed Certificate of Registration (COR) and Student ID.2. Returns the signed Certificate of Registration (COR) and Student ID.None5 minutes	G2C – Government to C	Citizen	
Who may avail: All TSU Students CHECKLIST OF REQUIREMENTS WHERE TO SE 1. Certificate of Registration (COR) (1 Original Copy) The client will provide 2. Student ID (1 Original Copy) The client will provide CLIENT STEPS AGENCY ACTIONS FEES TO BE PAID 1. Get a ticket number from the kiosk machine. Once the number appears on the screen, submit the Certificate of Registration or Student ID to the designated College Service window. 1.1 Receives and verifies the submitted COR and student ID to the designated College Service window. None 15 minutes 1. Note: If the Certificate of Registration or Student ID to the designated College Service window. Note: If the Certificate of Registration (COR) does not match with the system, advise, or request the student to reprint the updated Certificate of Registration and Student ID 5 minutes 2. Receive the signed Certificate of Registration (COR) and Student ID. 2. Returns the signed Certificate of Registration (COR) and None 5 minutes			
CHECKLIST OF REQUIREMENTSWHERE TO SE1. Certificate of Registration (COR) (1 Original Copy)The client will provide2. Student ID (1 Original Copy)AGENCY ACTIONSFEES TO BE PAIDPROCESSING TIME1. Get a ticket number from the kiosk machine. Once the number appears on the screen, submit the Certificate of Registration or Student ID to the designated College Service window.1.1 Receives and verifies the submitted COR and student ID to ensure it matches the information indicated in the system.None15 minutes0. Student ID to the designated College Service window.Note: If the Certificate of Registration (COR) does not match with the system, advise, or request the student to reprint the updated Certificate of Registration5 minutes2. Receive the signed Certificate of Registration (COR) and Student ID.2. Returns the signed Certificate of Registration (COR) and Student ID.None5 minutes			
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(1 Original Copy)2. Student ID (1 Original Copy)CLIENT STEPSAGENCY ACTIONSFEES TO BE PAIDPROCESSING TIME1. Get a ticket number from the kiosk machine. Once the number appears on the screen, submit the Certificate of Registration or Student ID to the designated College Service window.1.1 Receives and verifies the submitted COR and student ID to ensure it matches the information indicated in the system.None15 minutes7Note: If the Certificate of Registration (COR) does not match with the system, advise, or request the student to reprint the updated Certificate of RegistrationFEES TO BE PAID NonePROCESSING TIME1Signed Certificate of RegistrationNone15 minutes2. Receive the signed Certificate of Registration Certificate of Registration and Student ID.None5 minutes2. Receive the signed Certificate of Registration (COR) and Student ID.2. Returns the signed Certificate of Registration (COR) and Student ID.None5 minutes			
2. Student ID (1 Original Copy) FEES TO BE PAID PROCESSING TIME 1. Get a ticket number from the kiosk machine. Once the number appears on the screen, submit the Certificate of Registration or Student ID to the designated College Service window. 1.1 Receives and verifies the submitted COR and student ID to ensure it matches the information indicated in the system. None 15 minutes Verifies the submitted COR and student ID to the designated College Service window. 1.1 Receives and votificate of Registration or Student ID to the designated Cortificate of Registration None 15 minutes 1.2 Signs and validates the Certificate of Registration and Student ID 2. Returns the signed Certificate of Registration (COR) and Student ID. 5 minutes		ne client will provide	
CLIENT STEPSAGENCY ACTIONSFEES TO BE PAIDPROCESSING TIME1. Get a ticket number from the kiosk machine. Once the number appears on the screen, submit the Certificate of Registration or Student ID to the designated College Service window.1.1 Receives and verifies the submitted COR and student ID to ensure it matches the information indicated in the system.None15 minutes10Note: ensure it matches the information indicated in the system.None15 minutes20Registration or Student ID to the designated College Service window.Note: If the Certificate of Registration (COR) does not match with the system, advise, or request the student to reprint the updated Certificate of Registration and Student ID5 minutes2. Receive the signed Certificate of Registration (COR) and Student ID.2. Returns the signed Certificate of Registration (COR) and Student ID.None5 minutes			
CLIENT STEPSAGENCY ACTIONSBE PAIDTIME1. Get a ticket number from the kiosk machine. Once the number appears on the screen, submit the Certificate of Registration or Student ID to the designated College Service window.1.1 Receives and verifies the submitted COR and student ID to ensure it matches the information indicated in the system.None15 minutes15 minutes15 minutes15 minutes16 momber appears on the screen, submit the Certificate of Registration or Student ID to the designated College Service window.Note: If the Certificate of Registration (COR) does not match with the system, advise, or request the student to reprint the updated Certificate of Registration5 minutes1.2 Signs and validates the Certificate of Registration and Student ID5 minutes2. Receive the signed Certificate of Registration (COR) and Student ID.2. Returns the signed COR) and Student ID.None5 minutes			
number from the kiosk machine. Once the number appears on the screen, submit the Certificate of Registration or Student ID to the designated College Service window.verifies the submitted COR and student ID to the information indicated in the system.Note: If the Certificate of Registration (COR) does not match with the system, advise, or request the student to reprint the updated Certificate of RegistrationNote: If the Certificate of Registration (COR) does not match with the system, advise, or request the student to reprint the updated Certificate of Registration1.2 Signs and validates the Certificate of Registration and Student ID5 minutes2. Receive the signed Certificate of Registration (COR) and Student ID.2. Returns the signed Certificate of Registration (COR) and Student ID.None S minutes			PERSON RESPONSIBLE
1.2 Signs and validates the Certificate of Registration and 	from skverifies the submitted COR and student ID to ensure it matches the information indicated in the system.ation or t ID to ignatedNote: If the Certificate of Registration (COR) does not match with the system, advise, or request the student to reprint the updated Certificate of	None 15 minutes	College-in- Charge Office of Admission and Registration
signedCertificate ofCertificate ofRegistration (COR)Registrationand Student ID.(COR) andStudent ID.	1.2 Signs and validates the Certificate of Registration and	5 minutes	
3. Fill out and 3. Have the client fill None 5 minutes	Certificate of ate of Registration (COR) ation and Student ID. and t ID.	None 5 minutes	College-in- Charge Office of Admission and Registration
sign the out and sign the Logbook logbook	e out and sign the	None 5 minutes	Staff-in-Charge Office of Admission and Registration
TOTAL: None 30 Minutes	TOTAL:	None 30 Minutes	



3. Process for Withdrawal of Enrollment or Registration (WALK-IN)

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

Office or Division:	Office of Admission and Registration (OAR)				
Classification:	Simple	¥			
Type of	G2C – Governme	nt to Citizen			
Transaction:					
Who may avail:	All TSU Students				
CHECKLIST OF RI	EQUIREMENTS		WHERE TO SEC	CURE	
1. Accomplished With	drawal of	Office of A	dmission and Reg	istration or	
Enrollment/Registra		download a			
TSU-OAR-SF-19 (1	Original Copy)		v.tsu.edu.ph/medi		
			-of-enrollment-and		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit the	1.1 Receives,	None	1 hour	Dean	
accomplished	verifies, and			College	
form to the	signs the				
College Dean for	submitted				
approval.	form.				
	1.2 Returns the	None	20 minutes	Dean	
	signed/			College	
	approved form to the				
	student and				
	informs the				
	student to				
	proceed to				
	the Office of				
	Admission				
	and				
	Registration				
	for approval				
	of the				
	Director.				
2. Proceed to the	2.1 Checks and	None	1 hour and 45	College-in-	
Office of	evaluates the		minutes	Charge	
Admission and	presented			Office of	
Registration and	form.			Admission and	
get a ticket				Registration	
number from the				or	
kiosk machine.				Director	
Once the number				Office of	
appears on the				Admission and	
screen, present	0.0 Deturner the	Nees		Registration	
the signed form	2.2 Returns the	None	20 minutes	College-in-	
to seek approval from the Director.	signed/			<i>Charge</i> Office of	
	approved form to the			Admission and	
	student and			Registration	
	informs the			or	
	student to			Director	
	proceed to			Office of	
	the			Admission and	
	Accounting			Registration	



	Unit for approval.			
3. Proceed to the Accounting Unit to present the signed form seek	3.1 Checks and evaluates the presented form.	None	3 hours	Staff-in-Charge Accounting Unit
approval.	3.2 Returns the signed/ approved form to the student and informs the student to submit the form to the Office of Admission and Registration.	None	20 minutes	Staff-in-Charge Accounting Unit
4. Submit the duly signed form to the Admission Unit.	4.1 Processes the withdrawal of enrollment / registration.	None	20 minutes	College-in- Charge Office of Admission and Registration
	4.2 Informs the student once the enrollment / registration is successfully withdrawn.	None	20 minutes	College-in- Charge Office of Admission and Registration
5. Fill out and sign the Logbook	5. Have the client fill out and sign the logbook	None	5 minutes	Staff-in- Charge Request Section Office of Admission and Registration
	TOTAL:	None	7 Hours & 30 Minutes	

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for receiving, reviewing, approving, processing, and recording of the withdrawal form. The Accounting Unit is responsible for signing/approving of the request.

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



4. Processing of Application for Graduation

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

Office or	Office of Admission and Registration (OAR)					
Division:	-					
Classification:	Simple					
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Birth Certificate	(13)					
5. For Female Ma						
	tics Authority (PSA) –					
	cate (1 Photocopy)					
6. Documentary St	tamps – (2 pcs)		DDOOE00INO	DEDOON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. For Walk-In:	1.1 Receives and	None	20 minutes	Staff-in-Charge		
Proceed to	reviews the			Office of		
the Office of	evaluation			Admission and		
Admission	records of the			Registration		
and	student and					
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appears on	confirmation of			Office of		
the screen,	the approved /			Admission and		
submit all	disapproved			Registration		
requirements	application for					
at the	Graduation.					



designated College Service 1.1 Receives the accomplished Application Form for Graduation. 1.1 Receives the accomplished Application Form for Graduation. For Online: Send the accomplished Application Form for Graduation to Office of Admission and Registration the date indicated on the accomplished Admission and Registration 1.2 Reviews the evaluation records of the student and the requirements. Note: Submission of the physical copy/fes of documents depends on the date indicated on the bace indicated on the bace indicate in the remarks that the remarks the University Academic Council for approval of the application for graduation. None 45 minutes Director Office of Admission and Registration 3. Receive an email for the approval of the application to the Board of Regents for approval. None 45 minutes Director Office of Admission and Registration					1906
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		graduation to the			
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		Board of			



3.3 Provides official list of candidates for graduation to the Business Center in preparation for printing of the programs and diplomas.	None	3 hours	<i>Staff-in-Charge</i> Office of Admission and Registration
TOTAL:	None	6 Hours & 25 Minutes	

Note: This is a multi-stage process. The Office of Admission and Registration only receives the requirements for the application for graduation and endorses the list to the University Academic Council. While the University Academic Council endorses the list to the Board of Regents for approval.



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

The service allows students to apply for leave and defer enrollment.

Office or	Office of Admission a	nd Registrat	ion (OAR)			
Division:		5	()			
Classification:	Simple	Citizon				
Type of Transaction:	G2C - Government to	Citizen				
	Students Who Cannot	t Enroll Duri	na the Semester			
	REQUIREMENTS		WHERE TO SEC	URE		
1. Accomplished L		Office of A	dmission and Regi	stration or		
Form - TSU-OA		download a				
(1 Original Copy	()		v.tsu.edu.ph/media psence-form.pdf	<u>/5p3nmuzn/j-</u>		
2 Medical Certifica	ate, If the Reason for		cal Service Unit, Go	overnment		
	ce is Health Related	Physician				
(1 Original Copy	/)	-				
3. Letter of Intent t		The client	will provide			
(1 Original Copy	/)		DDOCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE		
1. For Walk-In:	1.1 For Online:	None	5 hours	Staff-in-Charge		
Go to the	Receives,			Office of		
College Dean	checks, and			Admission and		
for signing of recommending	evaluates the Leave of			Registration		
approval.	Absence and					
	required					
For Online:	documents.					
Scan and	1.2 For Online:	None	30 minutes	Staff-in-Charge		
send the accomplished	Issues assessment slip			Office of Admission and		
Leave of	for the Leave of			Registration		
Absence Form	Absence fee.			5		
with other	1.3 For Walk-In:	None	1 hour and 45	Dean		
pertinent documents to	Signs the Leave		minutes	College		
the College	of Absence form.					
Dean, Vice						
President for						
Academic						
Affairs and Director of						
Office of						
Admission and						
Registration.						
Note: For						
College email						
addresses,						
refer to the						
table below.						
2. For Walk-In:	2.1 For Online:	PHP	45 minutes	Staff-in-Charge		
Go to the Vice President for	Accepts the payment for	150.00		Cashiering Unit		
	μαγητεπιτισι	I				



				1908
Academic	Leave of			
Affairs for	Absence.			
approval of the	2.2 For Online:	None	3 hours	Staff-in-Charge
Leave of	Receives the			Office of
Absence	scanned Official			Admission and
Form.	receipt and			Registration
	approved Leave			_
For Online:	of Absence form			
Pay for the	to be recorded in			
Leave of	the system.			
Absence fee	2.3 For Walk-In:	None	1 hour	Vice President
thru online or	Signs the Leave			Office of the
onsite (TSU	of Absence form.			Vice President
Cashier or				for Academic
Landbank –				Affairs
(www.landban				, and to
k.com)) and				
send process				
Leave of				
Absence form				
to Office of				
Admission and				
Registration				
via email				
(<u>ora@tsu.edu.</u>				
<u>ph</u>).				
<u>pn</u>).				
Note: The				
steps for				
paying tuition				
and other				
fees online				
via the Land				
Bank of the				
Philippines				
can be				
accessed at				
https://www.ts				
<u>u.edu.ph/ann</u> ouncements/2				
<u>024-</u>				
<u>announceme</u> nts/land-				
<u>bank-</u>				
<u>payment-via-</u>				
WWW-				
<u>landbank-</u>				
<u>com-link-</u>				
<u>bizportal/</u> 3. For Walk-In:	3.1 For Walk-In:	None	15 minutes	Staff in Charge
		None	45 minutes	Staff-in-Charge Office of
Get your	Receives,			
ticket number	checks, and			Admission and
from the kiosk				Registration
machine, wait	Leave of			
to be called	Absence and			



Admission Informs client to Informs client to Admission Informs client to proceed to the assessment Cahier for the payment. 4. For Walk-In: PAP 45 min Pay for the Accepts the 150.00 Leave of payment for 150.00 Absence fee Leave of 45 min at TSU Absence. 2 Cashier. 5. For Walk-In: None 45 min Go to the Receives Official None 45 min Admission Unit Receives Official None 45 min Go to the Absence form 10 be recorded in 10 be recorded in the system. 6. Have the client None 5 minu Iogbook 6. Have the client None 5 minu Logbook the logbook 150.00 9 Hours	tes	
Admission unit for assessment of fee.Informs client to proceed to the Cahier for the payment.Admission4. For Walk-In: Pay for the Leave of Absence fee at TSU Cashier.4. For Walk-In: Accepts the payment for Leave of Absence.PHP 150.0045 min5. For Walk-In: Go to the Admission Unit5. For Walk-In: Receives Official Receipt and approved Leave of Absence form to be recorded in the system.None45 min6. Fill out and sign the Logbook6. Have the client fill out and sign the logbookNone5 minu	tes	
Admission unit for assessment of fee.Informs client to proceed to the Cahier for the payment.Informs client to proceed to the Cahier for the payment.4. For Walk-In: Pay for the Leave of at TSU Cashier.4. For Walk-In: Accepts the payment for Leave of Absence fee at TSU Cashier.9. HPP A5 minition5. For Walk-In: Go to the Admission Unit5. For Walk-In: Receives Official Receipt and approved Leave of Absence form to be recorded in the system.None6. Fill out and6. Have the clientNone5 minute	Secti of Ad Reg	Request tion Office Admission and gistration
Admission unit for assessment of fee.Informs client to proceed to the Cahier for the payment.4. For Walk-In: Pay for the Leave of at TSU Cashier.4. For Walk-In: Accepts the payment for Leave of Absence.PHP 150.005. For Walk-In: Go to the Admission Unit5. For Walk-In: Receives Official 		Staff-in- Charge
Admission unit for assessment of fee.Informs client to 	Of Admis	Diffice of hission and gistration
AdmissionInforms client tounit forproceed to theassessmentCahier for theof fee.payment.		hiering Unit
when it's your turn andrequired documents.proceed to3.2 For Walk-In:	Of Admis Reg	<i>f-in-Charge</i> Office of hission and gistration <i>f-in-Charge</i>

COLLEGE CONTACT DETAILS						
Name	Email Address	Contact Number				
College of Architecture and Fine Arts	cafa_dean@tsu.edu.ph	(045) 606 8170				
College of Arts and Social Sciences	cass_dean@tsu.edu.ph	(045) 606 8171				
College of Business and Accountancy	cba_dean@tsu.edu.ph	(045) 606 8172				
College of Computer Studies	ccs_dean@tsu.edu.ph	(045) 606 8173				
College of Criminal Justice Education	ccje_dean@tsu.edu.ph	(045) 606 8168				
College of Education	cted_dean@tsu.edu.ph	(045) 606 8174				
College of Engineering	cet_dean@tsu.edu.ph	(045) 606 8175				
College of Industrial Technology	cit_dean@tsu.edu.ph	(045) 606 8179				
College of Public Administration and Governance	cpag_dean@tsu.edu.ph	(045) 606 8177				
College of Science	cs_dean@tsu.edu.ph	(045) 606 8178				
School of Law	sl_dean@tsu.edu.ph	(045) 606 8176				



6. Processing of Request for Adding, Changing, or Dropping of Subject/s

This service allows clients to request for Adding, Changing, or Dropping of Subject/s within the timeframe specified in the current academic calendar.

Office or Division:	Office of Admission	n and Regist	ration (OAR)	
Classification:	Simple	• , ,		
Type of	Type of G2C – Government			
Transaction:				
Who may avail:	All TSU Students			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
1. Accomplished Ac	dding/Changing Form	Office of A	dmission and Reg	istration or
TSU-OAR-SF-22	? (1 Original Copy)	download a		
			v.tsu.edu.ph/media	
	· -		<u>l-changing-of-subj</u>	
2. Accomplished Di			dmission and Reg	istration or
150-0AR-5F-22	? (1 Original Copy)	download a		
			v.tsu.edu.ph/media f-subjects-form.pd	
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the	1.1 Receives, and	None	3 hours	Chairperson/
accomplished	checks the			Dean
Adding/Chargi	submitted form,			College
ng/Dropping of	and signs the			
subject form to	submitted form.			
0	1.2 Returns the	None	15 minutes	College Clerk
Dean for the	signed/ approved form to the			Dean
approval.	student and			College
	informs the			
	student to			
	proceed to the			
	Office of			
	Admission and			
	Registration.			
	2.1 Checks,	None	1 hour and 45	Director
Office of	evaluates and		minutes	Office of
Admission and	the signs the			Admission and
Registration	Adding/			Registration
and get a ticket	Charging/			
number from the kiosk	Dropping of			
machine. Once	subject form.			
the number				
appears on the				
screen,				
proceed to the				



Director's Office.	2.2 Returns the signed/ approved form to the student and informs the student to proceed to designated college window.	None	20 minutes	<i>Director</i> Office of Admission and Registration
3. Proceed to designated college window and submit the Approved Adding/Changi ng/Dropping form.	 3.1 Checks and processes request for Adding/Changing /Dropping of subject 3.2 Informs the student once the Adding/ Changing/ Dropping of subject is successfully processed. 	None	45 minutes 20 minutes	College-in- Charge Office of Admission and Registration
4. Fill out and sign the Logbook	 Have the client fill out and sign the logbook 	None	5 minutes	Staff-in-Charge Office of Admission and Registration
	TOTAL:	None	6 Hours & 30 Minutes	



7. Processing of Request for Data

This service allows clients to request their needed student data.

Office or	Office of Admission ar	nd Registratio	n (OAR)		
Division: Classification:	Complex				
Type of	G2C - Government to	Citizen			
Transaction:	G2G - Government to				
	Some TSU Offices an	d Students W			
	F REQUIREMENTS		WHERE TO SEC		
1. Accomplished	•		mission and Regist	ration or	
Form TSU-OAI (1 Original Cop		download at	tsu.edu.ph/media/v	v1zdp04f/p-	
	y)		data-form.pdf	<u>wrzanou/p-</u>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCT ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Go to the College Dean, Data Privacy Officer, and	1. Signs the Request Data Form.	None	1 hour and 45 minutes	Dean College Officer Data Privacy	
Office of Admission and Registration Director for the approval of the request.				Office <i>Director</i> Office of Admission and Registration	
2. Submit the accomplished and signed Request for Data Form to	2.1 Receives the fully signed request form and processes the requested data.	None	15 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration	
the Data Processing In-Charge.	2.2 Sets an appointment date for the claiming of the request.	None	15 minutes	Staff-in-Charge Office of Admission and Registration	
	2.3 Process the requested data	None	3 working days	<i>Staff-in-Charge</i> Office of Admission and Registration	
3. Receive the requested data.	3. Releases the requested data.	None	1 hour and 45 minutes	Staff-in-Charge Office of Admission and Registration	
4. Fill out and sign the Logbook	 Have the client fill out and sign the logbook 	None	5 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration	
	TOTAL:	None	3 Working Days, 4 Hours & 5 Minutes		



8. Processing of Request for Various Academic Documents (Online)

This service allows alumni and currently enrolled students to request various academic document such as Transcript of Records (Second Copy), CAV, Diploma, Transfer Credential, Form 137A and various Certifications.

Of	fice or	Office of Admission a	and Registration (OAR)				
	vision:						
Cla	assification:	Complex – Request for other documents					
		Highly Technical – Request for Diploma					
	pe of	G2C - Government to Citizen					
	ansaction:	Alumani and Currently	Encolled Students at the University				
	Who may avail: Alumni and Currently Enrolled Students at the University CHECKLIST OF REQUIREMENTS WHERE TO SECURE						
	Valid identificati	· · · /	The Client will provide				
2.	•	luate-unenrolled	Office of Admission and Registration or				
	student, Duly S		download at				
	Clearance TSU		https://www.tsu.edu.ph/media/5cllemm2/l- student-clearance-form.pdf				
3	(1 Original Copy	luate-unenrolled	The client will provide				
5.	-	137-A / Transcript of					
		st School attended -					
		State University					
	(1 Original Copy	-					
4.	Accomplished F	Request Form	Office of Admission and Registration or				
	TSU-OAR-SF-	-21(1 Original Copy)	download at				
			https://www.tsu.edu.ph/media/1azfbhm2/o-				
			request-form-and-claim-stub.pdf				
5.	Documentary S	•	The client will provide				
	(1 stamp per pa						
В.	FOR CERTIFIC	ATION, AUTHENTICA	ATION AND VERIFICATION (CAV)				
	Valid identificati	× /	The client will provide				
2.		1 Original Copy of	The client will provide				
	•	cords and Diploma,					
	present the Orig						
3.	Accomplished F	•	Office of Admission and Registration or				
	150-0AR-5F-	-21 (1 Original Copy)	download at				
			https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf				
Δ	Documentary S	tamp/s	The client will provide				
ч.	(1 stamp per pa	•					
C.			1				
	Valid identificati	_	The client will provide				
	For Missing/ Lo		The client will provide Notary public, a lawyer, or a government office				
۷.	Affidavit of Loss	οι μιριοπία,	that deals with legal documents				
3.	Accomplished F	Request Form	Office of Admission and Registration or				
		21 (1 Original Copy)	download at				
			https://www.tsu.edu.ph/media/1azfbhm2/o-				
			request-form-and-claim-stub.pdf				
4.	Documentary S	tamp/s	The client will provide				
	(1 stamp per pa	ige)					
D.	CERTIFICATIO	N/S					
1.	Valid identificati	on Card (ID)	The client will provide				
		•					



2. Duly Signed Student Clearance TSU-OAR-SF-18 (1 Original Copy) Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/L student-clearance-form.pdf 3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1az/tbhm2/o- request-form-and-claim-stub.pdf 4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1az/tbhm2/o- request-form-and-claim-stub.pdf 5. Documentary Stamp/s (1 stamp per page) The client will provide E. TRANSFER CREDENTIAL The client will provide 1. Valid identification Card (ID) The client will provide 2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy) Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/L student-clearance-form.pdf 4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1az/tbhm2/o- request-form-and-claim-stub.pdf 5. Documentary Stamp/s (1 stamp per page) The client will provide The client will provide 7. SU-OAR-SF-21 (1 Original Copy) The client will provide Staff-in- chacks, and evaluates the checks, and evaluates the checks, and evaluates the responser's at None AS Staff-in- charge Online Request for Various	TSU-OAR-SF-18 (1 Original Copy) download at 3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) (1 Original Copy) The client will provide 4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) Office of Admission and Reg download at https://www.tsu.edu.ph/media request-form-and-claim-stub 5. Documentary Stamp/s (1 stamp per page) The client will provide E.TRANSFER CREDENTIAL The client will provide 1. Valid identification Card (ID) The client will provide 2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy) Student Last School Attende 3. Duly Signed Student Clearance TSU-OAR-SF-18 (1 Original Copy) Office of Admission and Reg download at https://www.tsu.edu.ph/media student-clearance-form.pdf 4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) Office of Admission and Reg download at https://www.tsu.edu.ph/media student-clearance-form.pdf 5. Documentary Stamp/s (1 stamp per page) The client will provide 6. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) Office of Admission and Reg download at https://www.tsu.edu.ph/media request-form-and-claim-stub 6. Documentary Stamp/s (1 stamp per page) The client will provide 7. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) The client will provide 7. Accomplished Request Form			
https://www.tsu.edu.ph/media/Scliemm2/I- student-clearance-form.pdf 3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) (1 Original Copy) The client will provide 4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf 5. Documentary Stamp/s (1 stamp per page) The client will provide E. TRANSFER CREDENTIAL The client will provide 1. Valid identification Card (ID) The client will provide 2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy) Otfice of Admission and Registration or download at https://www.tsu.edu.ph/media/Scliemm2/I- student-clearance-form.pdf 4. Accomplished Request Form TSU-OAR-SF-18 (1 Original Copy) Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf 5. Documentary Stamp/s (1 stamp per page) The client will provide 7. FORM 137-A Intelient will provide 1. Valid identification Card (ID) The client will provide 2. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf 3. Documentary Stamp/s (1 stamp per page) The client will provide 6. Request for TSU-OAR-SF-21 (1 Original Copy) The client will provide <	Inttps://www.tsu.edu.ph/media 3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) (1 Original Copy) The client will provide 4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy) Office of Admission and Reg download at https://www.tsu.edu.ph/media 5. Documentary Stamp/s (1 stamp per page) Office of Admission and Reg download at E. TRANSFER CREDENTIAL The client will provide 1. Valid identification Card (ID) The client will provide 2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy) Office of Admission and Reg download at https://www.tsu.edu.ph/media 3. Duly Signed Student Clearance TSU-OAR-SF-18 (1 Original Copy) Office of Admission and Reg download at https://www.tsu.edu.ph/media 5. Documentary Stamp/s (1 stamp per page) Office of Admission and Reg download at https://www.tsu.edu.ph/media 5. Documentary Stamp/s (1 stamp per page) The client will provide 6. IF THE REQUESTOR IS NOT PRESENT Office of Admission and Reg download at https://www.tsu.edu.ph/media 3. Documentary Stamp/s (1 stamp per page) The client will provide 6. IF THE REQUESTOR IS NOT PRESENT The client will provide 1. Autorization letter (1 Original Copy) The client will provide 2. Requestor's valid ID (1 Photocopy) The client will provide 3. Representative's valid ID (1 Photocopy) FEES TO AGENCY PROC	istration or		
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Processing of Request for Variousevaluates the response/s at Microsoft Form AcademicRequest office of Admission andAcademic Documents -Account.None45 minutes	, , , , , , , , , , , , , , , , , , , ,			
Request for Variousresponse/s at Microsoft Form AcademicOffice of Admission andDocuments -1.2 Endorses it toNone45 minutes	Processing of a pypluptes the	•		
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Documents - 1.2 Endorses it to None 45 minutes Registration				
Lariac State I the Statt-in-	Tarlac State the Staff-in-			
University Charge of the				



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Form (Microsoft Forms) https://forms.	Request Section.			
office.com/r/g Pazndi3dB	1.3 Determines the necessary requirements and assesses fees for requested documents within the system	None	20 minutes	Staff-in- Charge Request Section Office of Admission and Registration
2. Receive the list of necessary requirements and assessment of fees for requested documents via email.	2. Informs the necessary requirements and the total payment for the requested document via email.	None	20 minutes	Staff-in- Charge Online Request Office of Admission and Registration
3. Pay the required fees thru online (Landbank- <u>www.landban</u> <u>k.com</u>) and Send the Proof of payment at	3.1 Receives and prints the proof of payment and endorses it to Staff-in- Charge of Request Section/ Registrar.	None	45 minutes	Staff-in- Charge Online Request Office of Admission and Registration
ora@tsu.edu. ph Note: The steps for paying tuition and other fees online	3.2 Ask the staff- in-charge in the request section about the release date of the requested documents.	None	30 minutes	Staff-in- Charge Online Request Office of Admission and Registration
via the Land Bank of the Philippines can be accessed at <u>https://www.t</u> <u>su.edu.ph/an</u> <u>nouncements</u> /2024- <u>announceme</u> <u>nts/land-</u> <u>bank-</u> <u>payment-via-</u> <u>www-</u> <u>landbank-</u> <u>com-link-</u> <u>bizportal/</u>	3.3 Fills out the logbook and indicate in the remarks that the request was made via online transaction. And endorses the request to the processing section.	None	5 minutes	Staff-in- Charge Request Section Office of Admission and Registration



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4.	Receive the	4. Sends the	None	3 working	Staff-in-
	Claim Stub/	claim stub and		days	Charge
	Claiming	claiming date			Processing
	Date and	via email.		For the	Section Office
	prepare the	Then,		Diploma –	of Admission
	requirements	processes the		12 working	and
	to be	requested		days	Registration
	submitted on	document/s			
	the				
1	appointment				
	date.				
5.	On the	5.1 Receives and	None	45 minutes	Staff-in-Charge
.	appointment	checks the			Release Section
1	date,	necessary			Office of
	Proceed to	requirements			Admission and
1	the Office of	and claim stub.			Registration
1	Admission	5.2 Prepares the	None	20 minutes	
	and	requested			
	Registration	documents.			
	and get a				
	ticket number				
	from the				
	kiosk				
	machine.				
1	machine. Once the				
1	number				
	appears on				
1	the screen,				
	present the				
	claiming stub				
1	along with				
1	the other				
1	necessary				
	requirement				
	to the				
	releasing				
	section.				
	N				
	Note: The				
	claiming of				
	the request				
	depends on				
	the given				
	appointment/				
	claiming				
L	date.				
6.	Receive the	6. Releases the	None	20 minutes	Staff-in-Charge
	Requested	Requested			Release Section
	document/s	Document/s			Office of
	and fill out/	and ask the			Admission and
	Sign the	client to fill-out			Registration
	Logbook	the Logbook.			
	.		See	4 Working	
	1		Table	Days, 4 Hours	
		TRANSACTION:	Below	& 55 Minutes	
L					1



TOTAL FOR ONLINE REQUEST OF DIPLOMA:	12 Working Days, 4 Hour & 55 Minutes
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	Academic Document	Amount
1.	Official Transcript of Record and other certificate	PHP 100.00/page
2.	Bona fide	PHP 200.00
3.	Consular	PHP 150.00
4.	Diploma	PHP 300.00
5.	Certified Photocopy	PHP 20.00/page
6.	BIR Documentary Stamp	PHP 40.00/page

Note:

1. Qualified for One-day Processing

- a. For TOR and Certifications requests submitted from 7:00AM to 11:00AM without deficiency on requirements.
- b. For TOR requests of those who graduated from 2008 to Present without attachment.

2. Requests NOT Qualified for One-day Processing

- a. TOR with attachment and/or forms abroad
- b. Certificate of Units Earned
- c. Manually Computed General Weighted Average
- d. Bonafide
- e. Consular
- f. Request for TOR of those who graduated in 2007 & below
- 3. Only those requests with complete requirements will be processed.
- **4.** The requirements stated above are only applicable for First-time request, succeeding request will only require payment.



9. Processing of Request for Various Academic Documents (Walk-In)

This service allows alumni and currently enrolled students to request for various academic document such as Transcript of Records (Second Copy), CAV, Diploma, Transfer Credential, Form 137A and various Certifications.

Of	fice or	Office of Admission	and Registration (OAR)
Di	vision:		č , ,
	assification:	System	equest for Diploma & Students not in the
	pe of ansaction:	G2C - Government to	o Citizen
	ho may avail:	Alumni and Currently	/ Enrolled Students at the University
	CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE
Α.	FOR TRANSCR	IPT OF RECORD – 2	ND COPY/ REQUEST
1.	Valid identificati	on Card (ID)	The Client will provide
2.	<i>For Undergrad</i> <i>student</i> , Duly S Clearance <i>TSU</i> - (1 Original Copy	-OAR-SF-18	Office of Admission and Registration or download at <u>https://www.tsu.edu.ph/media/5cllemm2/l-</u> student-clearance-form.pdf
	For Undergrad student, Form Record from las Copy for Tarlac (1 Original Copy	<i>uate-unenrolled</i> 137-A / Transcript of t School attended - State University /)	The client will provide
4.	Accomplished F TSU-OAR-SF-	Request Form 21 (1 Original Copy)	Office of Admission and Registration or download at <u>https://www.tsu.edu.ph/media/1azfbhm2/o-</u> <u>request-form-and-claim-stub.pdf</u>
5.	Documentary S (1 stamp per pa	•	The client will provide
В.	FOR CERTIFIC	ATION, AUTHENTICA	TION AND VERIFICATION (CAV)
1.	Valid identificati	on Card (ID)	The client will provide
2.		1 Original Copy of cords and Diploma, jinal Copy	The client will provide
	Accomplished F TSU-OAR-SF-	Request Form 21 (1 Original Copy)	Office of Admission and Registration or download at <u>https://www.tsu.edu.ph/media/1azfbhm2/o-</u> <u>request-form-and-claim-stub.pdf</u>
	Documentary S (1 stamp per pa	ge)	The client will provide
	DUPLICATE OF	_	
	Valid identificati		The client will provide
	For Missing/ Lo Affidavit of Loss	• •	Notary public, a lawyer, or a government office that deals with legal documents
		21 (1 Original Copy)	Office of Admission and Registration or download at <u>https://www.tsu.edu.ph/media/1azfbhm2/o-</u> <u>request-form-and-claim-stub.pdf</u>
4.	Documentary S	•	The client will provide
	(1 stamp per pa	ge)	



D.	CERTIFICATIO	N/S			
1.	Valid identification	on Card (ID)	The client	will provide	
	Duly Signed Stu			dmission and Regi	stration or
		18 (1 Original Copy)	download a		
				w.tsu.edu.ph/media	/5cllemm2/I-
				earance-form.pdf	
3.		anscript of Record	The client	will provide	
		attended (Copy for			
	Tarlac State Uni	• /			
1	(1 Original Copy Accomplished R		Office of A	dmission and Regi	stration or
4.		21 (1 Original Copy)	download a		Stration of
				w.tsu.edu.ph/media	/1azfbhm2/o-
				m-and-claim-stub.	
5.	Documentary St	tamp/s		will provide	
	(1 stamp per pa				
	TRANSFER CR	EDENTIAL			
	Valid identification		The Client	will provide	
2.		anscript of Record			
		attended - Copy for	Student La	st School Attended	t
		iversity (1 Original			
3	Copy) Duly Signed Stu	Idont Cloaranco	Office of A	dmission and Regi	stration or
5.		-18 (1 Original Copy)	download a		Stration of
	100 OAN OI		https://www.tsu.edu.ph/media/5cllemm2/l-		
			student-clearance-form.pdf		
4.	Accomplished R	Request Form	Office of Admission and Registration or		
	TSU-ÓAR-SF-	21 (1 Original Copy)	download a		
				<u>w.tsu.edu.ph/media</u>	
				<u>m-and-claim-stub.</u>	<u>pdf</u>
5. Documentary Stamp/s			The client	will provide	
	(1 stamp per pa	ge)			
	FORM 137- A		T I		
1.		· · · · ·		will provide	atration or
Ζ.	Accomplished R	21 (1 Original Copy)	download a	dmission and Regis	stration or
	130-0AN-31-	z r (i Oliginal Copy)			/1azfbbm2/o-
			https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf		
3.	Documentary St	tamp/s	The client will provide		
	(1 stamp per pa	-		1	
G.	<u> </u>	FOR IS NOT PRESENT			
1.	1. Authorization letter (1 Original Copy)		The client	will provide	
2.	Requestor's vali	Requestor's valid ID (1 Photocopy)			
3.	Representative'		1		
	(1 Photocopy)				
С	LIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	
1	Proceed to	1.1 Ask what type of	None	25 minutes	RESPONSIBLE Staff-in-
'.	the Office of	request, check	INDIE		Charge
	Admission	the system, and			Request
	and	determine the			Section Office
	Registration	necessary			of Admission
	and get a	requirements.			and
Î.	ticket number				Registration



	from the kiosk machine. Once the number appears on the screen, state the document to be requested at the Request Section window.	1.2 Informs the client the list of required documents	None	20 minutes	
	Prepare the requirements, Accomplish the Request Form (TSU- OAR-SF-21) and submit it along with the other required documents.	2. Receives and checks the completed Request Form along with the other required documents and assesses the fees for the requested document in the system.	None	15 minutes	Staff-in- Charge Request Section Office of Admission and Registration
3.	Pay the required fees thru onsite (TSU Cashier)	 Processes the payment and issues the assessment/ official receipt. 	See table below	45 minutes	Staff-in-Charge Cashiering Unit
4.	Proceed to Request section window and present the Official Receipt.	 4. Receives the proof of payment and provides the appointment date to claim the requested document/s. Note: Only Undergraduate & Graduate students who are in the system and have complete the requirements are allowed to expedite the process to one day. 	None	15 minutes	Staff-in- Charge Request Section Office of Admission and Registration



				1906
5. Receive the Claiming Stub and log it in the Request Logbook	5.1 Provides the claiming stub and asks the client to fill out the logbook.	None	5 minutes	Staff-in- Charge Request Section Office of
	5.2 Endorses the request to Staff-in-Charge of Processing Section/ Registrar	None	10 minutes	Admission and Registration
	5.3 Processes the requested documents/s	None	3 working days For the Diploma & not in the system – 12 working days	Staff-in- Charge Processing Section Office of Admission and Registration
6. On the appointment date, Proceed to the Office of	6.1 Receives and checks the necessary requirements and claim stub.	None	45 minutes	Staff-in-Charge Release Section Office of Admission and Registration
Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the claiming stub along with the Documentary Stamp/s.	6.2 Prepares the requested documents.	None	20 minutes	
claiming of the request depends on the given appointment/ claiming date.				
7. Receive the Requested document/s	 Releases the Requested Document/s and ask the 	None	20 minutes	Staff-in-Charge Release Section Office of



and log it in the Logbook	client to fill-out the Logbook.			Admission and Registration
тс	OTAL FOR WALK-IN TRANSACTION:		3 Working Days, 3 Hours & 40 Minutes	
тс	TAL FOR WALK-IN	See	12 Working	
TRANSACT	ION OF STUDENTS	Table	Days, 3 Hours	
NC	DT IN THE SYSTEM:	Below	& 40 Minutes	
TOTAL FOR	WALK-IN REQUEST OF DIPLOMA:		12 Working Days, 3 Hour & 40 Minutes	

	Academic Document	Amount
1.	•	PHP 100.00/page
	certificate	
2.	Bonafide	PHP 200.00
3.	Consular	PHP 150.00
4.	Diploma	PHP 300.00
5.	Certified Photocopy	PHP 20.00/page
6.	BIR Documentary Stamp	PHP 40.00/page

Note:

1. Qualified for One-day Processing

- a. For TOR and Certifications requests submitted from 7:00AM to 11:00AM without deficiency on requirements.
- b. For TOR requests of those who graduated from 2008 to Present without attachment.

2. Requests NOT Qualified for One-day Processing

- a. TOR with attachment and/or forms abroad
- b. Certificate of Units Earned
- c. Manually Computed General Weighted Average
- d. Bonafide
- e. Consular
- f. Request for TOR of those who graduated in 2007 & below
- 3. Only those requests with complete requirements will be processed.
- **4.** The requirements stated above are only applicable for First-time request, succeeding request will only require payment.



Office of Library Management and Services

External Services



1. Requesting Access to the Library by Visiting Researcher/s

This service allows external clients to be accepted and have access to the available learning resources in the library.

Note: Visiting Days for researchers will be from Tuesday to Friday only.

Office or	Office of Library Mana	acmont and	L Sorvigos (OL MS)	
Division:	Office of Library Mana	agement and)
Classification:	Simple			
Type of	G2G - Government to		it	
Transaction:	G2C - Government to	Citizen		
Who may avail:				
		The elignts	WHERE TO SEC	JURE
1. Valid ID (1 Origina 2. Duly Signed Refe	• • •	The client	will provide	
	ac State University			
Library Director (1				
3. For Clients from		Cashiering	Unit	
Agencies Withou TSU – Official Re	It MOA / MOU with			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the referral letter at the Circulation Counter of any unit of the TSU Library.	1. Verifies the presented referral letter.	None	2 minutes	Head and Staff Office of Library Management and Services
For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Proceed to the cashier to settle Visiting Researcher's Fee and secure the Official Receipt. Note: New transaction shall be done if the Visiting Researcher revisits the TSU library on the	Receives the payment and issues the Official Receipt.	PHP 50.00 per head	5 minutes	Staff-in-Charge Cashiering Unit
following day/s. 2. Log the name on the Visitor's Logbook TSU- LMS-SF-29.	2. Performs reference procedures to identify needed	None	5 minutes	Head and Staff Office of Library Management and Services



	1					
	information					
	sources.					
For Visitor's						
from Non -			7			
Government	For Visitor's	None	7 minutes			
Agencies	from Non -					
Without MOA/MOU with	Government					
TSU: Present	Agencies Without					
the Official	MOA/MOU with					
Receipt of	TSU: Verifies the					
payment of	Official Receipt					
Visiting	presented and					
Researcher's	performs					
Fee at the	reference					
Circulation	procedures to					
Counter.	identify needed					
	information					
	sources.					
3. State and	3. Analyzes	None	5 minutes	Head and Staff		
negotiate the	query/ies and			Office of Library		
query/ies.	identifies possible			Management		
	information			and Services		
	sources using the					
	Online Public Access					
	Catalogue.					
4. Receive answer	4.1 Presents the	None	1 minute	Head and Staff		
to the query/ies.	information	None	1 minute	Office of Library		
	source to the			Management		
	client.			and Services		
	Note: if answer/s					
	to the query/ies					
	cannot be found,					
	inform the client.					
	4.2 Records	None	2 minutes	Head and Staff		
	query/ies and			Office of Library		
	sources of information for			Management and Services		
	reference			and Services		
	purposes.					
	TOTAL:	None	15 Minutes			
	ITOR'S FROM NON -	PHP				
	RNMENT AGENCIES	50.00 per	20 Minutes			
	IOA/MOU WITH TSU:	Head	Lo minutoj			
	Regular meeting of the		Regents of the	arlac State		
	ld at the CHED confer					
		nber 11,201				
Resolution no. 88, s. 2019						



Office of Library Management and Services

Internal Services



1. Process of Inquiring for Available Learning Resources

This service allows clients to inquire about the learning resources available in the library.

Office or	Office of Library Mana	gement and	Services (OLMS)		
Division: Classification:	Simple		· · ·		
Type of	G2C - Government to	Citizen			
Transaction:	G2G - Government to Government				
Who may avail:	TSU Students and Em	ployees			
	REQUIREMENTS		WHERE TO SEC	CURE	
1. Valid TSU ID (1 C					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. State query/ies through the Official Facebook Messenger of the Office of Library Management Services (<u>https://www.face book.com/Tarlac</u> <u>StateUniversityLi</u> <u>brary</u>), or send an email to the official TSU email address (<u>library@tsu.edu.</u> <u>ph</u>).	1. Receives, clarifies and negotiates query/ies from the client.	None	15 minutes	Head or Staff Office of Library Management and Services	
Note: Clarification and negotiation shall be done if needed.					
 Wait for the reference query to be processed. 	2. Analyzes query and identifies possible information sources using the Online Public Access Catalogue (OPAC).	None	30 minutes	Head or Staff Office of Library Management and Services	
3. Receive answer/s to query/ies.	 3.1 Presents to the client the information source. Note: If answer/s to the query/ies is/are not found, inform the client. 	None	3 minutes	Head or Staff Office of Library Management and Services	
	3.2 Records query/ies in the logbook <i>TSU- LMS-SF-10</i> and	None	1 minute	Head or Staff Office of Library Management and Services	



sources of information for reference purposes.			
TOTAL:	None	49 Minutes	

*The total turnaround time considers the nature of query, queue of requests, power availability and internet connectivity.



2. Process of Renewing Borrowed Library Resources

The service allows library clients to renew borrowed books three consecutive times. A borrowed book may be renewed if it has not been requested by another client.

	Office of Library Management and Services (OLMS)				
Office or Division:		agement an	a Services (OLIVIS)	
Classification:	Simple G2C - Government to	Citizon			
Type of Transaction:			nt		
	G2G - Government to		nı		
Who may avail: CHECKLIST OF I	TSU Students and E	npioyees	WHERE TO SEC		
1. For in-person rel		The client v		JUKE	
Book(s) for renew	-				
1. For online renew		None			
None	iui,	None			
	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. For In- person Renewal at the Circulation Counter: Present library resource and request for renewal.	1. For Renewal at the Circulation Counter: Receives book and scans the book in the library system for renewal and requests the client to rewrite his/her name on the Book Card and indicate the current date.	None	3 minutes	Head and Staff Office of Library Management and Services	
For Online Renewal Requests: Send the following details via MS Teams, TSU Library email address (<i>library@tsu.edu.</i> <i>ph</i>) or TSU Facebook page <i>https://www.face</i> <i>book.com/Tarlac</i> <i>StateUniversityLi</i> <i>brary</i> . Client's Name: Student Number:	For Online Renewal Requests: Validates the identity of the clients' account thru the library system. Note: If the book is on demand or requested by other client, Library staff will inform client to return the book.	None	3 minutes	Head and Staff Office of Library Management and Services	
2. For In- person Renewal at the Circulation Counter: Fill- out the Book	2. Receives the filled-out Book Card and performs the renewal process	None	2 minutes	Head and Staff Office of Library Management and Services	



Card with the	in the library			
needed	system.			
information and	0,000111			
submit it to the				
staff.				
3. For Renewal at	3.1 For Renewal at	None	2 minutes	Head and Staff
the Circulation	the Circulation	Nono		Office of Library
Counter:	Counter:			Management
Receive	Endorses the			and Services
reborrowed	renewed library			
information	resource and			
material/s.	informs the client			
	of the new			
	renewal date.			
For Online	For Online	None	3 minutes	
Renewal	Renewal			
Requests:	Requests:			
Be informed of	Inform the client			
the new renewal	of the new due			
date,	date.			
	3.2 For Renewal at	None	2 minutes	Head and Staff
	the Circulation			Office of Library
	Counter:			Management
	Files the book			and Services
	card/s in the filing			
	box.			
TOTAL FOR RENEWAL AT THE CIRCULATION COUNTER:		None	9 Minutes	
	ONLINE RENEWAL			
IUTAL FUR	REQUESTS:	None	6 Minutes	
	REQUESTS.			



3. Process of Returning Library Resources

This service assists library clients in returning borrowed information materials from the library.

Office or Division					
Division:	Simple				
Classification:	Simple G2C - Government to Citizen				
Type of Transaction:	G2C - Government to		^ +		
			11		
Who may avail:	TSU Students and Err REQUIREMENTS	ipioyees			
		The eliget	WHERE TO SEC	JUKE	
1. Borrowed Inform		ation Materials The client will provide FEES TO PROCESSING PERSON			
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Present the borrowed information material/s for check-in at the Circulation Counter.	1.1 Receives and scans information material/s in the library system for check-in. Pulls out Book Card from the file box and inserts it in the book pocket.	None	5 minutes	Head and Staff Office of Library Management and Services	
	1.2 If overdue : Informs the client of the penalty which must be paid at the Cashier's Office.	Penalty due as per the case of the borrower	1 working day	Head and Staff Office of Library Management and Services	
2. Present the Official Receipt of overdue payment to the Library Staff at the Circulation	2.1 Verifies Official Receipt and update or clear the client's overdue fine in the library system	None	3 minutes	Head and Staff Office of Library Management and Services	
Counter	2.2 Returns the book to the shelf.	None	2 minutes	<i>Staff</i> Office of Library Management and Services	
TOTAL IF	WITHOUT OVERDUE PENALTY:	None	10 Minutes		
TOTA	L IF WITH OVERDUE	Penalty	1 Working Day		
	PENALTY:	Due	& 10 Minutes		
Note: 116 th	[•] Regular meeting of t	he Board o	f Regents of the	Tarlac State	
University he	Id at the CHED confer	ence room	-CHED Diliman C	uezon City on	
	Nover	nber 11,201	19.		
	Resolution	no. 88, s. 2	2019		



4. Processing of Request for Online Reservation and Pick-Up

This service allows clients to reserve available materials and then pick them up on a prearranged date.

Note: Requests should be made during office hours, Tuesday to Friday. Requests forwarded beyond the library's regular hours will be processed on the next working day.

Office or Division:	Office of Library Mana	igement and	Services (OLMS))
Classification:	Simple			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to		nt	
Who may avail:	TSU Students and Err	nployees		
	REQUIREMENTS		WHERE TO SEC	CURE
1. Valid TSU ID (1 C	Priginal Copy)		will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request for online book reservation through the	1.1 Receives request and checks availability of information material/s.	None	2 working days	Head and Staff Office of Library Management and Services
Official Facebook Messenger of the Office of Library Management	1.2 Informs the client if the requested information material/s is available or not.	None	3 minutes	Head and Staff Office of Library Management and Services
Services (<u>https://www.fa</u> <u>cebook.com/Ta</u> <u>rlacStateUniver</u> <u>sityLibrary</u>), or send an email to the official TSU email address (<u>library@tsu.ed</u> <u>u.ph</u>) 2 days before pick-up.	1.3 If information material/s is/are available, schedules a pick- up date and inform client.	None	2 minutes	Head and Staff Office of Library Management and Services
2. Pick up the information material/s on the agreed schedule	2.1 Validates identity of client thru the presented TSU ID.	None	2 minutes	Head and Staff Office of Library Management and Services
at the designated library unit.	2.2 Checks out the information material/s under the borrower / client's name in the library system.	None	1 minute	Head and Staff Office of Library Management and Services
3. Fill-out Book Card <i>TSU-LMS-</i> <i>SF-06</i>	 Releases the library resource/s to the client. 	None	2 minutes	Head and Staff Office of Library Management and Services



TOTAL:	None	2 Working Days & 10 Minutes	
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5. Processing of Request for Referral Service

This service allows clients to consult other information centers, by requesting the library to issue referral letters.

Office or Division:	Office of Library Management and Services (OLMS)					
Classification:	Simple					
Type of		G2C - Government to Citizen				
Transaction:	G2G - Government to Government					
Who may avail:	TSU Students and Employees					
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE		
1. Valid TSU ID (1 C	Driginal Copy)	The client	will provide			
	orary Referral Letter			nt and Services or		
-	SU-OLMS-SF-02	download a				
(1 Original)		-	ary-Referral-Lette	r-Request-Form-		
		2024.pdf FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Present the	1.1 Verifies the	None	3 minutes	Head or Staff		
valid ID at the	validity of			Office of Library		
Circulation Counter and	presented ID.			Management and Services		
inform the staff	1.2 Conducts	None	1 minute	Head or Staff		
of the request	Interview before	None	Thindle	Office of Library		
for referral.	issuing the			Management		
	Referral Letter			and Services		
	Request Form					
	TSU-LMS-SF-02					
	to be filled out.					
2. Fills out the	2. Encodes	None	35 minutes	Head or Staff		
Referral Letter	information into			Office of Library		
Request Form	the Referral Letter template, and			Management and Services		
	print.			and Dervices		
3. Proceed to the	3. Affixes signature	None	1 working day	Dean		
College Dean's	on the Referral		5,	College		
office to secure	Letter Request					
signature.	Form.					
4. Proceed to the	4. Receives	None	10 minutes	Head or Staff		
Library and	approved Referral			Office of Library		
submit the	Letter Request			Management		
signed Referral	Form and			and Services		
Letter Request	encodes					
Form to the	information on the					
Library Staff.	referral letter					
	template, print, and affix					
	signature.					
4. Receive the	4. Issues the	None	1 minute	Head or Staff		
referral letter	Referral Letter to			Office of Library		
and log on the	the client.			Management		
Referral				and Services		
Issuance Log						



TSU-LMS-SF- 11.				
	TOTAL:	None	1 Working Day & 50 Minutes	

*The total turnaround time considers the volume of clients, queue, and availability of signatory.



6. Processing of Request to Borrow Library Resources

This service allows clients to borrow and use books and other information materials from the library.

Office or	Office of Library Management and Services (OLMS)				
Division:					
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government				
Who may avail:	TSU Students and Employees				
	REQUIREMENTS WHERE TO SECURE				
1. Valid TSU ID (1 0		The client v		SORE	
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Present the information material/s for check-out, together with a valid ID, at the Circulation Counter.	1. Verifies validity of the ID presented.	None	1 minute	Head and Staff Office of Library Management and Services	
2. Fill out the Book Card/s <i>TSU-LMS-SF-</i> <i>06</i> with the needed details.	2.1 Receive filled out book card and check out the information material/s under the client's name in the library system.	None	2 minutes	Head and Staff Office of Library Management and Services	
	2.2 Issues the information material/s and informs the client of the due date when to return the borrowed information material/s.	None	5 minutes	Head and Staff Office of Library Management and Services	
3. Receive the borrowed information material/s.	3. Files the Book Card/s in the filing box.	None	2 minutes	Head and Staff Office of Library Management and Services	
	TOTAL:	None	10 Minutes		



7. Processing of Request to Use Computer & Internet Access

This service allows clients to request the use of library computer units with internet access. Clients may use the facilities for free.

Office or	Office of Library Management and Services (OLMS)				
Division:					
Classification:	Simple G2C - Government to Citizen				
Type of Transaction:	G2G - Government to Government				
Who may avail:	TSU Students and Err		n		
	REQUIREMENTS	ipioyees	WHERE TO SE	CURE	
1. Valid TSU ID (1 C					
In case of unvalida		The client			
ID:			····· þ. • · • •		
1. Certificate of Reg	gistration (COR)				
	or electronic copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Present TSU ID	1.1 Verifies validity	None	1 minute	Head or Staff	
at the	of ID.			Office of Library	
Circulation	If presented ID is			Management	
Counter/Internet	unvalidated			and Services	
Section.	present Certificate of				
	Registration (COR).				
	1.2 Scans client's ID	None	1 minute	Head or Staff	
	using the library	None	1 minute	Office of Library	
	RFID and places			Management	
	the ID in the filing			and Services	
	box.				
	1.3 Librarian assists/	None	1 minute	Head or Staff	
	and or directs the			Office of Library	
	client to the			Management	
	computer			and Services	
	workstation.				
2. After using the	2. Returns the	None	1 minute	Head or Staff	
computer unit	client's ID.			Office of Library	
facilities,				Management	
retrieve the ID				and Services	
card at the					
Circulation					
Counter/ Internet Section.					
	TOTAL:	None	4 Minutes		



8. Processing the Request of Document Delivery Service for Distance Users

This service allows distance learner clients to obtain electronic copy/ies of the learning resource materials for their respective needs.

Note: Requests should be made during office hours, Tuesday to Friday. Requests forwarded beyond the library's regular hours will be processed on the next working day.

Office or	Office of Library Management Services (OLMS)					
Division:						
Classification:	Simple	G2C - Government to Citizen				
Type of Transaction:	G2G - Government to Government					
Who may avail:	TSU Students and Em	oloyees				
CHECKLIST OF REQUIREMENTS WHERE TO SECURE A. FOR TSU STUDENTS						
A. FOR TSO STODENTS 1. Valid Certificate of Registration The client will provide						
(1 Electronic Copy	0					
B. FOR TSU EMPLO						
1. Valid TSU ID (1 E		The client v	vill provide			
		FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Search through the Online Public Access Catalog (<u>http://library.tsu</u> <u>.edu.ph/</u>) for relevant information	1.1 Receives the request and validates the identity of the client and checks the availability of information material/s.	None	1 minute	Head and Staff Office of Library Management and Services		
material/s and inform the librarian/s regarding the intention to borrow or	1.2 Checks out the information material/s under the borrower / client's name in the library system.	None	2 minutes	Head and Staff Office of Library Management and Services		
acquire such information materials via: a. Official Facebook Messenger of the Office of Library Management Services (<u>https://www.fac ebook.com/Tarl</u> <u>acStateUniversit</u> <u>yLibrary</u>), or b. Send an email	1.3 Digitize the requested information and send it to the client. Reminds the client of copyright restrictions.	None	1 working day	Head and Staff Office of Library Management and Services		
to the official TSU library						



OTAL:	None	1 Working Day & 3 Minutes	
	DTAL:	DTAL: None	DTAL: None 1 Working Day & 3 Minutes

*The total turnaround time considers the number of pages being scanned, power availability and internet connectivity.



Office of Student Affairs and Service

External Services



1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer

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

Office or Division:	Office of Student Aff	airs and Sei	rvices (OSAS)	
Classification:	Simple	Simple		
Type of Transaction:	G2C - Government t	o Citizen		
Who may avail:	TSU Board/Bar Exa	mination Pla	cers and TSU Stu	Ident Awardee
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
 Professional Regulation Commission (PRC) Certificate or Any Amended/Updated of the Same <i>Resolution No. 62, s. 2015</i> (1 Duplicate Copy) Invitation Letter/ Endorsement Letter (1 Original Copy) Certificate or Certifications Supporting Claims (1 Original Copy) 		The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1.1 Receives, verifies submitted document/s.	None	3 minutes	Staff-in-Charge Office of Student Affairs and Services
	1.2 Verifies / assets submitted documents.	None	5 minutes	<i>Staff-in-Charge</i> Office of Student Affairs and Services
	1.3 Prepares and submits payroll of the client to the Budget Office.	None	1 working day	<i>Staff-in-Charge</i> Office of Student Affairs and Services
2. Receives incentives from TSU.	2. Releases incentives to Various Student Awardee or Alumni Board Passer.	None	1 hour	Staff-in-Charge Cashiering Unit
	TOTAL:	None	1 Working Day, 1 Hour & 8 Minutes	



Office of Student Affairs and Services

Internal Services



1. Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer

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

Office or Division:	Office of Student Aff	airs and Sei	rvices (OSAS)		
Classification:	Simple				
Type of Transaction:	G2C - Government t	G2C - Government to Citizen			
Who may avail:	TSU Board/Bar Exa	TSU Board/Bar Examination Placers and TSU Student Awardee			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
 Professional Regulation Commission (PRC) Certificate or Any Amended/Updated of the Same <i>Resolution No. 62, s. 2015</i> (1 Duplicate Copy) Invitation Letter/ Endorsement Letter (1 Original Copy) Certificate or Certifications Supporting Claims (1 Original Copy) 		The client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
1. Submit complete requirements.	1.1 Receives, verifies. submitted document/s. 1.2 Verifies / assesses. submitted	BE PAID None None	TIME 3 minutes 5 minutes	RESPONSIBLE Staff-in-Charge Office of Student Affairs and Services Staff-in-Charge Office of Student Affairs	
	documents. 1.3 Prepares and submits payroll of the client to the Budget Office.	None	1 working day	and Services Staff-in-Charge Office of Student Affairs and Services	
2. Receives incentives from TSU.	2. Releases incentives to Various Student Awardee or Alumni Board Passer.	None	1 hour	Staff-in-Charge Cashiering Unit	
	TOTAL:	None	1 Working Day, 1 Hour & 8 Minutes		



2. Processing of Student or Personnel Insurance Claims

The service allows students or personnel to file for insurance claims.

Office or Division:	Office of Student Af	fairs and Services (OSAS)
Classification:		Ialis allu Selvices (USAS)
	Highly Technical G2C - Government	to Citizon
Type of		
Transaction:		to Business Entity/ies
Who may avail:	TSU Students and F	
		WHERE TO SECURE
	ZATION & ACCIDEN	
1. Hospital Statemen	it of Account	The client will provide
(1 Original Copy)		-
2. Itemized Charge S	silp Expenses	
(1 Original Copy)	a a int/a and	
3. Original Official Re	•	
Prescription of Me	uicine/s	
(1 Original Copy)	Incident Depart	-
4. Detailed Accident/	incident Report	
(1 Original Copy)	Cortificato Includina	4
5. Medical/Hospital C the Following Test	-	
a. X-Ray Result		
b. CT Scan Result		
c. Ultrasound and		
d. Other Related E	vamination	
(1 Original Copy)		
6. Police Investigatio	n Report	-
(1 Original Copy)	птероп	
7. Driver's License a		-
(1 Certified True C		
8. Accomplished Not		Office Of Student Affairs and Service
Hospitalization Ac		Director's Office
(1 Original Copy)		
9. Accomplished Cla	im Form	
(1 Original Copy)		
B. FOR DEATH CLA	MM	•
1. Philippine Statistic		The client will provide
Birth Certificate	, , , ,	
(1 Certified True C	copy)	
2. Duly Authenticated]
by the Civil Regist		
Registry No. and E		
(1 Original Copy)		
3. If Single, Marriage	e Contract of	
Parents (1 Certifie		
4. If Married, Marriag		
(1 Certified True C		
5. Funeral Expenses	Receipt/s	
(1 Original Copy)		
6. Statement of With	ess	
(1 Original Copy)		
7. Accomplished Not	ice of Incident:	Office Of Student Affairs and Service
Death (1 Original (Сору)	Director's Office
8. Accomplished Cla		
(1 Original Copy)		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports or informs the Office of Student Affairs and Service about the incident.	1. Interviews the client/s.	None	1 hour	Staff-in-Charge Office of Student Affairs and Services
2. Submits the required documents.	2.1 Receives & evaluates the submitted documents.	None	10 minutes	Staff-in-Charge Office of Student Affairs and Services
	2.2 Notifies the insurance.	None	5 minutes	Staff-in-Charge Office of Student Affairs and Services
	2.3 Assesses, reviews and evaluates the necessary documents.	None	30 calendar days	Staff-in-Charge Insurance Provider
	2.4 Notifies the office if the claim is approved or not.	None	30 calendar days upon notification	Staff-in-Charge Insurance Provider
3. Receive a notification from Office of Student Affairs and Service.	3. Notifies the client about the claims.	None	1 working day	Staff-in-Charge & Director Office of Student Affairs and Services
4. Receive the insurance claims for approved claims.	4. Releases the insurance claim, if only approved.	None	1 hour	Staff-in-Charge Office of Student Affairs and Services
	TOTAL:	None	61 Days, 2 Hours & 15 Minutes	



Office of the Vice President for Academic Affairs

Internal Services



1. Processing of Inter-Office Communication and Transactions

This allows for the processing of inter-office communications and transactions such as for Travel Order of Teaching Personnel and Students, Payroll, Voucher, Request to Render Overtime, Request for funding, Individual Performance Commitment and Review (IPCR) / Department Performance Commitment and Review (DPCR), and Special Order for Lecturers, Part-timers, and Tenured Faculty with Honorarium Classes.

Office or Division:	Office of the Vice	President for Academic Affairs
Classification:	Simple	
	G2C – Governmer	nt to Citizen
Type of Transaction:	G2G – Governmer	
Who may avail:	TSU Employees &	
CHECKLIST OF R		WHERE TO SECURE
1. Letter of Invitation		Off-Campus Activities
(1 Original Copy	-	Office of the College Dean
2. Endorsement (1		
3. Letter of Reque		
Participate in th		
(1 Original Copy	•	
4. Photocopy of St		The client will provide
(1 Original Cop	y)	
5. Certificate of Re	egistration	
(1 Original Cop		
6. Medical Clearar		University Medical Clinic
(1 Original Cop		
7. Duly Notarized		The client will provide
Signed by Pare 8. (1 Original Copy		
9. Itinerary of the		Secretariat of the Student Organization /
Minutes of the I		Student Organization Adviser
Organization (1	-	
10. If Financial Co		
Required,		
Breakdown of E	Budget or	
Expenses	``````````````````````````````````````	
(1 Original Cop		
11. Minutes of Mee	•	Secretariat of the Student Organization /
or Guardians (1 (if applicable)	Onginal Copy)	Student Organization Adviser / Office of the College Dean
12. Transportation f	for the Activity	TSU Motor pool
13. If No TSU Vehi		Transportation Provider
 Insurance of th 	•	- sherrower i strate.
 Certification in 		
the vehicle		
 Certification that 	at the driver has	
an acceptable	driving record)	
(1 Original Copy)	•	
14. For Supervisin		Office of the College Dean
Personnel-in-Cha		
Faculty-Student R		
Accomplished Fac		
Makeup form (1 O		t and Review (IPCR) /
B. Inuividual Periori		



Department Perfo	rmance Commitment	and Review (DPCR) – (Faculty	v Personnel)
1. For the Facu		The client wi		, , , , , , , , , ,
Individual Per	•			
	and Review (IPCR)			
	orting Document			
(1 Original Co	-			
	ege Dean and	Department	Chairpersons / Co	ollege Deans
Department	0		I	5
Chairperson	 Department 			
	Commitment and			
Review				
(DPCR) with s	supporting Document			
(1 Original Cop	by)			
	er / Request to Rende		-	ling
	quest to Render	The client wi	ll provide	
Overtime,				
if any (1 Origi		<u> </u>		
	ed Authority to Render	Download at		
Overtime Se				/1mikgujh/tsu-asu-
TSU-ASU-S		st-02-author	ity-to-render-overt	time.docx
(1 Original C		Office of the		nit Director
3. Approved Re		Office of the College Dean / Unit Director		
(1 Original C		Office of the	Collogo Doon / D	opartmont
	becial Order and Daily d (1 Original Copy)	Chairperson	College Dean / D	epartment
	or Lecturers, Part-	Chairperson		
-	nured Faculty with			
Honorarium Cla				
	ding with Specified	Office of the	College Dean / D	epartment
Number of S	0 1	Chairperson	conogo boan, b	opartmont
(1 Original C		Champercen		
E. Travel Order for				
Personnel	5			
1. Invitation Let	tter (1 Original Copy)	The client will provide		
	nt Letter (1 Original			
Copy)		Office of the College Dean		
	ding (1 Original Copy)	Respective 0	College	
4. For weekda				
travel/busin	•			
-	e-up class form			
(1 Original C	Сору)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the	1.1 Receives and	None	10 minutes	Clerk
requirements to	reviews the			Office of the
the Office of the	completeness of			Vice President
Vice President	the submitted			for Academic
for Academic	documents.			Affairs
Affairs.				
	Note: If			
	submitted			
	documents are			
	incomplete,			
	return and			



<i>inform the lacking.</i> 1.2 Evaluates and	None	1 hour	Vice President
acts on the document.			Office of the Vice President for Academic Affairs
1.3 After the evaluation, the document will be issued/released either back to the client or to the office of the next signatory.	None	5 minutes	<i>Clerk</i> Office of the Vice President for Academic Affairs
TOTAL:	NONE	1 Hour & 15 Minutes	



Office of TSU National Service Training Program

External Services



1. Processing of Request for National Services Training Program Serial Number

This service allows the National Services Training Program graduates to obtain their NSTP serial number.

Office or Division:	Office of TSU National Service Training Program				
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	All TSU NSTP Graduates				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
1. Request letter from	n Registrar	The client	will provide		
(If Enrolled) (1 Or	iginal Copy)				
2. Serial Number Rec	quest Form	Office of T	SU National Servie	ce Training	
(1 Original Copy)		Program			
FOR ALUMNI:					
1. Transcript of Reco	rds	The client v	will provide		
(1 Photocopy)					
2. Serial Number Rec	quest Form		SU National Servi	ce Training	
(1 Original Copy)		Program			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. If Enrolled:	1.1 Receives and	None	1 hour &	<i>Clerk</i> National	
Submit a letter from the current	examines the		15 minutes	Services	
school registrar	form and verify its veracity vis-a-			Training	
requesting for a	vis submitted			Program Office	
serial number	documents			i rogram Onice	
and fill out				0 1 1	
National Services	1.2 If verified true	None	1 hour &	Clerk,	
Training Program	and correct, the		30 minutes	Director	
request form.	Director signs			National	
	the form. If			Services	
For Alumni:	unverified, the			Training	
Submit the	agency will not			Program Office	
transcript of	release serial				
records and fill	number to the client.				
out National	chent.				
Services Training					
Program request					
form.					
2. Receive the	2. Seals the	None	15 minutes	Clerk	
document	document and			National	
requested.	release to the			Services	
	client.			Training	
				Program Office	



Office of TSU National Service Training Program

Internal Services



1. Processing of Request for National Services Training Program Serial Number

This service allows the National Services Training Program graduates to obtain their NSTP serial number.

Office or Division:	Office of TSU Nationa	I Service Tra	aining Program			
Classification:	Simple					
Type of	G2C – Government to Citizen					
Transaction:						
Who may avail:	All TSU NSTP Gradua	All TSU NSTP Graduates				
	REQUIREMENTS		WHERE TO SEC	CURE		
1. Request letter from		The client v	will provide			
(If Enrolled) (1 Or						
2. Serial Number Rec	quest Form		SU National Servi	ce Training		
(1 Original Copy)		Program				
FOR ALUMNI:		T				
1. Transcript of Reco	rds	The client	will provide			
(1 Photocopy)	· –					
2. Serial Number Rec	quest Form		SU National Servi	ce Training		
(1 Original Copy)		Program	DDOOFOOINO	DEDOON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
1. If Enrolled:	1 1 Dessives and	BE PAID		RESPONSIBLE		
Submit a letter	1.1 Receives and examines the	None	1 hour & 15 minutes	<i>Clerk</i> National		
from the current	form and verify		15 minutes	Services		
school registrar	its veracity vis-a-			Training		
requesting for a	vis submitted			Program Office		
serial number	documents			r rogram onico		
and fill out		Nees	1 h a 9	Olark		
National Services	1.2 If verified true	None	1 hour &	Clerk,		
Training Program	and correct, the		30 minutes	<i>Director</i> National		
request form.	Director signs the form. If			Services		
	unverified, the					
For Alumni:	agency will not			Training Program Office		
Submit the	release serial			Flogram Onice		
transcript of	number to the					
records and fill	client.					
out National	onern.					
Services Training						
Program request						
form.						
2. Receive the	2. Seals the	None	15 minutes	Clerk		
document	document and			National		
requested.	release to the			Services		
	client.			Training		
				Program Office		
	TOTAL:	None	3 Hours			



Research, Accreditation and Records Unit

External Services



1. Processing of Document Request Service (Online and Walk-In)

The service allows employees, accrediting bodies, and other interested parties to request and have copies of Office of Student Affairs and Services' (OSAS) documents and records to comply with accreditation recommendations and requirements.

			1 11 14	
Office or Division:	Research, Accred	litation and Reco	oras Unit	
Classification:	Complex			
	G2C – Governme			
Type of Transaction			nt	
	G2B – Governme			
Who may avail:	TSU Employees,		ies and Other Inter	
CHECKLIST OF F	REQUIREMENTS		WHERE TO SECU	JRE
1. Accomplished Doc	ument Request	Research, Acci	reditation and Reco	ords Unit or
Form DRF TSU-R	AR-SF-01	download at TS		
(1 Original Copy)		https://www.tsu	<u>i.edu.ph/media/uo^</u>	ljcss1/tsu-rar-sf-
		01-updated-wo	rd-format-1.docx	
	AGENCY	FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	PAID	TIME	RESPONSIBLE
1. For Walk-in	1.1 For Walk-In:	None	3 minutes	Technical Staff
Transaction:	Receives the			Research,
Submit	printed copy of			Accreditation and
accomplished	the submitted			Records Unit
Document	document and			
Request Form to	records the			
the Research,	document in			
Accreditation and	the Incoming			
Records Unit.	Documents			
	Monitoring			
	Logbook.			
	5			
For Online	For Online:			
Transaction:	Receives and			
Send an	downloads the			
electronic copy of	Document			
the Document	Request Form			
Request Form via	and			
e-mail thru	acknowledges			
sas rar@tsu.edu.	the receipt of			
ph	email. Then			
	prints the			
	Document			
	Request Form			
	as proof of			
	service			
	transaction.			
	1.2 For Walk-In	None	2 hours	Assistant
	and Online:			Director
	Assesses the			Research,
	list of the			Accreditation and
	requested			Records Unit
	records to			
	determine their			
	availability.			
	······································			



	· · · · · · · · · · · · · · · · · · ·		I	
	Note: If		3 hours	Data Privacy
	deemed			Officer
	sensitive and			Data Privacy Unit
	confidential,			,
	seek the			
	approval of the			
	Data Privacy			
	Officer.			
	1.3 For Walk-In	None	5 working days	Technical Staff
	and Online:			Research,
	Prepares the			Accreditation and
	available			Records Unit
	documents			
	listed on the			
	approved			
	Document			
	Requested			
	Form. Scans			
	the documents			
	and records to			
	produce soft			
	copies if			
	transaction is			
	via online and			
	printed copies			
	if transaction is			
	via walk-in.	Nieree	45	TaskaisslOtaff
2. For Walk-In:	2. For Walk-In:	None	15 minutes	Technical Staff
Receive the	Releases the			Research,
requested	requested			Accreditation and
documents and	document and			Records Unit
affix his or her	instructs the			
signature in the	client to affix his			
Document	or her signature			
Monitoring	in the Document			
Logbook.	Monitoring			
Legseen	Logbook.			
	LUGDUOK.			
For Online:	For Online:			
Receive the	Sends scanned			
requested	copies through			
documents via	e-mail.			
email.				
тот	AL FOR ORDINARY		5 Working	
101	DOCUMENTS:	None	Days, 2 Hours,	
			and 18 minutes	
	CUMENTS DEEMED		5 Working	
	ND CONFIDENTIAL:	None	Days, 5 Hours	
JENSITIVE A			& 18 Minutes	
			& 18 Minutes	

The total turnaround time includes the processing time for request/s in volume.



Research, Accreditation and Records Unit

Internal Services



1. Processing of Document Request Service (Online and Walk-In)

The service allows employees, accrediting bodies, and other interested parties to request and have copies of Office of Student Affairs and Services' (OSAS) documents and records to comply with accreditation recommendations and requirements.

Office or Division:	Research, Accred	nitation and Reco	oras Unit	
Classification:	Complex			
	G2C – Governme			
Type of Transaction			nt	
	G2B – Governme	nt to Business		
Who may avail:	TSU Employees,		ies and Other Inter	
CHECKLIST OF F	REQUIREMENTS		WHERE TO SECL	JRE
2. Accomplished Doc	cument Request	Research, Acci	reditation and Reco	ords Unit or
Form DRF TSU-R	AR-SF-01	download at TS	SU website:	
(1 Original Copy)		https://www.tsu	<u>i.edu.ph/media/uo^</u>	ljcss1/tsu-rar-sf-
		01-updated-wo	rd-format-1.docx	
	AGENCY	FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	PAID	TIME	RESPONSIBLE
2. For Walk-in	1.1 For Walk-In:	None	3 minutes	Technical Staff
Transaction:	Receives the			Research,
Submit	printed copy of			Accreditation and
accomplished	the submitted			Records Unit
Document	document and			
Request Form to	records the			
the Research,	document in			
Accreditation and	the Incoming			
Records Unit.	Documents			
	Monitoring			
	Logbook.			
For Online	For Online:			
Transaction:	Receives and			
Send an	downloads the			
electronic copy of	Document			
the Document	Request Form			
Request Form via	and			
e-mail thru	acknowledges			
sas rar@tsu.edu.	the receipt of			
ph	email. Then			
	prints the			
	Document			
	Request Form			
	as proof of			
	service			
	transaction.			
	1.2 For Walk-In	None	2 hours	Assistant
	and Online:			Director
	Assesses the			Research,
	list of the			Accreditation and
	requested			Records Unit
	records to			
	determine their			
	availability.			
	,			



The total turnaround time includes the processing time for request/s in volume.



Scholarship and Financial Assistance Unit

Internal Services



1. Issuance of Certificate of Scholarship or Certificate of Non-Scholarship

This service allows students to secure Certificate of Scholarship or Certificate of Non-Scholarship.

	Ocholorohit, and Eline					
Office or Division:	Scholarship and Financial Assistance Unit (SFAU)					
Classification:	Simple					
Type of	G2C – Government to Citizen					
Transaction:	$G_{2C} = G_{0}$	G2C – Government to Citizen				
Who may avail:	TSU Students					
	REQUIREMENTS		WHERE TO SE	CURE		
	st (1 Original Copy)	The client				
2. TSU ID (1 photo			will provide			
2. 130 ID (1 photo	сору)		-	DEDOON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. For Walk-In:	1.1 For Walk-In:	None	1 minute	Staff		
Fill out request	Receives			Scholarship and		
Form for	accomplished			Financial		
Certificate of	Request Form for			Assistance Unit		
Scholarship/N	Certificate of					
on-Scholarship	Scholarship/Non-					
011-Ocholarship	Scholarship					
	Ocholarship					
For Online:	For Online:					
Log in to the	Log in to					
Student Portal	Scholarship					
and send an e-	Portals					
mail to request						
Certificate of	1.2. Verifies the		1 minute			
Scholarship /	scholarship of the					
Non-	student through					
-	Prisms (TSU					
Scholarship to	Enrolment					
<u>scholarship@t</u>	System)					
<u>su.edu.ph</u> .	1.3 Prepares the		3 minutes			
	requested					
	Certificate of					
	scholarship / non-					
	scholarship to be					
	signed by the					
	Head of SFAU.					
	1.4 Signs the	None	1 minute	Unit Head		
	requested			Scholarship and		
	Certificate of			Financial		
	scholarship/non-			Assistance Unit		
	scholarship					



2. Receive the	2. Releases and	None	3 minutes	Staff
Certificate.	logs the transaction in the TSU-SFA-SF-29 (Request of Certification of No Scholarship / Certificate of Scholarship Logbook).			Scholarship and Financial Assistance Unit
	TOTAL:	None	9 Minutes	



2. Processing of Financial Assistance Application from Private or Government Provider or Grantor (New Applicants and Applicants for Renewal)

This service allows deserving students to avail themselves of financial assistance given by providers/grantors.

Office or	Scholarship and Financial Assistance Unit (SFAU)				
Division: Classification:	Complex				
Type of	G2C – Government to	Citizen			
Transaction:	G2B – Government to	Business			
	TSU Students				
	REQUIREMENTS	_	WHERE TO SE		
1. Accomplished A TSU-SFA-SF-01	pplication Form (1 Original Copy)	Assistance	Scholarship and Fi Unit Office, Scho System (SOAS)		
	cant - Certification of	The client v	will provide		
	ncy (1 Original Copy)	-			
3. Certification of F (1 Original Copy	,				
4. Report of Grade		The client v	will provide		
(1 Original Copy	/)		•		
5. For Person with Medical Certifica (1 Original Copy		TSU Medic	al Unit		
· · · · · · · · · · · · · · · · · · ·	h Disability (PWD) -	The client v	will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
1. For Walk-In: Receive the Application Form from the office of Scholarship and Financial Assistance Unit.	1. For Walk-In: Provides the Scholarship Application form and the list of other requirements.	BE PAID None	TIME 5 minutes	RESPONSIBLE Staff Scholarship and Financial Assistance Unit	
For Online: Log in to TSU Scholarship Online Application System (<u>https://scholar</u> <u>ship.tsu.edu.p</u> <u>h</u>) and fill out the application form.	For Online: Log in to TSU Scholarship Online Application System (<u>https://scholarshi</u> <u>p.tsu.edu.ph</u>) and views list of applicant/s.	None	2 minutes	SOAS Administrator Scholarship and Financial Assistance Unit	
2. For Walk-In: Submit the accomplished forms along	2.1 For Walk-In: Receives the submitted requirements and		5 minutes	Staff Scholarship and Financial Assistance Unit	



			1906
with the other needed requirements.	conducts screening interview.		
	Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.		
For Online: Submit filled- out forms to Scholarship Online Application System.	For Online: Downloads the accomplished forms and other requirements and schedules an interview through MS Teams.	3 minutes	SOAS Administrator Scholarship and Financial Assistance Unit
	2.2 Evaluates the completeness of the submitted form and requirements.	10 minutes	<i>Staff</i> Scholarship and Financial Assistance Unit
	Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.		Head/Staff
	2.3 Forwards the evaluated list of applications to the provider/ grantor.	3 working days	Scholarship and Financial Assistance Unit
	Note: Forwarding of evaluated list of CHED TDP-TES grantees is based on the schedule set by CHEDRO III through CHED Memo.		
	2.4 Once approved, tags scholarships of deserving students.	3 minutes	



3. Receive notification of approval or disapproval.	3. Sends notification of approval and disapproval through electronic mail (registered e- mail or MS Teams of the students).		3 minutes	
т	OTAL FOR WALK-IN:	None	3 Working Days & 26 Minutes	
	TOTAL FOR ONLINE:	None	3 Working Days & 21 Minutes	

Note: This service is a multi-stage process. The timeliness of the approval of the application depends on the providers. The unit facilitates the acceptance, initial screening, and notification of approved applications only.



Sports and Development Unit

External Services



1. Processing of Request for Hosting a Sports Event

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

Office or	Sports and Development Unit (SDU)					
Division:						
Classification:	Highly Technical					
Type of	G2C - Government to Citizen					
Transaction:	G2G - Government to Government					
Who may avail:	TSU Student Athletes, TSU Employees, and Other State Universities and Colleges					
CHECKLIST OF	REQUIREMENTS	900	WHERE TO SE	CURE		
A. FOR STUDENTS	3					
1. Valid Identification Card (ID)		The client	will provide			
(1 Photocopy)						
2. Certificate of Registration (COR)						
(1 Certified True Copy)						
3. Parental Consent (Notarized)						
(1 Original Copy)						
4. Vaccination Card						
5. Parents' ID with Signature						
(1 Original Copy a						
6. Report of Grades						
(1 Certified True (
7. Philippine Statistics Authority (PSA)						
Birth Certificate	and 1 Dhataaany)					
(1 Original Copy and 1 Photocopy) 8. Medical Certificate (1 Original Copy) TSU Medical Unit						
	· · · · · · · · · · · · · · · · · · ·					
9. Eligibility Form (1 Original Copy) TSU or Host School						
B FOR EMPLOYE						
B. FOR EMPLOYEI		1				
None	ES	None		PERSON		
		1	PROCESSING	PERSON RESPONSIBLE		
None	ES	None FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE		
None CLIENT STEPS 1. Receive notification	AGENCY ACTIONS 1.1 Submits a memo to CHED that the	None FEES TO	PROCESSING	RESPONSIBLE Sports Director		
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the	None FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Sports Director Sports and		
None CLIENT STEPS 1. Receive notification	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports	None FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Sports Director		
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event.	None FEES TO BE PAID None	PROCESSING TIME	RESPONSIBLE Sports Director Sports and Development Unit		
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the	None FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge		
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the	None FEES TO BE PAID None	PROCESSING TIME 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and		
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the	None FEES TO BE PAID None	PROCESSING TIME 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development		
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University	None FEES TO BE PAID None	PROCESSING TIME 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and		
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President.	None FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit		
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts	None FEES TO BE PAID None	PROCESSING TIME 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director		
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with	None FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	RESPONSIBLESports DirectorSports andDevelopmentUnitStaff-in-ChargeSports andDevelopmentUnitSports DirectorSports and		
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional	None FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development		
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then	None FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	RESPONSIBLESports DirectorSports andDevelopmentUnitStaff-in-ChargeSports andDevelopmentUnitSports DirectorSports and		
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning	None FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development		
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then	None FEES TO BE PAID None None	PROCESSING TIME 10 minutes 30 minutes 3 hours	RESPONSIBLESports DirectorSports andDevelopmentUnitStaff-in-ChargeSports andDevelopmentUnitSports DirectorSports andDevelopmentUnit		
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a	None FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit		
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards.	None FEES TO BE PAID None None	PROCESSING TIME 10 minutes 30 minutes 3 hours	RESPONSIBLESports DirectorSports andDevelopmentUnitStaff-in-ChargeSports andDevelopmentUnitSports DirectorSports andDevelopmentUnitStaff-in-ChargeSports andDevelopmentUnit		
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a meeting with	None FEES TO BE PAID None None	PROCESSING TIME 10 minutes 30 minutes 3 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit		
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a meeting with Sports Directors	None FEES TO BE PAID None None	PROCESSING TIME 10 minutes 30 minutes 3 hours	RESPONSIBLESports DirectorSports andDevelopmentUnitStaff-in-ChargeSports andDevelopmentUnitSports DirectorSports andDevelopmentUnitStaff-in-ChargeSports andDevelopmentUnit		



				1906
	scouting of playing areas with their designated sports.			
	1.5 Conducts meeting with Team Captains and Coaches about the upcoming sports event.		2 hours	<i>Staff-in-Charge</i> Sports and Development Unit
	1.6 Coordinates with local government unit/s regarding the facilities to be used.	None	3 working days	Staff-in-Charge Sports and Development Unit
	1.7 Coordinates with other universities regarding the playing area of every sport.	None	1 working day	Staff-in-Charge Sports and Development Unit
	1.8 Collects the institutional contribution to be used during the event.	None	1 working day	Staff-in-Charge Sports and Development Unit
	1.9 Coordinates with other offices about safety, security, vehicle, and other logistic needs.	None	1 working day	Staff-in-Charge Sports and Development Unit
2. Submit all the requirements needed to the Sports Development and Management Unit.	2. Receives and verifies the submitted documents.	None	1 working day	Staff-in-Charge Sports and Development Unit
3. Attend initial training.	3.1 Communicates to the athletes to commence their training.	None	365 calendar days	<i>Staff-in-Charge</i> Sports and Development Unit
	3.2 Releases a memo about the list of delegates/ participants.	None	1 working day	<i>Staff-in-Charge</i> Sports and Development Unit
	3.3 Conducts a meeting with coaches regarding the needs of the players and follows up the list	None	3 hours	<i>Staff-in-Charge</i> Sports and Development Unit



	of the players if they are unqualified for the sports event.			
	Note: If unqualified, either find a replacement/ substitute of the player or comply to all the requirements.			
4. Attend rigid training.	 Conducts rigid training and issues allowance for the players. 	None	14 calendar days	Staff-in-Charge Sports and Development Unit
5. Receive the uniforms and other sports equipment.	5.1 Distributes the uniforms and other sport paraphernalia.	None	1 hour	Staff-in-Charge Sports and Development Unit
	5.2 Coordinates / communicates with other offices regarding the vehicles to use and other logistics for players and coaches.	None	3 working days	Staff-in-Charge Sports and Development Unit
6. Attend the sports event proper.	 Deploys the coaches, players, and sports directors. 	None	6 calendar days	<i>Staff-in-Charge</i> Motor pool Unit
7. Receive the allowance.	7. Distributes the player's allowance and monitors the event.	None	2 hours	Staff-in-Charge Sports and Development Unit
	TOTAL:	None	396 Days, 14 Hours & 40 Minutes	



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

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

Office or	Sports and Development Unit (SDU)				
Division:					
Classification:	Highly Technical				
Type of	G2C - Government to	Citizen			
Transaction:					
Who may avail:		and Other State Universities and Colleges			
		WHERE TO SECURE			
1. Valid Identificatio	on Card (ID)	The client will provide			
(1 Photocopy)					
2. Certificate of Reg					
(1 Certified True					
3. Parental Consen	. ,				
(1 Original Copy) 4. Vaccination Card					
(1 Original Copy) 5. Parents ID with S					
	•				
(1 Original Copy 6. Report of Grades					
(1 Certified True					
7. Philippine Statist					
Birth Certificate					
	and 1 Photocopy)				
	te (1 Original Copy)	TSU Medical Unit			
9. Eligibility Form (TSU or Host School			
		NKAGES OFFICE (IALO)			
1. CHED-IAS Form		Sports and Development Unit			
(1 Original Copy)					
	tter from the President				
(1 Original Copy)					
3. Approved Pursue					
(1 Original Copy))				
4. Notice of Accept	ance, if applicable				
(1 Original Copy))				
5. Invitation Letter,	if applicable				
(1 Original Copy)					
6. Background of th	ne Event and				
Organizers					
	inks, if applicable)				
(1 Original Copy)					
7. Certification of a					
Signed by Budge					
Accounting Office					
(1 Original Copy)					
8. Breakdown of Ex	rticipant and source of				
funding)	nicipant and source of				
(1 Original Copy)					
9. Official List of Pa					
(1 Original Copy)	•				
10. Approved Com					
(CSW) - (1 Origin					



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive an invitation about the incoming sports event.	1.1 Receives an invitation from the affiliated sports organization and relays the invitation to the qualified student.	None	10 minutes	Sports Director Sports and Development Unit
	1.2 Endorses the invitation to the Office of the University President.	None	10 minutes	Staff-in-Charge Sports and Development Unit
	 1.3 Prepares the budget letter for the budget breakdown. Note: Approval of budget letter depends on 	None	1 hour	<i>Staff-in-Charge</i> Sports and Development Unit
2. Attend initial training.	Accounting Office. 2.1 Informs the players and coaches about the agenda and allows them commence their training.	None	365 calendar days	Staff-in-Charge Sports and Development Unit
	2.2 Submits endorsement to International Affairs and Linkages Office (IALO) for quotation.	None	1 working day	Staff-in-Charge Sports and Development Unit
	Note: International Affairs and Linkages Office receives the endorsement and informs the SDMU if it is approved by CHED or not. And once approved;			
	2.3 Proceeds in preparing vouchers.	None	2 hours	<i>Staff-in-Charge</i> Sports and Development Unit
3. Attend rigid training.	 Conducts rigid training and issues allowance for the players. 	None	14 calendar days	Staff-in-Charge Sports and Development Unit



4. Receive the uniforms and other sports equipment.	 Distributes the uniforms and other sports paraphernalia. 	None	1 hour	<i>Staff-in-Charge</i> Sports and Development Unit
5. Attend the sports event proper.	5. Deploys the coaches, players, and sports directors.	None	6 calendar days	<i>Staff-in-Charge</i> Motor pool Unit
6. Receive the allowance.	 Distributes the players' allowance and monitors the event. 	None	2 hours	Staff-in-Charge Sports and Development Unit
	TOTAL:	None	386 Days, 6 Hours & 20 Minutes	



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

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

Office or	Sports and Developm	ent Unit (SI	DU)	
Division:				
Classification:	Highly Technical	0.11		
Type of	G2C - Government to	Citizens		
Transaction:				
Who may avail:	TSU Student Athletes	and Other		
		The eligent	WHERE TO SE	CURE
1. Valid Identification	n Card (ID)	I ne client	will provide	
(1 Photocopy)	intration			
2. Certificate of Reg				
(1 Certified True (
3. Parental Consent	(Notalized)			
(1 Original Copy)	(1 Original Conv)			
4. Vaccination Card 5. Parents' ID with S				
(1 Original Copy	0			
6. Report of Grades				
(1 Certified True (
7. Philippine Statisti				
Birth Certificate				
(1 Original Copy a	and 1 Photocopy)			
8. Medical Certificat		TSU Medi	cal Unit	
9. Eligibility Form (1				
<u> </u>				
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives	AGENCY ACTIONS 1.1 Submits	BE PAID	TIME	RESPONSIBLE
1. Receives notification	1.1 Submits complete			RESPONSIBLE Sports Director
1. Receives notification about the	1.1 Submits complete documentation of	BE PAID	TIME	RESPONSIBLE Sports Director Sports and
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the	BE PAID	TIME	RESPONSIBLE Sports Director
1. Receives notification about the	1.1 Submits complete documentation of medalist to the Host University	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. <i>Note: Host University</i> <i>receives,</i>	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. <i>Note: Host University</i> <i>receives,</i> <i>evaluates, and</i>	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	 1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and selects qualified 	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. <i>Note: Host University</i> <i>receives,</i> <i>evaluates, and</i>	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	 1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and selects qualified players. If there 	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development



	1.2 Conducts a meeting with Sports Director and Coaches about the upcoming sports event and inform the chosen player.	None	2 hours	Sports Director Sports and Development Unit
2. Attend initial training.	2. Communicates to the athletes to commence their training and plans regarding the schedule and venue of the training in the winning school.	None	365 calendar days	Staff-in-Charge Sports and Development Unit
3. Attend rigid training sessions at the winning team's base.	3. Deploys the players to the training venue. <i>Note: Training is</i> <i>conducted</i> <i>wherever the</i> <i>winning team</i> <i>resides.</i>	None	62 calendar days	<i>Staff-in-Charge</i> Sports and Development Unit
4. Attends the sports event.	4.1 Deploys the players and attends the sports event.	None	7 calendar days	<i>Staff-in-Charge</i> Sports and Development Unit
	4.2 Assists and monitors the assigned event for Region III.	None		
	4.3 Conducts meeting for the issues, concerns, and updates.	None	2 hours	<i>Staff-in-Charge</i> Sports and Development Unit
	TOTAL:	None	434 Calendar Days & 6 Hours	



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

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

Office or	Sports and Developm	ent Unit (SI))	
Division:			-,	
Classification:	Highly Technical			
Type of	G2C - Government to			
Transaction:	G2G - Government to			A
Who may avail:	TSU student athletes, TSU Employees, and Other State Universities and Colleges			
	REQUIREMENTS		WHERE TO SE	CURE
A. FOR STUDENTS 1. Valid Identification		The client	will provide	
(1 Photocopy) 2. Certificate of Reg	. ,			
(1 Certified True C 3. Parental Consent				
(1 original copy)				
4. Vaccination Card				
5. Parents' or Guard Signature (1 Origi				
B. FOR EMPLOYEE				
None	-	None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive an invitation to the upcoming sports event.	1.1 Receives an invitation and endorse the invite to the Sports Development and Management Unit.	None	30 minutes	<i>Staff-in-Charge</i> Office of the University President
	1.2 Receives a sporting event invitation and relay it to the players and coaches.	None	10 minutes	Sports Director Sports and Development Unit
2. Attend training.	2.1 Informs the players and coaches about the other agenda/s; and instructs the players to start training after preparing the needed requirements.	None	14 working days	<i>Staff-in-Charge</i> Sports and Development Unit
	2.2 Prepares the budget letter for the budget breakdown.	None	1 working day	<i>Staff-in-Charge</i> Sports and Development Unit



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



5. Processing of Request to Participate in Sports Event on Regional and National Level

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

Office or Division:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to		nt	
	TSU Student Athletes,			State Universities
Who may avail:	and Colleges		-	
	F REQUIREMENTS		WHERE TO SE	CURE
A. FOR STUDENT				
1. Valid Identificatio	on Card (ID)	The client	will provide	
(1 Photocopy)		-		
2. Certificate of Reg				
(1 Certified True		-		
3. Notarized Parent				
(1 Original Copy)		-		
4. Vaccination Card		-		
5. Parents' ID with				
(1 Original Copy		-		
6. Report of Grades				
(1 Certified		-		
7. Philippine Statist Birth Certificate	ics Authonity (PSA)			
	and 1 Photocopy)			
· · · · · · · · · · · · · · · · · · ·	and 1 Photocopy)	TSU Medi	ool Linit	
	te (1 Original Copy)	TSU wedi		
9. Eligibility Form ([*] B. FOR EMPLOYE		130 01 10		
None		None		
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Receive an	1.1 Convenes	Institutio	3 hours	Sports Director
information	meeting of	nal		Sports and
about the	Regional Sports	Contribu		Development
upcoming	Directors to	tion		Unit
sports event.	discuss the			
	schedule of the			
	sports event; then,			
	conducts planning afterwards.			
	1.2 Endorses to the	None	10 minutes	Staff-in-Charge
	Office of the			Sports and
	University			Development
	President the			Unit
	communication			
	letter containing			
	امحجد بممائم مماء			
	the discussed			
	agenda.	None	2 hours	Staff in Charge
	agenda. 1.3 Conducts	None	2 hours	Staff-in-Charge
	agenda.	None	2 hours	Staff-in-Charge



			1	1906
2. Submit all the	 with team captains and coaches for the upcoming sports event and disseminates the information to the players. 2. Receives and 	None	1 working day	Sports and Development Unit Staff-in-Charge
requirements needed to the Sports and Development Unit.	verifies the submitted documents.			Sports and Development Unit
3. Attend initial training.	3.1 Communicates to the athletes to commence their training.	None	365 calendar days	Staff-in-Charge Sports and Development Unit
	3.2 Releases a memo about the list of delegates / participants.	None	1 working day	Staff-in-Charge Sports and Development Unit
	3.3 Conducts meeting with coaches regarding the needs of the players and follows up the list of the players if they are unqualified for the sports event. <i>Note: If unqualified,</i> <i>either find a</i> <i>replacement /</i> <i>substitute of the</i> <i>player or comply to</i> <i>all the</i>	None	3 hours	<i>Staff-in-Charge</i> Sports and Development Unit
4. Attend rigid training.	<i>requirements.</i> 4. Conducts rigid training and issues allowance for the players.	None	14 working days	Staff-in-Charge Sports and Development Unit
5. Receive the uniforms and other sports equipment.	5.1 Distributes the uniforms and other sport paraphernalia.	None	1 working day	<i>Staff-in-Charge</i> Sports and Development Unit
	5.2 Coordinates/ communicates with other offices regarding the logistics of the players and coaches.	None	1 working day	Staff-in-Charge Sports and Development Unit



6. Attends the sports event proper.	 Deploys the coaches, players, and sports directors. 	None	7 calendar days	<i>Staff-in-Charge</i> Motor Pool Unit
7. Receives the allowance.	 Distributes the players' allowance and monitors the event. 	None	2 hours	<i>Staff-in-Charge</i> Sports and Development Unit
	TOTAL:	Instituti onal Contrib ution	390 Days, 10 Hours & 10 Minutes	



Sports and Development Unit

Internal Services



1. Processing of Request for Hosting a Sports Event

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

Office or	Sports and Developm	ent Unit (SI	DU)	
Division:	l link ha Taskaisal			
Classification:	Highly Technical	0:4:		
Type of	G2C - Government to			
Transaction:	G2G - Government to			Stata
Who may avail:	TSU Student Athletes Universities and Colle	•	loyees, and Other	State
CHECKLIST OF	REQUIREMENTS	5	WHERE TO SE	CURE
A. FOR STUDENTS				
1. Valid Identification	n Card (ID)	The client	will provide	
(1 Photocopy)				
2. Certificate of Reg	istration (COR)			
(1 Certified True (Сору)			
3. Parental Consent	(Notarized)			
(1 Original Copy)				
4. Vaccination Card				
5. Parents' ID with S	•			
(1 Original Copy a				
6. Report of Grades				
(1 Certified True (
7. Philippine Statisti	cs Authority (PSA)			
Birth Certificate	and 1 Dhataaany)			
(1 Original Copy a		TSU Medi	ool Unit	
8. Medical Certificat	· · · · · · · · · · · · · · · · · · ·	TSU or Ho		
9. Eligibility Form (1	Onginal Copy)		ISE SCHOOL	
	=9			
B. FOR EMPLOYEI	ES	None		
None		None FEES TO		PERSON
	AGENCY ACTIONS	None FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE
None		FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE
None CLIENT STEPS	AGENCY ACTIONS 1.1 Submits a memo to CHED that the	FEES TO	PROCESSING	RESPONSIBLE Sports Director
None CLIENT STEPS 1. Receive	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Sports Director Sports and
None CLIENT STEPS 1. Receive notification	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Sports Director
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event.	FEES TO BE PAID None	PROCESSING TIME	RESPONSIBLE Sports Director Sports and Development Unit
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the	FEES TO BE PAID None	PROCESSING TIME 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and
None CLIENT STEPS 1. Receive notification about incoming	 AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the 	FEES TO BE PAID None	PROCESSING TIME 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University	FEES TO BE PAID None	PROCESSING TIME 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President.	FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit
None CLIENT STEPS 1. Receive notification about incoming	 AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts 	FEES TO BE PAID None	PROCESSING TIME 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with	FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional	FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then	FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning	FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then	FEES TO BE PAID None None	PROCESSING TIME 10 minutes 30 minutes 3 hours	RESPONSIBLESports DirectorSports andDevelopmentUnitStaff-in-ChargeSports andDevelopmentUnitSports DirectorSports andDevelopmentUnit
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a	FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a meeting with	FEES TO BE PAID None None	PROCESSING TIME 10 minutes 30 minutes 3 hours	RESPONSIBLESports DirectorSports andDevelopmentUnitStaff-in-ChargeSports andDevelopmentUnitSports DirectorSports andDevelopmentUnitStaff-in-ChargeSports andDevelopmentUnit
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a	FEES TO BE PAID None None	PROCESSING TIME 10 minutes 30 minutes 3 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a meeting with Sports Directors	FEES TO BE PAID None None	PROCESSING TIME 10 minutes 30 minutes 3 hours	RESPONSIBLESports DirectorSports andDevelopmentUnitStaff-in-ChargeSports andDevelopmentUnitSports DirectorSports andDevelopmentUnitStaff-in-ChargeSports andDevelopmentUnit



				1906
	scouting of playing areas with their designated sports.			
	1.5 Conducts meeting with Team Captains and Coaches about the upcoming sports event.		2 hours	<i>Staff-in-Charge</i> Sports and Development Unit
	1.6 Coordinates with local government unit/s regarding the facilities to be used.	None	3 working days	Staff-in-Charge Sports and Development Unit
	1.7 Coordinates with other universities regarding the playing area of every sport.	None	1 working day	Staff-in-Charge Sports and Development Unit
	1.8 Collects the institutional contribution to be used during the event.	None	1 working day	Staff-in-Charge Sports and Development Unit
	1.9 Coordinates with other offices about safety, security, vehicle, and other logistic needs.	None	1 working day	Staff-in-Charge Sports and Development Unit
2. Submit all the requirements needed to the Sports Development and Management Unit.	2. Receives and verifies the submitted documents.	None	1 working day	Staff-in-Charge Sports and Development Unit
3. Attend initial training.	3.1 Communicates to the athletes to commence their training.	None	365 calendar days	<i>Staff-in-Charge</i> Sports and Development Unit
	3.2 Releases a memo about the list of delegates/ participants.	None	1 working day	<i>Staff-in-Charge</i> Sports and Development Unit
	3.3 Conducts a meeting with coaches regarding the needs of the players and follows up the list	None	3 hours	<i>Staff-in-Charge</i> Sports and Development Unit



			1	
	of the players if they are unqualified for the sports event.			
	Note: If unqualified, either find a replacement/ substitute of the player or comply to all the requirements.			
4. Attend rigid training.	 Conducts rigid training and issues allowance for the players. 	None	14 calendar days	Staff-in-Charge Sports and Development Unit
5. Receive the uniforms and other sports equipment.	5.1 Distributes the uniforms and other sport paraphernalia.	None	1 hour	Staff-in-Charge Sports and Development Unit
	5.2 Coordinates / communicates with other offices regarding the vehicles to use and other logistics for players and coaches.	None	3 working days	Staff-in-Charge Sports and Development Unit
6. Attend the sports event proper.	 Deploys the coaches, players, and sports directors. 	None	6 calendar days	<i>Staff-in-Charge</i> Motor pool Unit
7. Receive the allowance.	7. Distributes the player's allowance and monitors the event.	None	2 hours	Staff-in-Charge Sports and Development Unit
	TOTAL:	None	396 Days, 14 Hours & 40 Minutes	



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

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

	-				
Office or	Sports and Development Unit (SDU)				
Division:					
Classification:	Highly Technical				
Type of	G2C - Government to Citizen				
Transaction:					
Who may avail:					
	F REQUIREMENTS	WHERE TO SECURE			
1. Valid Identification	on Card (ID)	The client will provide			
(1 Photocopy)					
2. Certificate of Reg	-				
(1 Certified True					
3. Parental Consen	· · · · · · · · · · · · · · · · · · ·				
(1 Original Copy)					
4. Vaccination Card					
(1 Original Copy)					
5. Parents ID with S	-				
(1 Original Copy					
6. Report of Grades					
(1 Certified True					
7. Philippine Statist	ics Authority (PSA)				
Birth Certificate	and 1 Dhataaany)				
	and 1 Photocopy)	TOLL Madical Linit			
	te (1 Original Copy)	TSU Medical Unit			
9. Eligibility Form (1		TSU or Host School			
1. CHED-IAS Form		NKAGES OFFICE (IALO) Sports and Development Unit			
(1 Original Copy)		Sports and Development Onit			
	, tter from the President				
(1 Original Copy)					
3. Approved Pursue					
(1 Original Copy)					
4. Notice of Accepta					
(1 Original Copy)					
5. Invitation Letter,					
(1 Original Copy)	••				
6. Background of th					
Organizers					
(attach website li	nks, if applicable)				
(1 Original Copy))				
7. Certification of a	pproved Budget				
Signed by Budge	et Officer and				
Accounting Office	e Director				
(1 Original Copy)					
8. Breakdown of Ex					
	rticipant and source of				
funding)					
(1 Original Copy)					
9. Official List of Pa	•				
(1 Original Copy)					
10. Approved Comp					
(CSW) - (1 Origir	iai Copy)				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive an invitation about the incoming sports event.	1.1 Receives an invitation from the affiliated sports organization and relays the invitation to the qualified student.	None	10 minutes	Sports Director Sports and Development Unit
	1.2 Endorses the invitation to the Office of the University President.	None	10 minutes	Staff-in-Charge Sports and Development Unit
	1.3 Prepares the budget letter for the budget breakdown. <i>Note: Approval of</i>	None	1 hour	<i>Staff-in-Charge</i> Sports and Development Unit
	budget letter depends on Accounting Office.			
2. Attend initial training.	2.1 Informs the players and coaches about the agenda and allows them commence their training.	None	365 calendar days	Staff-in-Charge Sports and Development Unit
	2.2 Submits endorsement to International Affairs and Linkages Office (IALO) for quotation.	None	1 working day	Staff-in-Charge Sports and Development Unit
	Note: International Affairs and Linkages Office receives the endorsement and informs the SDMU if it is approved by CHED or not. And once approved;			
	2.3 Proceeds in preparing vouchers.	None	2 hours	<i>Staff-in-Charge</i> Sports and Development Unit
3. Attend rigid training.	 Conducts rigid training and issues allowance for the players. 	None	14 calendar days	Staff-in-Charge Sports and Development Unit



4. Receive the uniforms and other sports equipment.	 Distributes the uniforms and other sports paraphernalia. 	None	1 hour	<i>Staff-in-Charge</i> Sports and Development Unit
5. Attend the sports event proper.	5. Deploys the coaches, players, and sports directors.	None	6 calendar days	<i>Staff-in-Charge</i> Motor pool Unit
6. Receive the allowance.	 Distributes the players' allowance and monitors the event. 	None	2 hours	Staff-in-Charge Sports and Development Unit
	TOTAL:	None	386 Days, 6 Hours & 20 Minutes	



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

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

Office or	Sports and Davidanm	ont Linit (SI	וור	
Division:	Sports and Developm	ent Unit (St	50)	
	Highly Technical			
Classification:	Highly Technical G2C - Government to	Citizona		
Type of Transaction:	G2C - Government to	Cilizens		
	TCLI Ctudent Athletee	and Other	Stata Universitias	and Collogoo
Who may avail:	TSU Student Athletes REQUIREMENTS	and Other	WHERE TO SE	
1. Valid Identification		The client	will provide	GURE
(1 Photocopy)	n Calu (ID)	The client		
2. Certificate of Reg	istration			
(1 Certified True (
3. Parental Consent				
(1 Original Copy)	(Notalized)			
4. Vaccination Card	(1 Original Conv)			
5. Parents' ID with S				
(1 Original Copy	•			
6. Report of Grades				
(1 Certified True (
7. Philippine Statisti				
Birth Certificate	,			
(1 Original Copy a	and 1 Photocopy)			
8. Medical Certificat	e (1 Original Copy)	TSU Medical Unit		
9. Eligibility Form (1	Original Copy)	TSU or Host School		
				DEDGON
CLIENT STEPS	AGENCY ACTIONS			
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Receives	1.1 Submits			
1. Receives notification	1.1 Submits complete	BE PAID	TIME	RESPONSIBLE Sports Director Sports and
1. Receives notification about the	1.1 Submits complete documentation of	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the	BE PAID	TIME	RESPONSIBLE Sports Director Sports and
1. Receives notification about the	1.1 Submits complete documentation of medalist to the Host University	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. <i>Note: Host University</i> <i>receives,</i>	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	 1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and selects qualified players. If there 	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. <i>Note: Host University</i> <i>receives,</i> <i>evaluates, and</i> <i>selects qualified</i> <i>players. If there</i> <i>are selected</i>	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development
1. Receives notification about the upcoming sports	 1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and selects qualified players. If there 	BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development



	1.2 Conducts a meeting with Sports Director and Coaches about the upcoming sports event and inform the chosen player.	None	2 hours	Sports Director Sports and Development Unit
2. Attend initial training.	2. Communicates to the athletes to commence their training and plans regarding the schedule and venue of the training in the winning school.	None	365 calendar days	Staff-in-Charge Sports and Development Unit
3. Attend rigid training sessions at the winning team's base.	3. Deploys the players to the training venue. <i>Note: Training is</i> <i>conducted</i> <i>wherever the</i> <i>winning team</i> <i>resides.</i>	None	62 calendar days	<i>Staff-in-Charge</i> Sports and Development Unit
4. Attends the sports event.	4.1 Deploys the players and attends the sports event.	None	7 calendar days	<i>Staff-in-Charge</i> Sports and Development Unit
	4.2 Assists and monitors the assigned event for Region III.	None		
	4.3 Conducts meeting for the issues, concerns, and updates.	None	2 hours	<i>Staff-in-Charge</i> Sports and Development Unit
	TOTAL:	None	434 Calendar Days & 6 Hours	



4. Processing of Request to Participate in Sports Event on Regional and National Level

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

Office or	Sports and Developme	ent Unit (SD)U)	
Division:			0)	
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to	Governmen	nt	
Who may avail:	TSU Student Athletes, and Colleges	TSU Emplo	oyees, and Other	State Universities
	F REQUIREMENTS		WHERE TO SE	CURE
A. FOR STUDENT				
1. Valid Identificatio	on Card (ID)	The client	will provide	
(1 Photocopy)		-		
2. Certificate of Reg				
(1 Certified True		-		
3. Notarized Parent				
(1 Original Copy)				
4. Vaccination Card				
5. Parents' ID with				
(1 Original Copy		-		
6. Report of Grades				
(1 Certified 7		-		
7. Philippine Statist	ics Authonity (PSA)			
Birth Certificate				
(1 Original Copy and 1 Photocopy)8. Medical Certificate (1 Original Copy)TSU Medical Unit				
9. Eligibility Form (1 Original Copy) TSU or Host School				
		130 01 H	DSt School	
B. FOR EMPLOYE				
B. FOR EMPLOYE None	ES	None		PERSON
B. FOR EMPLOYE		None FEES TO	PROCESSING	PERSON RESPONSIBLE
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an	AGENCY ACTIONS 1.1 Convenes	None FEES TO BE PAID Institutio		RESPONSIBLE Sports Director
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information	AGENCY ACTIONS 1.1 Convenes meeting of	None FEES TO BE PAID Institutio nal	PROCESSING TIME	RESPONSIBLE Sports Director Sports and
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information about the	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports	None FEES TO BE PAID Institutio nal Contribu	PROCESSING TIME	RESPONSIBLE Sports Director Sports and Development
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to	None FEES TO BE PAID Institutio nal	PROCESSING TIME	RESPONSIBLE Sports Director Sports and
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information about the	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the	None FEES TO BE PAID Institutio nal Contribu	PROCESSING TIME	RESPONSIBLE Sports Director Sports and Development
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the	None FEES TO BE PAID Institutio nal Contribu	PROCESSING TIME	RESPONSIBLE Sports Director Sports and Development
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then,	None FEES TO BE PAID Institutio nal Contribu	PROCESSING TIME	RESPONSIBLE Sports Director Sports and Development
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the	None FEES TO BE PAID Institutio nal Contribu	PROCESSING TIME	RESPONSIBLE Sports Director Sports and Development
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards.	None FEES TO BE PAID Institutio nal Contribu tion	PROCESSING TIME 3 hours	RESPONSIBLE Sports Director Sports and Development Unit
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the	None FEES TO BE PAID Institutio nal Contribu	PROCESSING TIME	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the Office of the	None FEES TO BE PAID Institutio nal Contribu tion	PROCESSING TIME 3 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the Office of the University	None FEES TO BE PAID Institutio nal Contribu tion	PROCESSING TIME 3 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the Office of the University President the	None FEES TO BE PAID Institutio nal Contribu tion	PROCESSING TIME 3 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the Office of the University President the communication	None FEES TO BE PAID Institutio nal Contribu tion	PROCESSING TIME 3 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information about the upcoming	 AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 2 Endorses to the Office of the University President the communication letter containing 	None FEES TO BE PAID Institutio nal Contribu tion	PROCESSING TIME 3 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the Office of the University President the communication letter containing the discussed	None FEES TO BE PAID Institutio nal Contribu tion	PROCESSING TIME 3 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information about the upcoming	 AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the Office of the University President the communication letter containing the discussed agenda. 	None FEES TO BE PAID Institutio nal Contribu tion	PROCESSING TIME 3 hours 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information about the upcoming	 AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the Office of the University President the communication letter containing the discussed agenda. 1.3 Conducts 	None FEES TO BE PAID Institutio nal Contribu tion	PROCESSING TIME 3 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Staff-in-Charge
B. FOR EMPLOYE None CLIENT STEPS 1. Receive an information about the upcoming	 AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the Office of the University President the communication letter containing the discussed agenda. 	None FEES TO BE PAID Institutio nal Contribu tion	PROCESSING TIME 3 hours 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit



2. Submit all the requirements needed to the Sports and Development	 coaches for the upcoming sports event and disseminates the information to the players. 2. Receives and verifies the submitted documents. 	None	1 working day	<i>Staff-in-Charge</i> Sports and Development Unit
Unit.				
3. Attend initial training.	3.1 Communicates to the athletes to commence their training.	None	365 calendar days	Staff-in-Charge Sports and Development Unit
	3.2 Releases a memo about the list of delegates / participants.	None	1 working day	Staff-in-Charge Sports and Development Unit
	3.3 Conducts meeting with coaches regarding the needs of the players and follows up the list of the players if they are unqualified for the sports event. <i>Note: If unqualified,</i>	None	3 hours	<i>Staff-in-Charge</i> Sports and Development Unit
	either find a replacement / substitute of the player or comply to all the requirements.			
4. Attend rigid training.	4. Conducts rigid training and issues allowance for the players.	None	14 working days	Staff-in-Charge Sports and Development Unit
5. Receive the uniforms and other sports equipment.	5.1 Distributes the uniforms and other sport paraphernalia.	None	1 working day	<i>Staff-in-Charge</i> Sports and Development Unit
	5.2 Coordinates/ communicates with other offices regarding the logistics of the players and coaches.	None	1 working day	<i>Staff-in-Charge</i> Sports and Development Unit
6. Attends the sports event proper.	6. Deploys the	None	7 calendar days	<i>Staff-in-Charge</i> Motor Pool Unit



	coaches, players, and sports directors.			
7. Receives the allowance.	 Distributes the players' allowance and monitors the event. 	None	2 hours	Staff-in-Charge Sports and Development Unit
	TOTAL:	Instituti onal Contrib ution	390 Days, 10 Hours & 10 Minutes	



Student Development Services Unit

Internal Services



1. Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID) Card

This process allows students to request for re-issuance of New Radio-Frequency Identification (RFID).

	``````````````````````````````````````				1
	fice or vision:	Student Development	Services Ur	nit (SDSU)	
	assification:	Simple			
Τv	pe of	G2C – Government to	Citizen		
_	ansaction:				
	no may avail:	Students Enrolled in th	he University	V	
		REQUIREMENTS		WHERE TO SEC	CURE
1.	Notarized Affidavi		The client		
	(1 Original Copy a	and 1 Photocopy)		·	
					PERSON
	LIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1.	Submit a copy	1. Receives and	None	2 minutes	Staff
	of Affidavit of	checks the			Student
	Loss at the	submitted copy			Development
	Student	of Affidavit of			Services Unit
	Development	Loss.			
<u></u>	Services Unit. Receive the	2.1 Issues the	None	1 minute	Staff
Ζ.	Request of	Request of RFID	None		Student
	RFID Form	Form with the			Development
	with Affidavit of	submitted			Services Unit
	Loss ID and	Affidavit of Loss			Oervices Orin
	proceed to the	ID.			
	next	2.2 Informs the client	None	2 minutes	Staff
	processing	to proceed to the			Student
	office.	Office of			Development
		Business Affairs			Services Unit
		and Auxiliary			
		Services for the			
		assessment of			
		the fees to be			
		paid.			
3.	Proceed to the	3.1 Checks and	None	2 minutes	Clerk
	Office of	verifies submitted			Digital Studio – Business Affairs
	Business Affairs and				and Auxiliary
	Auxiliary	requirements. 3.2 Issues	None	3 minutes	Services Office
	Services and	Assessment	NULLE		
	present the	Form for the fees			
	Request of	to settle.			
	RFID Form and				
	Affidavit of				
	Loss ID.				
4.	Proceed to the	4. Processes the	PHP	10 minutes	Staff
	Cashiering Unit	payment and	260.00		Cashiering Unit
	and pay the	issues Official			
	required fee.	Receipt.			
	<u> </u>		<b>.</b>		
5.	Proceed to	5. Processes the	None	5 minutes	Clerk
	Business	payment and			Digital Studio –



	Affairs and Auxiliary Services Office and present Official Receipt with other pertinent documents.	issues Official Receipt.			Office Business Affairs and Auxiliary Services
6.	Proceed to Digital Studio for the processing of Radio Frequency Identification (RFID) Card.	6. Takes photo for Radio Frequency Identification (RFID) Card and processes new Radio Frequency Identification (RFID) Card.	None	30 minutes	<i>Clerk</i> Office Digital Studio – Business Affairs and Auxiliary Services
7.	Receive Radio Frequency Identification (RFID) Card and fill out the log sheet.	7. Releases the new Radio Frequency Identification (RFID).	None	10 minutes	<i>Clerk</i> Digital Studio – Office Business Affairs and Auxiliary Services
	~	TOTAL:	PHP 260.00	1 Hour & 5 Minutes	

Note: This is a multi-stage process. The Student Development Services Unit is only responsible for the issuance of Request of RFID Form once the Affidavit of Loss was submitted. The Cashiering Unit is responsible for receiving the payment and issuance of official receipt. While the Office of Business Affairs and Auxiliary Services is responsible for processing and issuance of new RFID



### **Student Discipline Unit**

**External Services** 



# 1. Filing of Complaints and Investigation (Defendant Admitting the Allegation)

•

This service allows clients to file complaints and initiate an investigation against any Tarlac State University Student/s, provided that the defendant admits the allegations.

Office or Division	Ctudent Dissipling Lin			
Office or Division: Classification:	Student Discipline Uni Highly Technical	t (SDU)		
Ciassification.	G2C – Government to	Citizon		
Type of			Entity/icc	
Transaction:	G2B – Government to G2G – Government to			
Who may avail:	All	Governme	5111	
	REQUIREMENTS		WHERE TO SE	CURE
1. Accomplished Co		Student D	iscipline Unit or Do	
	(1 Original Copy)	TSU Webs	•	
	(1 Oliginal Oopy)		w.tsu.edu.ph/med	ia/vdangz0v/tsu-
			complainant-letter	
2. Accomplished Le	tter of Response	Student D	iscipline Unit or De	ownload at the
TSU-SDU-SF-03	·	TSU Web		
(1 Duplicate Copy	y/ Photocopy)	https://ww	w.tsu.edu.ph/med	ia/1mch5vfp/tsu-
		<u>sdu-sf-03-</u>	respond-letter.doc	X
3. Documented Evid	dence/s	The client	will provide	
(2 Photocopies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1 File e fermel	1.1.A coordo the	BE PAID	TIME	RESPONSIBLE
1. File a formal written complaint	1.1 Accepts the complaints and	None	3 minutes	<i>Unit Head</i> Student
at the office of	records the			Discipline Unit
Student	necessary			
Discipline Office	information in the			Technical Staff
(R202, TSU	logbook (TSU-			Student
Student Center,	SDU-SF-09).			<b>Discipline</b> Unit
Lucinda	1.2 Coordinate with	None	2 working days	Unit Head
Extension	other offices			Student
Campus, Tarlac	(Office of			<b>Discipline Unit</b>
City).	Management			
	Information			
Note: Use only	Systems, Civil			Technical Staff
the forms	Security Unit, and			Student
provided by SDU. Include	Guidance			Discipline Unit
documented	Counseling			
evidence if there	Offices) to trace			
is any.	the whereabouts of			
	the respondent. 1.3 Issues notice to	None	3 working dave	Unit Head
	defendant	INUTIE	3 working days	Student
	regarding the			Discipline Unit
	complaint.			
	2			Technical Staff
	Note: Defendant is			Student
	given 3 working			<b>Discipline</b> Unit
	days to respond on			
	the complaint.			
2. Attend the	2.1 Schedules a	None	3 working days	Unit Head
scheduled	hearing/ formal			Student
hearing at the	investigation for			Discipline Unit



TSU Student Center, Lucinda Extension Campus, Tarlac City.	both parties. Notifies both parties; minutes of the hearing must be filed/recorded.			<i>Technical Staff</i> Student Discipline Unit
3. Complainant will wait for the resolution of the case once the defendant admits partially/fully the allegation and will report at the office of Student Discipline Unit	3.1 When defendant admits the allegations, both parties will be informed regarding the case's resolution and the defendant must report at Student Discipline Unit.	None	4 working days	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
for a copy of the case's resolution upon being informed by Student Discipline Unit.	3.2 The defendant must report at Student Discipline Unit to explain the penalties for his/her violative acts.	None	3 working days	
	TOTAL:	None	15 Working Days & 3 Minutes	

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

- * Student Discipline Unit may however conduct preliminary interview with the complainant on or before the filing of the formal complaint.
- * Student Discipline Unit can conduct preliminary interview to defendant on or before filling his or her answer.
- * Defendant can request for an extension of time to file his/her answer in writing subject to the prior approval of the head of the SDU.



### 2. Filing of Complaints and Investigation (Defendant Denies the Allegations)

•

This service allows clients to file complaints and initiate an investigation against any Tarlac State University Student/s, provided that the defendant denies the allegations.

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of	G2C – Government to Citizen			
Transaction:	G2B – Government to Business Entity/ies			
	G2G – Government to	Governmer	nt	
Who may avail:	All			
	F REQUIREMENTS	Otural anat D	WHERE TO SE	
1. Accomplished C TSU-SDU-SF-0	1 (1 Original Copy)	Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/vdangz0v/tsu-		
			complainant-letter	
2. Accomplished L	etter of Response		iscipline Unit or D	
TSU-SDU-SF-0		TSU Web		
(1 Duplicate Co	py/ Photocopy)	https://ww	w.tsu.edu.ph/med	ia/1mch5vfp/tsu-
		<u>sdu-sf-03-</u>	respond-letter.doc	<u>XC</u>
3. Documented Ev (2 Photocopies)		The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		<b>BE PAID</b>	TIME	RESPONSIBLE
written complaint at the office of Student Discipline Officer (R202,	<ul> <li>1.1 Accepts the complaints and records the necessary information in the logbook (TSU-SDU-SF-09).</li> <li>1.2 Coordinate with other offices (Office of Management Information Systems, Civil Security Unit, and Guidance Counseling Offices) to trace the whereabouts of the security for the security for the security for the security for the security of the security of the security of the security for the security of the security of the security of the security for the security for the security for the security of the security for the security of the security of the security of the security for the security of the security o</li></ul>	None	3 minutes 2 working days	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit Discipline Unit Technical Staff Student Discipline Unit
documented evidence if there is any.	the respondent. 1.3 Issues notice to defendant regarding the complaint. <i>Note: Defendant is</i> given 3 working days to respond on the complaint.	None	3 working days	Unit Head Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
2. Attend the scheduled hearing at the TSU Student Center,	2.1 Schedules a hearing/ formal investigation for both parties. Notifies both	None	3 working days	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i>



	TOTAL:	None	28 Working Days & 3 Minutes	
Discipline Unit for a copy of the case's resolution upon being informed by Student Discipline Unit.	resolution of the cased will be served.			Director Office of Student Affairs and Service Vice President, Office of the Vice President for Academic Affairs
3. Complainant will wait for the resolution and written notice of the case once the committee's decision was rendered and will report at the office of Student	3.1 If committee finds no substantial proof against the defendant or if the university lacks jurisdiction, dismissal of the case will be done. But if not, written notice to both parties regarding the	None	5 working days upon receipt of the notification	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit President Supreme Student Council
			from the last meeting of discipline committee	Vice President, Office of the Vice President for Academic Affairs
	<ul> <li>finds probable guilt, the discipline committee will convene.</li> <li>2.3 Investigation will be conducted by the committee.</li> <li>2.4 Decision will be rendered.</li> </ul>		5 working days	Student Discipline Unit <i>President</i> Supreme Student Council <i>Director</i> Office of Student Affairs and Service
Extension Campus, Tarlac City.	of the hearing must be filed/recorded. 2.2 If defendant denies the allegations and Student Discipline Unit, however,	None	10 working days	Discipline Unit Unit Head Student Discipline Unit Technical Staff
Lucinda	parties; minutes			Student

•

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



### 3. Filing of Complaints and Investigation Against TSU Employee

•

This service allows clients to file complaints and initiate an investigation against any Tarlac State University Employee

Office or Division:	Student Discipline Ll			
Classification:	Student Discipline Unit (SDU) Complex			
	G2C – Government to Citizen			
Type of	G2B – Government to Business Entity/ies			
Transaction:	G2G – Government to Government			
Who may avail:	All			
	REQUIREMENTS		WHERE TO SE	CURE
1. Accomplished Co		Student D	iscipline Unit or D	
TSU-SDU-SF-01		TSU Webs		
			w.tsu.edu.ph/med	
		sdu-sf-01-complainant-letter.docx		
2. Accomplished Let	tter of Response		iscipline Unit or D	ownload at the
TSU-SDU-SF-03		TSU Web		
(1 Duplicate Copy	<pre>v/ Photocopy)</pre>		w.tsu.edu.ph/med	-
			respond-letter.doc	<u>XC</u>
3. Documented Evic	ience/s	The client	will provide	
(2 Photocopies)	AGENCY	EEEO TO	PROCESSING	DERSON
CLIENT STEPS	AGENCY	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. File a formal	1. Accept the	None	1 hours &	Unit Head
written complaint	complaints and		30 minutes	Student
at the office of	will record the			Discipline Unit
Student	necessary			•
Discipline Office	information to			
(R202, Tarlac	Student			Technical Staff
State University	Discipline			Student
Student Center,	Logbook,			Discipline Unit
Lucinda	Complainant			
Extension	Logbook, Case			
Campus, Tarlac	Summary			
City)	Logbook and Student Blotter) *			
Note: Use only				
the forms				
provided by				
Student				
Discipline Unit.				
Include any				
documented				
evidence if there				
is any*				
2. Wait for the	2. Student	None	5 working days	Vice President
notice coming	Discipline Unit			Office of The
from the Student	will forward the			Vice President
Discipline Unit	complaint to Office of The	for Academic Affairs		
regarding the progress of the	Vice President			Allalis
case or for the	for Academic			or
schedule of	Affairs if the			U
				Vice President
hearing to be	defendant is faculty or to			Vice President



given by the Grievance Board	Office of The Vice President for Administration and Finance if the defendant is a university personnel. The investigation will be then handled by the Grievance			Office of The Vice President for Administration
	Board			
	TOTAL:	None	5 Working Days, 1 Hour, & 30 Minutes	

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



### 4. Procedure for Appeal

•

This service allows clients file an appeal to the decision of the disciplinary case.

	Otudent Dissipline Liv			
Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical	- <u>Citi-an</u>		
Type of	G2C – Government to Citizen G2B – Government to Business Entity/ies			
Transaction:	G2G – Government to Government			
Who may avail:	All	0 Governin	ent	
	REQUIREMENTS		WHERE TO SE	CURE
1. Letter of Appeal		The client	will provide	OORL
(1 Original or Phot	(vqojo			
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. The Defendant	1. Forwards the	None	10 Working	Technical Staff
or Complainant	appeal base		Days from	Student
may appeal to	from whom		Notice	Discipline Unit
the decision of	decision will be			
offices of	appealed by the			
committee	defendant or the			
through written	complainant:			
form to be				TULLOUT
submitted at the	1.1 Student			Technical Staff
office of Student	Discipline Unit's			Student
Discipline Office	decision is			Discipline Unit
(R202, Tarlac State University	appealable to the Director of			
Student Center,	Office of			
Lucinda	Student Affairs			
Extension	and Service			
Campus, Tarlac	within 10 days			
City)	from notice.			
	1.2Office of			Technical Staff
	Student Affairs			Office of
	and Service's			Student Affairs
	decision is			and Services
	appealable to			
	the Office of			
	The Vice			
	President for			
	Academic			
	Affairs within 10			
	days from			
	notice.			
	1.3Office of The			Staff
	Vice President			Office of the
	for Academic			Vice President
	Affairs decision			for Academic
	is appealable to			Affairs
	the President			
	within 10 days			
	from notice.			



1.4 President's decision is appealable to the Tarlac State University- Board of Regents within 10 days from			Staff Office of the University President
notice.			
TOTAL:	None	10 Working Days	

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#### 5. Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni

The service allows the students and alumni of Bachelor of Arts in Psychology of the university to request the Certificate of Good Moral Character for Board Examination Purposes.

Office or Division:	Student Discipline Uni	it (SDU)		
Classification:	Simple			
Type of	G2C - Government to Citizen			
Transaction:				
Who may avail:	Students and Alumni	of Bachelor	of Arts in Psycholo	ogy Program
	REQUIREMENTS WHERE TO SECURE			
<ol> <li>Transcript of Record with Remarks "For Board Examination Purposes" (1 Photocopy)</li> </ol>		Office of Admission and Registration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Guidance and Counseling Unit in the Main Campus and present the Transcript of Records to secure payment slip.	1. Validates Transcript of Records presented and issues payment slip.	None	3 minutes	Associate Guidance Counselor Guidance and Counseling Unit
2. Proceed to the Cashiering Unit to settle the needed fee and secure Official Receipt.	2. Processes the payment and issues Official Receipt.	PHP 20.00	15 minutes	<i>Staff</i> Cashiering Unit
3. Proceed to the Student Discipline Office and present the Transcript of Records and Official Receipt from the Cashiering Unit.	3. Receives submitted documents.	None	2 minutes	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
4. Receive the Certificate of Good Moral and fill out Request for Certificate of Good Moral Character Logbook.	4. Releases Certificate of Good Moral Character and instructs client to fill out Certificate of Good Moral Character Logbook.	None	1 minute	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
	TOTAL:	PHP 20.00	21 Minutes	



Note: This is a multi-stage process. The Student Discipline Unit is only responsible for the receiving of documents and releasing of Certificate of Good Moral. On the other hand, the Guidance and Counseling Unit is only responsible for the issuance of payment slip for payment processing.

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### **Student Discipline Unit**

**Internal Services** 



# 1. Filing of Complaints and Investigation (Defendant Admitting the Allegation)

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This service allows clients to file complaints and initiate an investigation against any Tarlac State University Student/s, provided that the defendant admits the allegations.

	Otualant Dissipling Lini			
Office or Division: Classification:	Student Discipline Uni Highly Technical	ii (SDU)		
Classification.	G2C – Government to	Citizon		
Type of			Entity/ioc	
Transaction:	G2B – Government to G2G – Government to			
Who may avail:	All	Governme		
-	REQUIREMENTS		WHERE TO SE	
4. Accomplished Co		Student D	iscipline Unit or De	
	(1 Original Copy)	TSU Webs		
	(1 Onginal Oopy)		w.tsu.edu.ph/med	ia/vdangz0v/tsu-
			complainant-letter	
5. Accomplished Le	tter of Response		iscipline Unit or D	
TSU-SDU-SF-03		TSU Web	•	
(1 Duplicate Cop	y/ Photocopy)	https://ww	w.tsu.edu.ph/med	ia/1mch5vfp/tsu-
			respond-letter.doo	
6. Documented Evid	dence/s	The client	will provide	
(2 Photocopies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		<b>BE PAID</b>	TIME	RESPONSIBLE
1. File a formal	1.1 Accepts the	None	3 minutes	Unit Head
written complaint at the office of	complaints and records the			Student
Student	necessary			Discipline Unit
Discipline Office	information in the			Technical Staff
(R202, TSU	logbook (TSU-			Student
Student Center,	SDU-SF-09).			Discipline Unit
Lucinda	1.2 Coordinate with	None	2 working dovo	Unit Head
Extension	other offices	none	2 working days	Student
Campus, Tarlac	(Office of			Discipline Unit
City).	Management			
	Information			
Note: Use only	Systems, Civil			Technical Staff
the forms	Security Unit, and			Student
provided by	Guidance			Discipline Unit
SDU. Include	Counseling			
documented	Offices) to trace			
evidence if there	the whereabouts of			
is any.	the respondent.			
	1.3 Issues notice to	None	3 working days	Unit Head
	defendant			Student
	regarding the			Discipline Unit
	complaint.			Technical Oleff
	Noto: Defendant in			Technical Staff
	Note: Defendant is			Student
	given 3 working days to respond on			Discipline Unit
	the complaint.			
2. Attend the	2.1 Schedules a	None	3 working days	Unit Head
scheduled	hearing/ formal			Student
hearing at the	investigation for			Discipline Unit
nounny ut the		I		



allegation and will report at the office of Student Discipline Unit for a copy of the case's resolution upon being informed by Student Discipline Unit.	defendant must report at Student Discipline Unit. 3.2 The defendant must report at Student Discipline Unit to explain the penalties for his/her violative acts. <b>TOTAL:</b>	None	3 working days 15 Working Days &	
Extension Campus, Tarlac City. 3. Complainant will wait for the resolution of the case once the defendant admits partially/fully the	parties; minutes of the hearing must be filed/recorded. 3.1 When defendant admits the allegations, both parties will be informed regarding the case's resolution and the	None	4 working days	Student Discipline Unit <i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
TSU Student Center, Lucinda	both parties. Notifies both			Technical Staff

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

- * Student Discipline Unit may however conduct preliminary interview with the complainant on or before the filing of the formal complaint.
- * Student Discipline Unit can conduct preliminary interview to defendant on or before filling his or her answer.
- * Defendant can request for an extension of time to file his/her answer in writing subject to the prior approval of the head of the SDU.



### 2. Filing of Complaints and Investigation (Defendant Denies the Allegations)

•

This service allows clients to file complaints and initiate an investigation against any Tarlac State University Student/s, provided that the defendant denies the allegations.

	ce or sion:	Student Discipline Unit (SDU)			
Clas	sification:	Highly Technical			
Тур	e of	G2C – Government to			
	saction:	G2B – Government to			
		G2G – Government to All	Governmer	nt	
	D may avail:			WHERE TO SE	CLIPE
4. A	Accomplished (	Complaint Form 1 (1 Original Copy)	TSU Webs https://ww	iscipline Unit or De	ownload at the <u>ia/vdangz0v/tsu-</u>
Т	SU-SDU-SF-0	etter of Response 3 py/ Photocopy)	Student D TSU Web	iscipline Unit or D	ownload at the
	•			respond-letter.doc	
-			The client	will provide	
(2	2 Photocopies)		FEES TO	PROCESSING	PERSON
CLI	IENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
	File a formal vritten complaint at he office of Student Discipline Officer (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City). Note: Use only the forms provided by SDU. Include	<ul> <li>1.4 Accepts the complaints and records the necessary information in the logbook (TSU-SDU-SF-09).</li> <li>1.5 Coordinate with other offices (Office of Management Information Systems, Civil Security Unit, and Guidance Counseling Offices) to trace the whereabouts of the respondent.</li> </ul>	None	3 minutes 2 working days	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit Unit Head Student Discipline Unit Technical Staff Student Discipline Unit
e ti	documented evidence if here is any. ttend the	<ul> <li>1.6 Issues notice to defendant regarding the complaint.</li> <li>Note: Defendant is given 3 working days to respond on the complaint.</li> <li>2.1 Schedules a</li> </ul>	None	3 working days	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit Unit Head
sc he TS	cheduled earing at the SU Student enter,	hearing/ formal investigation for both parties. Notifies both			Student Discipline Unit Technical Staff



	TOTAL:	None	28 Working Days & 3 Minutes	
Discipline Unit for a copy of the case's resolution upon being informed by Student Discipline Unit.	resolution of the cased will be served.			Director Office of Student Affairs and Service Vice President, Office of the Vice President for Academic Affairs
3. Complainant will wait for the resolution and written notice of the case once the committee's decision was rendered and will report at the office of Student	3.1 If committee finds no substantial proof against the defendant or if the university lacks jurisdiction, dismissal of the case will be done. But if not, written notice to both parties regarding the	None	5 working days upon receipt of the notification	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit President Supreme Student Council
			from the last meeting of discipline committee	Vice President, Office of the Vice President for Academic Affairs
	finds probable guilt, the discipline committee will convene. 2.3 Investigation will be conducted by the committee. 2.4 Decision will be rendered.		5 working days	Student Discipline Unit <i>President</i> Supreme Student Council <i>Director</i> Office of Student Affairs and Service
Extension Campus, Tarlac City.	of the hearing must be filed/recorded. 2.2 If defendant denies the allegations and Student Discipline Unit, however,	None	10 working days	Discipline Unit Unit Head Student Discipline Unit Technical Staff
Lucinda	parties; minutes			Student

•

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



### 3. Filing of Complaints and Investigation Against TSU Employee

•

This service allows clients to file complaints and initiate an investigation against any Tarlac State University Employee

Office or Division	Chudant Dia sin line I lu			
Office or Division:	Student Discipline Un	nit (SDU)		
Classification:	Complex			
Type of	G2C – Government t		Entitu/inc	
Transaction:	G2B – Government t			
	G2G – Government t	lo Governm	lent	
Who may avail:				
	REQUIREMENTS	Student D	WHERE TO SE viscipline Unit or D	
4. Accomplished Co	(1 Original Copy)	TSU Webs	•	ownioad at the
100-000-01-01	(1 Original Copy)		w.tsu.edu.ph/med	lia/vdangz0v/tsu-
			complainant-letter	
5. Accomplished Le	tter of Response		iscipline Unit or D	
TSU-SDU-SF-03		TSU Web	•	
(1 Duplicate Copy	/ Photocopy)	https://ww	w.tsu.edu.ph/med	lia/1mch5vfp/tsu-
			respond-letter.do	
6. Documented Evic	lence/s		will provide	
(2 Photocopies)			•	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. File a formal	1. Accept the	None	1 hours &	Unit Head
written complaint	complaints and		30 minutes	Student
at the office of	will record the			Discipline Unit
Student	necessary			
Discipline Office (R202, Tarlac	information to Student			Technical Staff
State University	Discipline			Student
Student Center,	Logbook,			Discipline Unit
Lucinda	Complainant			
Extension	Logbook, Case			
Campus, Tarlac	Summary			
City)	Logbook and			
	Student Blotter) *			
Note: Use only				
the forms				
provided by				
Student				
Discipline Unit.				
Include any				
documented				
evidence if there				
is any*	2 Student	None	E working days	Vice Dresident
2. Wait for the	2. Student	None	5 working days	Vice President Office of The
notice coming from the Student	Discipline Unit will forward the			Vice President
Discipline Unit	complaint to			for Academic
regarding the	Office of The			Affairs
progress of the	Vice President			7 11 011 3
case or for the	for Academic			or
schedule of	Affairs if the			
hearing to be	defendant is			Vice President
	faculty or to			



given by the Grievance Board	Office of The Vice President for Administration and Finance if the defendant is a university personnel. The investigation will be then handled by the Grievance Board			Office of The Vice President for Administration
	TOTAL:	None	5 Working Days, 1 Hour, & 30 Minutes	

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



### 4. Procedure for Appeal

•

This service allows clients file an appeal to the decision of the disciplinary case.

Office or Division	Otudent Dissipline Liv			
Office or Division:	Student Discipline Ur	$\operatorname{int}(\operatorname{SDU})$		
Classification:	Highly Technical G2C – Government t	o Citizon		
Type of			Entitulian	
Transaction:	G2B – Government to G2G – Government t			
Who may avail:	All		CIII	
	REQUIREMENTS		WHERE TO SE	CURF
2. Letter of Appeal		The client	will provide	
(1 Original or Phot	ocopy)			
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. The Defendant	1. Forwards the	None	10 Working	Technical Staff
or Complainant	appeal base		Days from	Student
may appeal to	from whom		Notice	Discipline Unit
the decision of	decision will be			•
offices of	appealed by the			
committee	defendant or the			
through written	complainant:			
form to be				
submitted at the	1.1 Student			Technical Staff
office of Student	Discipline Unit's			Student
Discipline Office	decision is			Discipline Unit
(R202, Tarlac	appealable to			
State University	the Director of			
Student Center,	Office of			
Lucinda	Student Affairs			
Extension	and Service			
Campus, Tarlac	within 10 days			
City)	from notice.			
	4.0.0#			Technical Oloff
	1.2Office of			Technical Staff
	Student Affairs			Office of
	and Service's			Student Affairs
	decision is			and Services
	appealable to			
	the Office of The Vice			
	President for Academic			
	Academic Affairs within 10			
	days from			
	notice.			
	1.3 Office of The			Staff
	Vice President			Office of the
	for Academic			Vice President
	Affairs decision			for Academic
	is appealable to			Affairs
	the President			
	within 10 days			
	from notice.			
L	l			1



1.4 President's decision is appealable to the Tarlac State University- Board of Regents within 10 days from			Staff Office of the University President
notice.			
TOTAL:	None	10 Working Days	

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#### 5. Process for Releasing of Certificate of Good Moral for Board Examination Purposes for AB Psychology Students and Alumni

The service allows the students and alumni of Bachelor of Arts in Psychology of the university to request the Certificate of Good Moral Character for Board Examination Purposes.

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Simple			
Type of	G2C - Government to Citizen			
Transaction:		(	(	
Who may avail:	Students and Alumni	of Bachelor		
	REQUIREMENTS		WHERE TO SEC	
1. Transcript of Reco "For Board Examir (1 Photocopy)			dmission and Reg	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Guidance and Counseling Unit in the Main Campus and present the Transcript of Records to secure payment slip.	1. Validates Transcript of Records presented and issues payment slip.	None	3 minutes	Associate Guidance Counselor Guidance and Counseling Unit
2. Proceed to the Cashiering Unit to settle the needed fee and secure Official Receipt.	2. Processes the payment and issues Official Receipt.	PHP 20.00	15 minutes	Staff Cashiering Unit
3. Proceed to the Student Discipline Office and present the Transcript of Records and Official Receipt from the Cashiering Unit.	3. Receives submitted documents.	None	2 minutes	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
4. Receive the Certificate of Good Moral and fill out Request for Certificate of Good Moral Character Logbook.	4. Releases Certificate of Good Moral Character and instructs client to fill out Certificate of Good Moral Character Logbook.	None	1 minute	<i>Unit Head</i> Student Discipline Unit <i>Technical Staff</i> Student Discipline Unit
	TOTAL:	PHP 20.00	21 Minutes	



Note: This is a multi-stage process. The Student Discipline Unit is only responsible for the receiving of documents and releasing of Certificate of Good Moral. On the other hand, the Guidance and Counseling Unit is only responsible for the issuance of payment slip for payment processing.



### **Student Organization Unit**

**Internal Services** 



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

This service allows student organization leaders to apply for or renew the accreditation of their student organization and prepare required documents for the academic year as stipulated in the Student Manual.

Office or	Student Organization		
Division:			
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to	Citizen	
Who may avail:	Students Enrolled in the University		
	F REQUIREMENTS	WHERE TO SECURE	
	ent Organizations and	The client will provide	
	tudent Organizations		
	Their Bylaws: Student		
Organization's (	•		
and Bylaws (1 F			
	zation's Official Logo		
(1 Photocopy)	· ·		
3. Accomplished A	Application Form for	Download at the TSU Website	
Student Organiz	zations	https://www.tsu.edu.ph/media/axxfqwfb/tsu-	
TSU-SOU-SF-0	01 (1 Original Copy)	sou-sf-01-application-form.docx or	
		Email studentorg@tsu.edu.ph	
4. Accomplished a		Download at the TSU Website	
Statement of Inv		https://www.tsu.edu.ph/media/3bbdmd10/tsu-	
	cceptance of the	sou-sf-02-statement-of-commitment-	
	Ident Organization and	acceptance-or-involvement.docx or	
Adviser TSU-S		Email studentorg@tsu.edu.ph	
(1 Original Copy			
	nformation Sheet of	Download at the TSU Website	
Student Organiz		https://www.tsu.edu.ph/media/I5Iplibn/tsu-sou-	
150-500-SF-0	03 (1 Original Copy)	sf-03-information-sheet-of-officers.docx or	
6 Accomplished [	Directory of Members	Email <u>studentorg@tsu.edu.ph</u> Download at the TSU Website	
•	2 (1 Original Copy)	https://www.tsu.edu.ph/media/0qpmy1oc/tsu-	
130-300-31 - 1	2 (TOnginal Copy)	sou-sf-12-directory-of-members.docx	
7. Accomplished a	nd Duly Signed	Download at the TSU Website	
	Action and Budget for	https://www.tsu.edu.ph/media/gaifaodd/tsu-	
Student Organiz		sou-sf-14-gpoa-and-budget-for-student-	
•	4 (1 Original Copy)	organizations-1.xlsx	
8. For Student O		Download at the TSU Website	
Haven't Submi	•	https://www.tsu.edu.ph/media/axxfgwfb/tsu-	
Accomplishme	ent Reports:	sou-sf-01-application-form.docx or	
-	t Report for 1 st and 2 nd	Email studentorg@tsu.edu.ph	
•	the Previous Academic		
Year* (TSU-SO	U-SF-06)		
9. For Student O	•	The client will provide	
Haven't Submi			
	ent Reports: Approved		
copy of Liquidat			
From the previo	us academic year		
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO PROCESSING PERSON	
		BE PAID TIME RESPONSIBLE	



			1	
1. Submit all	1.1 Receives the	None	3 minutes	Staff
pertinent	accomplished			Student
documents to	forms and other			Organizations
Student	requirements.			Unit
Organizations	1.2 Reviews the	None	8 working days	Staff
Unit (2nd Floor	submitted			Student
Student Center	accomplished			Organizations
– Lucinda	forms and other			Unit
Campus).	requirements as			
	to completeness.			
	Note: If incomplete			
	requirements,			
	students'			
	organizations are			
	given one (1)			
	working day to			
	comply.			
	1.3 Prepares the	None	1 working day	Staff
	Permit to			Student
	Operation for			Organizations
	New Student			Unit
	Organization, or			
	Certificate of			
	Accreditation for			
	renewal.			
2. Receive the	1.4 Issues the	None	1 hour	Head
Permit to	Permit to			Student
Operation (for	Operation or			Organizations
New) or	Certificate of			Unit
Certificate of	Accreditation.			
Accreditation				
(for Renewal).				
			9 Working	
	TOTAL:	None	Days, 1 Hour	
			& 3 Minutes	



# 2. Processing of Request for the Conduct of Student Organization Activities

This service allows student organizations to request the conduct of their proposed online, on-campus, or off-campus activities.

Note: The request must be submitted at least three (3) working days prior to the scheduled date of the activity.

Office or Division:	Student Organization	s Unit (SOU)	
Classification:	Simple – Online and Simple - Off-campus	•	
Type of Transaction:	G2C - Government to	Citizen	
Who may avail:		Leaders of the University	
	REQUIREMENTS	WHERE TO SECURE	
A. FOR ONLINE A	CTIVITY:		
•	Request Form on the vity <i>TSU-SOU-SF-08</i> es)	Download at the TSU Website <u>https://www.tsu.edu.ph/media/hlwp5q5d/tsu-</u> <u>sou-sf-08-request-letter-on-the-conduct-of-</u> <u>activity.docx</u> or Email studentorg@tsu.edu.ph	
	·· · · ·	The client will provide	
B. FOR FACE-TO-FACE ON-CAMPUS ACTIVITY:			
	equest Form on the vity <i>TSU-SOU-SF-08</i> es)	Download at the TSU Website <u>https://www.tsu.edu.ph/media/hlwp5q5d/tsu-</u> <u>sou-sf-08-request-letter-on-the-conduct-of-</u> <u>activity.docx</u> or Email <u>studentorg@tsu.edu.ph</u>	
C. FOR FACE-TO- (For Overnight	FACE ON-CAMPUS A and Sunday):	CTIVITY	
1. Accomplished R	equest Form on the vity TSU-SOU-SF-08	Download at the TSU Website <u>https://www.tsu.edu.ph/media/hlwp5q5d/tsu-</u> <u>sou-sf-08-request-letter-on-the-conduct-of-</u> <u>activity.docx</u> or Email <u>studentorg@tsu.edu.ph</u>	
	· · ·	The client will provide	
3. All participants' (1 Photocopy)	Student ID		
4. All participants' Registration (1 F	Photocopy)		
5. Medical Clearan Physical Activity	nce (for Highly ) (1 Original Copy)		
6. Duly Signed Par (1 Original Copy	rental Consent	Student Organizations Unit	
7. Parent / Guardia		The client will provide	



8.	Certification of F	aculty/Personnel that			1906
0.	will Accompany t (1 Original Copy)	he Students			
D.	FOR OFF-CAMP	US ACTIVITY:			
1.	•	equest Letter on the ity <i>TSU-SOU-SF-08</i> )	https://www. sou-sf-08-ree	t the TSU Website tsu.edu.ph/media/ quest-letter-on-the or Email <u>studento</u>	<u>/hlwp5q5d/tsu-</u> e-conduct-of-
	Letter of Invitatio Organization / G (1 Photocopy)	roup, if any	The client wi		
3.	All participants' S (1 Photocopy)	Student ID			
	All participants' ( Registration (1 P	hotocopy Copy)			
5.	Medical Clearan	ce (If outside the c) (1 Original Copy)			
6.	Signed and Nota Consent (1 Origi	rized Parental	Student Org	anizations Unit	
	with Three Signa (1 Photocopy Co Certification of F	py) aculty/Personnel Who	The client wi	ill provide	
	will Accompany t (1 Original Copy)				
	、 <b>O</b> 177		FEES TO	PROCESSING	PERSON
	CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1.	Submit all pertinent documents to Student	1.1 Receives the accomplished forms and other requirements	None	3 minutes	<i>Staff</i> Student Organizations Unit
	Organizations Unit (2nd Floor Student Center – Lucinda Campus).	1.2 Reviews the submitted accomplished form and other requirements as to completeness and activity details.	None	2 hours	<i>Staff</i> Student Organization Unit
		Note: If incomplete requirements, student organizations will be given one (1)			
		working days to comply			



			[	
	the Head of Student Organizations Unit Signs the request.			
	1.4 Inform the requesting student organizations that their request is approved and ready for pick up or for revision (thru official Group Chat or MS Teams)	None	3 minutes	<i>Staff</i> Student Organization Unit
	1.5 For Off- Campus Activities: Upon approval of the request, Inform the requesting student organization that their request is approved and ready for pick up or for revision. (thru official Group Chat or MS Teams)	None	1 working day	Staff Student Organization Unit
	1.6 For Off- Campus Activities: Reviews and signs the request for final approval. Note: If not approved a notice shall be forwarded to the student organization including the corrective action to be taken.	None	1 working day	Staff Student Organization Unit
2. Acknowledge the receipt of the scanned copy of the approved letter via email.	2. Return a copy of the letter to the requesting student organization	None	1 hour	<i>Staff</i> Student Organization Unit
	L FOR ONLINE AND AMPUS ACTIVITIES:	None	4 Hours & 6 Minutes	





### **Student Publication Unit**

**Internal Services** 



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

This service allows Student Publication/ College Publications to request for the approval of the activities that are included in the approved Project Procurement Management Plan.

Office or Division:	Office of Student Affa	airs and Se	rvices - Student P	ublication Unit
Classification:	Simple			
Type of Transaction:	G2C – Government t	o Citizen		
Who may avail:	TSU Students and C	ollege Publ	ications	
	REQUIREMENTS		WHERE TO SE	CURE
1. Duly Signed Reso	•	The client	will provide	
in-Chief and Advis				
(3 Original Copies 2. Accomplished Re		Student P	ublication Unit or	Download at the
Conduct of Stude		TSU Web		
	(3 Original Copies)		w.tsu.edu.ph/med	ia/bq1htqrp/tsu-
			request-letter-on-	
			ctivity.docx	
3. Accomplished and			ublication Unit or	Download at the
General Plan of A Budget for Studer	ction (GPOA) and	TSU Web	site w.tsu.edu.ph/med	ia/a3koorkw/tou
•	(3 Original Copies)		general-plan-of-a	
	(o original ooploo)		t-publications.xlsx	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. Submit the	1.1 Receives and	None	5 minutes	Staff-in-Charge
complete	checks the submitted			Student Publication Unit
requirements and documents	requirements.			Fublication Onit
at the Student				
Publication	Note: If			
Unit– 2 nd floor,	submitted			
Student Center,	requirements			
Lucinda	are incomplete,			
Campus.	return and inform the			
	lacking.			
	1.2 Signs the	None	2 working days	Head
	received and			Student
	checked			Publication Unit
	requirements.			
2. Proceed to the	2. Notifies the	None	5 minutes	Staff-in-Charge
Student	client to receive			Student
Publication Unit	the signed or			Publication Unit
to receive the signed or	approved request through			
approved	MS Teams or			
request.	Messenger.			
			2 Working	
	TOTAL:	None	Days &	
			10 Minutes	



## 2. Process for Reading the General Plan of Action and Budget of Student Publication and College Publications

This service allows student and college publications to formulate their General Plan of Action (GPOA) and Budget for Student Publications to be used for the upcoming academic year.

	academic year.				
	fice or vision:	Office of Student Aff	fairs and Ser	vices - Student Pu	Iblication Unit
Cl	assification:	Complex			
Ту	pe of	G2C – Government	to Citizen		
Tr	ansaction:				
-	ho may avail:	TSU Students and C	College Publi		
		REQUIREMENTS		WHERE TO SEC	
1.	•	Report for Activities		at the TSU Websit	
	and Published Iss			/.tsu.edu.ph/media	
	TSU-SPU-SF-16	(3 Original Copies)			port-for-activities-
	A	widetien Dement		ned-issues.docx	_
2.	Accomplished Lic	• •		at the TSU Websit	
	130-320-32-21	(3 Original Copies)		ation-report-1.doc	a/la5fwzrj/tsu-spu-
3	Accomplished Ge	eneral Plan of Action		at the TSU Websit	
0.	(GPOA) and Bud			.tsu.edu.ph/media	-
	Publications TSL			eneral-plan-of-act	
	(3 Original Copie			-publications.xlsx	and budgot
4.	Certificate of Liqu			udent Affairs and	Service (In-
	(3 Original Copie			the Fund of Stude	•
	, ,	,	Unit)		
C	LIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
		ACTIONS	BE PAID	TIME	RESPONSIBLE
	Make a verbal request for the schedule of reading of General Plan of Action and Budget for Student Publications and submit all requirements at the Student Publication Unit– 2 nd floor, Student Center, Lucinda Campus.	<ol> <li>Sets a schedule for the reading of general plan of action and budget of the student and college publications.</li> </ol>	None	30 minutes	Staff Student Publication Unit
2.	Attend the budget reading. *Note: The output from the first step shall be the input for the next step.	2. Checks, reviews, and gives possible input to improve proposed General Plan of Action and	None	2 working days	Staff Student Publication Unit Staff Office of the Student Affairs and Services



Budget for Student       general plan of action of the client.       general plan of action of the client.         Publications accordingly based on the changes made on the budget hearing.       4. Checks and signs the revised output.       None       1 working day       Staff         4. Submit the General Plan of Action and Budget for Student       4. Checks and revised output.       None       1 working day       Staff         Publications to Student       revised output.       Action and Budget for       Head       Head         Student       Publication L       Head       Student       Developme Services         Publication Unit.       5. Compiles the approved documents to Director's Office of Office of Student       5. Compiles the approved General Plan of Action and Budget for Student       None       30 minutes       Staff         Publication Unit, and Records and Archives Unit.       5. Compiles the approved       None       30 minutes       Staff			тот	AL: None	5 Working Days & 1 Hour	
General Plan of Action and Budget for Student       revision to the budget and general plan of action of the client.       Student       Student         Publications accordingly based on the changes made on the budget hearing.       client.       None       1 working day       Staff         4. Submit the revised       4. Checks and signs the revised output.       None       1 working day       Staff         Budget for Student       revised output.       None       1 working day       Staff         Budget for Student       Student       Publication L       Head         Budget for Student       Student       Publication L       Head         Student       Publication to Student       Student       Publication L         Publication       Student       Head       Student         Publication       Student       Budget for       Student         Publication       Budget       Budget       Budget         Init.       Init       Init       Budget       Budget	5.	of the signed documents to Director's Office of Office of Student Affairs and Services, Student Publication Unit, and Records and	approved General Plar Action and Budget for Student	n of		
General Plan of Action and Budget for Student Publications accordingly based on the changes made on the budgetrevision to the budget and general plan of action of the client.Student Publication L Publication L<		General Plan of Action and Budget for Student Publications to Student Publication	_			Publication Unit Head Student Publication Unit Head Student Development Services Director Office of Student Affairs and Service
Budget for Student Publications.		General Plan of Action and Budget for Student Publications accordingly based on the changes made on the budget hearing.	Student Publications 3. Proposes a revision to th budget and general plan action of the client.	of		Student Publication Unit



# **3. Process of Printing and Circulation of the Student and College Publication Issues**

This service allows the clients to print and disseminate their newspaper/magazine or folio within the campus.

within the campus.		ing and Oas	- de la composition de la comp	uhliantinu Lluit
Office or Division:	Office of Student Affa	airs and Sei	vices - Student P	ublication Unit
Classification:	Highly Technical	. 0:4:		
Type of	G2C – Government t	o Citizen		
Transaction:				
Who may avail:	TSU Students			
	REQUIREMENTS		WHERE TO SE	
1. Accomplished Rec			at the TSU Webs	
Publish Issue TSU		-	w.tsu.edu.ph/med	-
(3 Original Copies)		spu-sf-24-	request-letter-to-p	oublish-issue.docx
	(4.0.1.1.0.)			
2. Approved Resoluti		I ne client	will provide	
3. Design and Specif				
(3 Original Copies)				
4. Approved General				
(GPOA) and Budg				
TSU-SPU-SF-08 (				
5. Dummy Copy of th				
(3 Original Copies)			DDOCECCINO	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Dummy	1.1 Receives and	None	2 working days	Staff
Copy of the Issue	evaluates	None		Student
to the Student	submitted			Publication Unit
Publication Unit.	documents.			
r abhoadon onn.	doodmento.			
Note: Printing of				
magazine,				
newspaper, or folio				
must be included in	1.2 Checks and	None		
the Approved	proofreads the	NONE		
Project	dummy issue			
Procurement				
Management Plan	for final			
and Approved	printing.			
General Plan of				
Action and Budget				
for the whole				
academic year.				
2. Receive	2. Informs client on	None	30 Minutes	Staff
notification if the	the status of the			Student
dummy issue is	dummy issue.			Publication Unit
already	,			
proofread and				
retrieve				
evaluated				
dummy issue				
from Student				
Publication Unit.				
		1	1	



3.	Submit Request Letter to Publish the Issue and required attachments for the printing or circulation of the newspaper or magazine or folio to the Student Publication Unit.	che cor sub	ceives, ecks, and mpiles the omitted cuments.	None	30 Minutes	Staff Student Publication Unit
4.	Submit the soft copy of the final version of the newspaper or magazine, or folio to the selected printing company for printing.	cor nev	oduces hard bies of the wspaper or gazine or o.	None	3 working days	Printing Company
5.	Submit a printed copy of the newspaper / magazine, and folio to the Student Publication Unit before dissemination.	ass prii nev	pects and sesses the nted copies of wspaper or gazine or o.	None	1 working day	<i>Staff</i> Student Publication Unit
6.	Disseminate inspected printed copies within the campus including offices and other strategic areas.	ciro	nitors culation of wspaper or gazine or o.	None	7 working days	<i>Staff</i> Student Publication Unit
			TOTAL:	None	13 Working Days & 1 Hour	

* Three (3) copies will be given to the Student Publication Unit and Two (2) copies will be stored at the Office of Student Affairs and Services-Research, Accreditation, Records Unit.



## 4. Processing of Intention for Publications to Operate for the Upcoming Academic Year

This service allows members of student publications to express their intention to operate or to renew for the upcoming academic year.

*Note:* The submission of request letter is *only* during the mid-year period (June to July) of the academic calendar.

0	fice or Division:	Office of Student A	ffoire and Se	ruiona Student D	Publication Linit
	assification:	Simple	Inalis and Se		
	vpe of	Simple			
_	ansaction:	G2C – Governmen	t to Citizen		
	ho may avail:	TSU Students and	College Pub	lications	
	CHECKLIST OF R			WHERE TO SEC	CURE
1.		dressed to Section	The client v		
	Head of the Stude	nt Publication Unit		·	
	(1 Original Copy)	or (1 Duplicate)			
-		AGENCY	FEES TO	PROCESSING	PERSON
	CLIENT STEPS	ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1.	Submit the request letter asking to operate for the upcoming	<ul> <li>1.1 Receives and checks the submitted request letter.</li> <li>1.2 Notifies the</li> </ul>	None	1 minute	<i>Staff</i> Student Publication Unit
	academic year. at the Student Publication Unit– 2 nd floor, Student Center, Lucinda Campus.	client regarding the date and venue of the meeting and interview of every College Publications and Student Publication.			
2.	Attend the meeting and interview.	2. Conducts meeting, interview, and deliberation.	None	3 minutes	<i>Staff</i> Student Publication Unit
3.	Submit all the accomplishment reports.	3.1 Checks and evaluates all the submitted accomplishme nt reports.	None	10 minutes	<i>Staff</i> Student Publication Unit
		3.2 Grants the certificate to operate and official status that their publication must be active for one academic year after checking the	None	10 minutes	Staff Student Publication



nt reports. TOTAL:	None	24 Minutes	
completeness of the accomplishme			



### Testing, Evaluation and Measurement Services Unit External Services



### 1. Processing of Admission Test Application and Administering of Tarlac State University – College Admission Test (TSU-CAT) for Incoming Freshmen Students

This service allows incoming first-year college students to apply for and take College Admission Test after successful application.

Office or Division:	Testing, Evaluation, ar	nd Measure	ement Services L	Jnit (TEAMSU)
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Transaction:		-	to	
Who may avail:	Incoming TSU Freshm REQUIREMENTS	an Studen	WHERE TO SE	CUPE
	TEST APPLICATION		WHERE TO SE	CORL
<ol> <li>Digital Image / Sca (Formal Passport- White Background Format: (DELA CF (1 Electronic Copy)</li> <li>Digital Image / Sca Page of Form 138 / (Report Card) / A GWA (1 Electronic)</li> <li>Digital Image / Sca Philippine Statistic Birth Certificate (1)</li> <li>Digital Image / Sca Certificate of Good (1 Electronic Copy)</li> </ol>	anned 1.77" x 1.37" Size Photo on a with Name Tag) RUZ, JUANA CRUZ) () anned Front and Back Grade 11 / Grade 12 ALS Rating with Final c Copy) anned Front Page of cs Authority (PSA) Electronic Copy) anned Front Page of d Moral Character ()	The client	: will provide	
	nly electric bill /)	Download	lable at cat.tsu.ee	du.ph
	MINISTERING OF EXA	м		
1. TSU-CAE Test Pe			lable at cat.tsu.eo	du.ph
(1 Original Copy)				
2. Lead Pencil no. 2 ( 3. Identification Card (1 Original Copy)			will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Create an online account at TSU- College Admission Evaluation website ( <u>cat.tsu.edu.ph).</u> <u>Fill-out the online</u> <u>application form;</u>	1. Views submitted applications via the TSU-College Admission Evaluation portal and evaluates all the submitted requirements.	None	20 working days	<i>Staff</i> Testing, Evaluation, and Measurement Services Unit



<u>upload and</u>				
submit all the				
needed requirements.	Note: If submitted			
<u>requiremente.</u>	requirements are			
<u>Note:</u> The client	incomplete, a			
needs a valid	notification will be			
email address for	sent informing the			
the filing of application and	need for resubmission of			
for receiving	application.			
notifications	Processing of			
about the status	applications will			
of application.	commence only			
	once requirements are completed by			
	the client.			
2. Receive an	2.1 Sends test	None	20 minutes	Staff
email containing	permit to			Testing,
a notification on the successful	the registered email address and			Evaluation, and Measurement
submission of	at the online portal			Services Unit
online	account of the			
application and	applicant at TSU-			
test permit.	College Admission			
	Evaluation website (cat.tsu.edu.ph)			
	(out.tou.ouu.ph)			
3. Proceed to the	2.4 Dranara tha			
	3.1 Prepares the	None	3 Hours & 10	Staff
waiting area or	testing room and	None	3 Hours & 10 minutes	Testing,
waiting area or assembly area,	testing room and necessary	None		Testing, Evaluation, and
waiting area or	testing room and	None		Testing,
waiting area or assembly area, receive the assigned seat number, and	testing room and necessary documents such as the following: • Testing Materials	None		Testing, Evaluation, and Measurement
waiting area or assembly area, receive the assigned seat number, and proceed to the	testing room and necessary documents such as the following: • Testing Materials • Attendance	None		Testing, Evaluation, and Measurement
waiting area or assembly area, receive the assigned seat number, and	testing room and necessary documents such as the following: • Testing Materials • Attendance Sheets per Batch	None	minutes	Testing, Evaluation, and Measurement
waiting area or assembly area, receive the assigned seat number, and proceed to the	testing room and necessary documents such as the following: • Testing Materials • Attendance Sheets per Batch 3.2 Checks the	None	minutes 3 Hours & 40	Testing, Evaluation, and Measurement
waiting area or assembly area, receive the assigned seat number, and proceed to the	testing room and necessary documents such as the following: • Testing Materials • Attendance Sheets per Batch	None	minutes	Testing, Evaluation, and Measurement
waiting area or assembly area, receive the assigned seat number, and proceed to the	testing room and necessary documents such as the following: • Testing Materials • Attendance Sheets per Batch 3.2 Checks the attendance sheet of examinees and gives the assigned	None	minutes 3 Hours & 40 minutes	Testing, Evaluation, and Measurement
waiting area or assembly area, receive the assigned seat number, and proceed to the	testing room and necessary documents such as the following: • Testing Materials • Attendance Sheets per Batch 3.2 Checks the attendance sheet of examinees and gives the assigned seat number to the	None	minutes 3 Hours & 40 minutes <i>Note: There</i>	Testing, Evaluation, and Measurement
waiting area or assembly area, receive the assigned seat number, and proceed to the	testing room and necessary documents such as the following: • Testing Materials • Attendance Sheets per Batch 3.2 Checks the attendance sheet of examinees and gives the assigned	None	minutes 3 Hours & 40 minutes <i>Note: There</i> <i>are 80</i>	Testing, Evaluation, and Measurement
waiting area or assembly area, receive the assigned seat number, and proceed to the	testing room and necessary documents such as the following: • Testing Materials • Attendance Sheets per Batch 3.2 Checks the attendance sheet of examinees and gives the assigned seat number to the	None	minutes 3 Hours & 40 minutes <i>Note: There</i> <i>are 80</i> <i>examinees</i>	Testing, Evaluation, and Measurement
waiting area or assembly area, receive the assigned seat number, and proceed to the	testing room and necessary documents such as the following: • Testing Materials • Attendance Sheets per Batch 3.2 Checks the attendance sheet of examinees and gives the assigned seat number to the	None	minutes 3 Hours & 40 minutes <i>Note: There</i> <i>are 80</i>	Testing, Evaluation, and Measurement
waiting area or assembly area, receive the assigned seat number, and proceed to the	testing room and necessary documents such as the following: • Testing Materials • Attendance <u>Sheets per Batch</u> 3.2 Checks the attendance sheet of examinees and gives the assigned seat number to the applicants.	None	minutes 3 Hours & 40 minutes Note: There are 80 examinees per batch in 6 sessions each day	Testing, Evaluation, and Measurement
waiting area or assembly area, receive the assigned seat number, and proceed to the	testing room and necessary documents such as the following: • Testing Materials • Attendance Sheets per Batch 3.2 Checks the attendance sheet of examinees and gives the assigned seat number to the applicants. 3.3 Assists the	None	minutes 3 Hours & 40 minutes Note: There are 80 examinees per batch in 6 sessions each	Testing, Evaluation, and Measurement
waiting area or assembly area, receive the assigned seat number, and proceed to the	testing room and necessary documents such as the following: • Testing Materials • Attendance <u>Sheets per Batch</u> 3.2 Checks the attendance sheet of examinees and gives the assigned seat number to the applicants. 3.3 Assists the examinees to their	None	minutes 3 Hours & 40 minutes Note: There are 80 examinees per batch in 6 sessions each day	Testing, Evaluation, and Measurement
waiting area or assembly area, receive the assigned seat number, and proceed to the designated seat.	testing room and necessary documents such as the following: • Testing Materials • Attendance Sheets per Batch 3.2 Checks the attendance sheet of examinees and gives the assigned seat number to the applicants. 3.3 Assists the examinees to their respective seats		minutes 3 Hours & 40 minutes Note: There are 80 examinees per batch in 6 sessions each day 10 minutes	Testing, Evaluation, and Measurement Services Unit
<ul> <li>waiting area or assembly area, receive the assigned seat number, and proceed to the designated seat.</li> <li>4. Take the College</li> </ul>	testing room and necessary documents such as the following: • Testing Materials • Attendance <u>Sheets per Batch</u> 3.2 Checks the attendance sheet of examinees and gives the assigned seat number to the applicants. 3.3 Assists the examinees to their respective seats 4.1 Provides testing	None	minutes 3 Hours & 40 minutes Note: There are 80 examinees per batch in 6 sessions each day	Testing, Evaluation, and Measurement Services Unit
waiting area or assembly area, receive the assigned seat number, and proceed to the designated seat.	testing room and necessary documents such as the following: • Testing Materials • Attendance Sheets per Batch 3.2 Checks the attendance sheet of examinees and gives the assigned seat number to the applicants. 3.3 Assists the examinees to their respective seats 4.1 Provides testing instructions,		minutes 3 Hours & 40 minutes Note: There are 80 examinees per batch in 6 sessions each day 10 minutes	Testing, Evaluation, and Measurement Services Unit
<ul> <li>waiting area or assembly area, receive the assigned seat number, and proceed to the designated seat.</li> <li>4. Take the College</li> </ul>	testing room and necessary documents such as the following: • Testing Materials • Attendance <u>Sheets per Batch</u> 3.2 Checks the attendance sheet of examinees and gives the assigned seat number to the applicants. 3.3 Assists the examinees to their respective seats 4.1 Provides testing		minutes 3 Hours & 40 minutes Note: There are 80 examinees per batch in 6 sessions each day 10 minutes	Testing, Evaluation, and Measurement Services Unit
<ul> <li>waiting area or assembly area, receive the assigned seat number, and proceed to the designated seat.</li> <li>4. Take the College</li> </ul>	testing room and necessary documents such as the following: • Testing Materials • Attendance Sheets per Batch 3.2 Checks the attendance sheet of examinees and gives the assigned seat number to the applicants. 3.3 Assists the examinees to their respective seats 4.1 Provides testing instructions, additional		minutes 3 Hours & 40 minutes Note: There are 80 examinees per batch in 6 sessions each day 10 minutes	Testing, Evaluation, and Measurement Services Unit



	brief over the state			
	brief overview of the test.			
	1631.			
	4.2 Administers the	None	40 Minutes	-
	College Admission	NONE	40 Minutes	
	Test			
				-
	4.3 Provides	None	10 Minutes	
	additional announcements			
	such as the release			
	date or issuance of			
	the test result,			
	informs the clients			
	about the evaluation			
	pointing system,			
	reminds students			
	who graduated from			
	Grade 12 or the old			
	curriculum to present			
	their original Form 138, and informs the			
	confidentiality of			
	result.			
5. Wait for the	5.1 Checks the test	None	50 working	Staff
achodula of the				
schedule of the	papers.		days	Testing,
official releasing	5.2 Encodes the test		days	Evaluation, and
official releasing of the TSU-	5.2 Encodes the test scores/results on the		days	Evaluation, and Measurement
official releasing of the TSU- College	5.2 Encodes the test scores/results on the at the Data Bank		days	Evaluation, and
official releasing of the TSU- College Admission	5.2 Encodes the test scores/results on the at the Data Bank Management		days	Evaluation, and Measurement
official releasing of the TSU- College	5.2 Encodes the test scores/results on the at the Data Bank		days	Evaluation, and Measurement
official releasing of the TSU- College Admission	5.2 Encodes the test scores/results on the at the Data Bank Management System.		days	Evaluation, and Measurement
official releasing of the TSU- College Admission	<ul><li>5.2 Encodes the test scores/results on the at the Data Bank Management System.</li><li>5.3 Evaluates the</li></ul>		days	Evaluation, and Measurement
official releasing of the TSU- College Admission	5.2 Encodes the test scores/results on the at the Data Bank Management System.		days	Evaluation, and Measurement
official releasing of the TSU- College Admission	<ul> <li>5.2 Encodes the test scores/results on the at the Data Bank Management System.</li> <li>5.3 Evaluates the scores/ratings using</li> </ul>		days	Evaluation, and Measurement
official releasing of the TSU- College Admission	<ul> <li>5.2 Encodes the test scores/results on the at the Data Bank Management System.</li> <li>5.3 Evaluates the scores/ratings using the Admission Evaluation Criteria</li> <li>a.College 60%</li> </ul>		days	Evaluation, and Measurement
official releasing of the TSU- College Admission	<ul> <li>5.2 Encodes the test scores/results on the at the Data Bank Management System.</li> <li>5.3 Evaluates the scores/ratings using the Admission Evaluation Criteria <ul> <li>a.College</li> <li>60%</li> <li>Admission</li> </ul> </li> </ul>		days	Evaluation, and Measurement
official releasing of the TSU- College Admission	<ul> <li>5.2 Encodes the test scores/results on the at the Data Bank Management System.</li> <li>5.3 Evaluates the scores/ratings using the Admission Evaluation Criteria</li> <li>a.College 60%</li> </ul>		days	Evaluation, and Measurement
official releasing of the TSU- College Admission	5.2 Encodes the testscores/results on theat the Data BankManagementSystem.5.3 Evaluates thescores/ratings usingthe AdmissionEvaluation Criteriaa.College60%AdmissionTest Ratingb.General25%Weighted		days	Evaluation, and Measurement
official releasing of the TSU- College Admission	5.2 Encodes the testscores/results on theat the Data BankManagementSystem.5.3 Evaluates thescores/ratings usingthe AdmissionEvaluation Criteriaa.College60%AdmissionTest Ratingb.General25%WeightedAverage		days	Evaluation, and Measurement
official releasing of the TSU- College Admission	5.2 Encodes the testscores/results on theat the Data BankManagementSystem.5.3 Evaluates thescores/ratings usingthe AdmissionEvaluation Criteriaa.College60%AdmissionTest Ratingb.General25%Weighted		days	Evaluation, and Measurement
official releasing of the TSU- College Admission	5.2 Encodes the test scores/results on the at the Data Bank Management System.5.3 Evaluates the scores/ratings using the Admission Evaluation Criteriaa.College60% Admission Test Ratingb.General25% Weighted Average (GWA)C.Socio- economic15%		days	Evaluation, and Measurement
official releasing of the TSU- College Admission	5.2 Encodes the test scores/results on the at the Data Bank Management System.5.3 Evaluates the scores/ratings using the Admission Evaluation Criteriaa.College60% Admission Test Ratingb.General25% Weighted Average (GWA)C.Socio- economic Status15% economic Status		days	Evaluation, and Measurement
official releasing of the TSU- College Admission	5.2 Encodes the testscores/results on theat the Data BankManagementSystem.5.3 Evaluates thescores/ratings usingthe AdmissionEvaluation Criteriaa.College60%AdmissionTest Ratingb.General25%WeightedAverage(GWA)C.Socio-15%economicStatus(AverageMonthly		days	Evaluation, and Measurement
official releasing of the TSU- College Admission	5.2 Encodes the testscores/results on theat the Data BankManagementSystem.5.3 Evaluates thescores/ratings usingthe AdmissionEvaluation Criteriaa.College60%AdmissionTest Ratingb.General25%WeightedAverage(GWA)C.Socio-15%economicStatus(AverageMonthlyIncome)		days	Evaluation, and Measurement
official releasing of the TSU- College Admission	5.2 Encodes the testscores/results on theat the Data BankManagementSystem.5.3 Evaluates thescores/ratings usingthe AdmissionEvaluation Criteriaa.College60%AdmissionTest Ratingb.General25%WeightedAverage(GWA)C.Socio-15%economicStatus(AverageMonthly		days	Evaluation, and Measurement
official releasing of the TSU- College Admission	5.2 Encodes the testscores/results on theat the Data BankManagementSystem.5.3 Evaluates thescores/ratings usingthe AdmissionEvaluation Criteriaa.College60%AdmissionTest Ratingb.General25%WeightedAverage(GWA)C.Socio-15%economicStatus(AverageMonthlyIncome)		days	Evaluation, and Measurement



			1	
6. View the results	6.1 Posts TSU-CAT	None	8 hours	Staff
by logging in to	results.			Testing,
the TSU-College				Evaluation, and
Admission	Coordinates with the			Measurement
Evaluation	Office of Public			Services Unit
Website	Affairs regarding			
(cat.tsu.edu.ph)	the posting for the			Staff
by providing the	announcement of			Office of Public
following details:	the official release			Affairs
	of the TSU-			
Application No.	College Admission			
Registered E-	Test Result on the			
mail Address:	Tarlac State			
	University			
	Facebook Page.			
	The announcement			
	may include the			
	following			
	information:			
	a. Results will be			
	viewed by logging			
	in to the TSU-CAT			
	Website			
	(cat.tsu.edu.ph) by			
	providing the			
	following details:			
	Application No.:			
	Registered E-mail     Address:			
	Address.			
	b. Confirmation of			
	slot or intention to			
	enroll. Non-			
	confirmation within			
	the said deadline			
	will mean the			
	forfeiture of the			
	slot.			
	Note: The			
	schedule of posting			
	of the official results			
	is dependent on the			
	approval of TSU			
	Administration.			
	The Office of Public			
	Affairs will post an			
	announcement of			
	the TSU-College			
	Admission Test			
	Result on the Tarlac			
	State University			
	Facebook Page.			



TOTAL:	None	70 Working Days, 14 Hours, & 140 Minutes	
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* The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, and availability of the signatories from the application to the releasing of the exam results. This is also based on the approved calendar of activities of the unit.

* Approved online application period is posted on the TSU FB Page for clients to follow.



## 2. Processing of Administering Psychological Test to Transferee Students

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

Office or Division:	Testing, Evaluation, and Measurement Services Unit (TEAMSU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Transferee Students			
	REQUIREMENTS WHERE TO SECURE			
1. Properly Accomplished Admission Application Form <i>TSU-OAR-SF-12</i> (1 Original Copy)		Office of Admission and Registration		
2. Duly Signed Notic TSU-OAR-SF-14 (1	•			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Submit completely the needed requirements and present it to the Testing, Evaluation, and Measurement Services.</li> <li>2. Receive and accomplish the Request for</li> </ol>	<ol> <li>Receives and checks the presented Admission Application Form (<i>TSU-OAR-SF-12</i>) and Notice of Acceptance (<i>TSU-OAR-SF-14</i>) for evaluation purposes.</li> <li>Note: If the presented admission application form and notice of acceptance are not properly filled out and signed, return to the applicant to complete the necessary details and signatures.</li> <li>1 Issues and asks the client to accomplish</li> </ol>	None	15 minutes	Staff Testing, Evaluation, and Measurement Services Unit
Psychological Test Form for Transferees to be	the Request for Psychological Test Form (TSU-			
submitted to	TEM-SF-12)			



Testing,	2.2 Receives and			
Evaluation and	evaluates the			
Measurement	accomplished			
Services.	Form.			
3. Receive the test permit and be	Note: If the Request for Psychological Test Form is not properly filled out, return to the applicant. 3.1 Writes the schedule of the	None	3 minutes	<i>Staff</i> Testing,
informed on the schedule of the psychological exam.	Psychological Test on the "Test Permit/Claim Stub" section of the Request for Psychological Test (TSU-TEM-SF-12).			Evaluation, and Measurement Services Unit
	3.2 Issues the test permit and informs the schedule of psychological exam.	None	2 minutes	
4. Proceed to the Testing Area on the scheduled date and time of the exam and present the test permit, and take the Psychological Test.	4.1 Checks the Transferees, Second Courser, Professional Education Units Psychological Test ( <i>TSU-TEM-SF-13</i> ), before proceeding to the testing proper.	None	5 minutes	Staff
	4.2 Informs the examinees of their assigned seats in the designated testing rooms	None	2 minutes	Testing, Evaluation, and Measurement Services Unit
	4.3 Provides testing instructions, additional announcements about the rules and regulations, and a brief overview of the test.	None	3 minutes	
	4.4 Administers Psychological Test		40 minutes	



	<ul> <li>4.5 Collects the testing materials and answer sheets, once the allotted time has ended.</li> <li>Provides additional announcements such as the release date or issuance of the test result, and informs the client about the confidentiality of the test</li> <li>4.6 Checks, encodes the test scores/results on the at the</li> </ul>	None	10 minutes 3 hours	
	Data Bank Management System and evaluates scores/ratings using the psychological test manual			
5. Receive and claim the Psychological Test Result.	5.1 Prepares and releases the result of Psychological Test.	None	10 minutes	<i>Staff</i> Testing, Evaluation, and Measurement
	5.2 Informs client to accomplish the Psychological Test Logbook ( <i>TSU</i> - <i>TEM-SF-15</i> ) to certify that the receipt of the test result.	None	5 minutes	Services Unit
	TOTAL:	None	4 Hours & 95 Minutes	



### OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION



## **Accounting Unit**

**External Services** 



#### **1. Processing for Assessment of Fees for Other Payors**

The service allows clients / other payors to avail assessment of their payment for various transactions.

Office or Division:	Accounting Unit (AU)				
Classification:	Simple				
	G2C – Government	to Citizen			
Type of Transaction:	G2G – Government	to Governme	ent		
Transaction.	G2B – Government t	o Business	Entity/ies		
Who may avail:	All				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
A. SEMINAR/TRAIN	IING FEES	Client will p	provide		
(RESEARCH)					
List of name/s (		<u></u>			
B. SALE OF BIDDI	-	Client will p	provide		
	•				
<ul> <li>Pre-assessmen (1 Original Copy</li> </ul>	•				
C. TRANSFER OF		Client will p	provide		
Disbursement \					
(1 Original Copy					
D. CASH ADVANCE	,				
Summary of Ex	penses (1 Original				
Copy)					
<ul> <li>Obligation Requ</li> </ul>	lest and Status				
(1 Original Copy	,				
E. CERTIFICATION	•	Office of Registration & Admission (ORA)			
ORA Slip (1 Ori					
F. FINANCIAL ASS	ISTANCE,	Client will provide			
SCHOLARSHIP					
Check     Advice (Authority)	, to Dabit Appaulat				
(ADA) from Prov	/ to Debit Account				
(1 Original Copy					
(1 original oopy	AGENCY	FEES TO	PROCESSIN	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE	
1. Submit/state the	1.1 Opens the	None	2 minutes		
request and	TSU's System	None	2 minutes	Accounting Staff Accounting Unit	
present the	for assessment				
requirement/s	and checks if				
needed for the	there is an				
particular	existing account				
transaction at	for the client. If				
the Accounting	with existing				
Unit	account,				
	proceed to				
	Agency 1.3.				
	1.0.0		<b>1</b>		
	1.2 Creates an		1 minute		
	account <b>if the</b>				
	client has no				



	existing account. 1.3 Assesses the particular fee/s.	None	2 minutes	Accounting Staff Accounting Unit
2. Receive Assessment Slip/information	2. Prints and releases the assessment slip or information.	None	1 minute	Accounting Staff Accounting Unit
TOTAL FOR CLIE	NT WITH EXISTING ACCOUNT:	None	5 Minutes	
TOTAL FOR CLIENT WITHOUT EXISTING ACCOUNT:		None	6 Minutes	



### **Accounting Unit**

**Internal Services** 



#### **1. Processing for Assessment of Fees for Other Payors**

The service allows clients / other payors to avail assessment of their payment for various transactions.

Office or Division:	Accounting Unit (AU)			
Classification:	Simple	/		
Type of	G2C – Government	to Citizen		
Transaction:	G2G – Government			
	G2B – Government t	o Business	Entity/ies	
Who may avail:	All			
	REQUIREMENTS		WHERE TO SE	CURE
G. SEMINAR/TRAIN	NING FEES	Client will p	provide	
(RESEARCH)				
List of name/s (			• •	
H. SALE OF BIDDIN	-	Client will p	provide	
NOTARIAL FEES	•			
LAUNDRY, TUR				
Pre-assessmen				
(1 Original Copy	•			
I. TRANSFER OF I		Client will p	provide	
Disbursement \				
(1 Original Copy				
J. CASH ADVANCE				
<ul> <li>Summary of Ex</li> </ul>	penses (1 Original			
Copy)				
<ul> <li>Obligation Requ</li> </ul>	uest and Status			
(1 Original Copy				
K. CERTIFICATION	, RECTIFICATION	Office of Registration & Admission (ORA)		
ORA Slip (1 Ori				
L. FINANCIAL ASS	ISTANCE,	Client will provide		
SCHOLARSHIP				
Check				
	y to Debit Account			
(ADA) from Prov				
(1 Original Copy				
<b>CLIENT STEPS</b>	AGENCY	FEES TO	PROCESSIN	PERSON
	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Submit/state the	1.1 Opens the	None	2 minutes	Accounting Staff
request and	TSU's System			Accounting Unit
present the	for assessment			
requirement/s	and checks if			
needed for the	there is an			
particular	existing account for the client. If			
transaction at	with existing			
the Accounting Unit	account,			
Onit	proceed to			
	Agency 1.3.			
	1.2 Creates an		1 minute	
	account if the			
	client has no			



	existing account.			
	1.3 Assesses the particular fee/s.	None	2 minutes	Accounting Staff Accounting Unit
2. Receive Assessment Slip/information	2. Prints and releases the assessment slip or information.	None	1 minute	Accounting Staff Accounting Unit
TOTAL FOR CLIE	NT WITH EXISTING ACCOUNT:	None	5 Minutes	
	R CLIENT WITHOUT	None	6 Minutes	



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

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

	A (* 11 * / A1	I)		
Office or Division:	Accounting Unit (Al			
Classification:	For Online Request			
	For Walk-In Reques			
	G2C – Government	t to Citizen		
Type of Transaction:				
Who may avail:	Qualified TSU Stud	ents		
CHECKLIST OF RE			WHERE TO SEC	
A. FOR REFUND OF TU ENROLLMENT	JITION AND OTHER	R FEES DUE	TO WITHDRAW	IAL OF
1. Official Receipt		The client v	vill provide	
(1 Original Copy / Elec	ctronic Copy)			
2. Certificate of Registra				
(1 Original Copy / Elec				
3. Accomplished Droppin		1		
(1 Original Copy / Elec	•			
4. Official Receipt of Rev				
(1 Original Copy)				
5. Client's Contact Detai	ls / Number			
B. FOR REFUND OF OVERPAYMENT A		OTHER CR	REDIT BALANCE	S
1. Official Receipt		The client v		-
(1 Duplicate Copy / El	ectronic Copy)			
2. Certificate of Registra				
(1 Duplicate Copy / El				
3. Document / Letter as				
Subject/s, if any				
(1 Duplicate Copy / El	ectronic Copy)			
4. Client's Contact Detai				
C. FOR REFUND OF B		Γ		
1. Student ID (1 Photoco		The client v	vill provide	
2. Client's Contact Detai				
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. For Online	1.1. For Online	None	1 working day	Accounting
Request:	Request:			Staff
Send an e-mail at	Receives the			Accounting Unit
acctg@tsu.edu.ph	email request,			
regarding the	opens the			
request and attach	Student			
complete	Account in the			
requirements.	TSU Enrolment			
	System to			
	check and			
	verify account			
	balance/			
	payments if			
	eligible for			
	refund, and			
	prints the			
	complete			



	requirements received from the client.			
For Walk-In: Present the complete requirements to the Accounting Office.	For Walk-In: Receives the submitted requirements and opens the Student Account in the TSU Enrolment System to check and verify account balance/ payments if eligible for refund.	None	5 minutes	Accounting Staff Accounting Unit
	1.2 Prepares Disbursement Voucher/ Payroll and attach complete requirements to be signed by the Accounting Unit Head.	None	1 working day	Accounting Staff & Accounting Head Accounting Unit
	1.3 Forwards the prepared documents to office of Vice President for Administration (VPA).	None	15 minutes	Accounting Staff Accounting Unit
	1.4 The office of the VPA processes the Disbursement Voucher/Payroll and forwards the documents to the Cashiering Unit.	None	5 minutes & 30 seconds	Vice President for Administration & Staff Office of the Vice President for Administration
	1.5 The Cashiering Unit processes the check for the payment.	None	1 working day	Vice President for Administration & Staff Office of the Vice President



				for
				Administration
				Cashiering
				Staff &
				Cashiering
				Head
				Cashiering Unit
2. Receives refund	2. Releases the			Cashiering
request.	check/payment	None	5 minutes	Staff
	спескраутет			Cashiering Unit
			3 Working	
	<b>NLINE REQUEST:</b>	None	Days, 25	
TOTALTOR		NONE	Minutes & 30	
			Seconds	
TOTAL FOR WALK-IN REQUEST:			2 Working	
		None	Days, 30	
		None	Minutes & 30	
			Seconds	



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

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

				1
Office or Division:	Accounting Unit (A	U)		
Classification:	Simple			
	G2C – Governmen	t to Citizen		
Type of Transaction:				
Who may avail:	TSU Students			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SEC	CURE
A. FOR ONLINE REQU				
None		None		
B. FOR WALK-IN REQ	UEST	TTOHO		
1. Printed Pre-Assessm		The client w	/ill provide	
Registration Form or				
Card (1 Original Copy				
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. For Online	1.1. For Online	None	1 working day	Accounting
Request:	Request:	None	1 Working day	Staff
Send an e-mail at	Receives the			Accounting Unit
acctg@tsu.edu.ph	e-mail request.			Accounting onit
with the following	e-mail request.			
details:				
Name of Student:				
Student Number:				
Course:				
Email Address:				
Email Address.				
State the purpose				
State the purpose whether to verify				
account balance or				
request for re-				
assessment /				
adjustment of fees'				
,				
schedule of				
payment.				
For Walk-In	For Walk-in	None	2 minutes	Accounting
		None	2 minutes	Accounting
Request:	Request:			Staff
Present the Pre-	Receives			Accounting Unit
Assessment / Pre-	submitted			
Registration Form	requirements			
or TSU ID to the	and opens			
Accounting Office.	Student			
	Account in the			
	TSU Enrolment			
	System.			
	1.2 For Online	None	5 minutes	Accounting
	Request:			Staff
				Accounting Unit



	1		1	1906
	Opens the Student Account in TSU Enrolment System, checks the account balance and reviews for possible reassessment / adjustment of fees as requested in accordance with the University Policy. <b>For Walk-in:</b> Checks the account balance and reviews for possible reassessment / adjustment of fees in accordance with the University policy.	None	2 minutes	Accounting Staff Accounting Unit
2. For Online Request: Receive an e-mail response to the request.	2.For Online Request: Responds to Student's Request verification thru e-mail.	None	5 minutes	Accounting Staff Accounting Unit
For Walk-In: Receive response to request.	For Walk-In: Responds to student's request.	None	2 minutes	Accounting Staff Accounting Unit
TOTAL FOR O		None	1 Working Day & 10 Minutes	
TOTAL FOR W	ALK-IN REQUEST:	None	6 Minutes	



# **Cashiering Unit**

**External Services** 



#### 1. Process for Claiming of Checks

This service allows an individual or business entity to claim payment for obligations thru check.

Office or Division:	Cashiering Unit - Disbu	ursement (C	U)	
<b>Classification:</b>	Simple			
Type of Transaction:	G2C - Government to G G2B – Government to G2G - Government to	Business Er		
Who may avail:	All			
	F REQUIREMENTS		WHERE TO SEC	CURE
1. One (1) Valid ID (1 Original Copy) The client will provide				
<ul> <li>2. For Authorized Representative <ul> <li>a. Authorization or Special Power of</li> <li>Attorney (SPA) - (1 Original Copy)</li> <li>b. One (1) Valid ID of Representative</li> <li>c. One (1) Valid ID of Payee with</li> <li>Three (3) Specimen Signature</li> <li>(1 Photocopy)</li> </ul> </li> </ul>				
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID. If transacting as authorized representative, present the needed requirements.	<ol> <li>Checks the completeness of requirements.</li> <li>Note: If requirements are lacking, terminate transaction and inform the client of the lacking.</li> </ol>	None	5 minutes	Releasing Officer Cashiering Unit
2. Issue an Official Receipt.	2. Verifies the issued Official Receipt.	None	5 minutes	Releasing Officer Cashiering Unit
3. Sign on the Disbursement Voucher.	3. Requests for client's signature on the Disbursement Voucher.	None	5 minutes	Releasing Officer Cashiering Unit
4. Claim check and tax certificate for suppliers.	4. Releases the check and tax certificate, if any.	None	5 minutes	Releasing Officer Cashiering Unit
	TOTAL:	None	20 Minutes	



#### 2. Processing of Cash Payment for Outstanding Balances

This service intends to issue an Official Receipt to an individual after paying his/her outstanding balance to the University.

Office or Division:	Cashiering Unit- Collection (CU)				
Classification:	Simple	Simple			
Type of Transaction:	G2C - Government to	Citizen			
Who may avail:	Existing TSU Students	s and Alum			
	REQUIREMENTS		WHERE TO SE		
1. Assessment Slip	(1 Original Copy)	Registrar Accountin	Office or Business g Office	s Center or	
2. Valid TSU ID (1 C	riginal Copy)	The client	will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the Assessment Slip and TSU ID to	1.1 Receives the submitted requirements.	None	1 minute	Collecting Staff Cashiering Unit	
the Cashiering Unit.	1.2 Encodes the necessary data to the computerized Collection System.	None	1 minute	Collecting Staff Cashiering Unit	
2. Pay the necessary amount.	2. Accepts legal tender currencies.	Outstan ding Balance	1 minute	Collecting Staff Cashiering Unit	
3. Receive Official Receipt (O.R.) from Collecting Officer	3. Issues the Official Receipt to the client.	None	1 minute	Collecting Officer Cashiering Unit	
	TOTAL:	None	4 Minutes		



#### 3. Processing of Request for Certificate of Payment for Lost Official

#### Receipt

This service intends to issue Certificate of Payment upon request of payee to replace lost Official Receipt.

Office or Division:	Cashiering Unit – Collection (CU)				
Classification:	Simple				
Type of Transaction:	G2C - Government to	Citizen			
Who may avail:	Existing TSU Students	Existing TSU Students and Alumni			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE				
1. Affidavit of Lost 1	(Original Copy)	The client	will provide		
2. Valid TSU ID (1 C	Driginal Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Inform Collection Window the intent to request for Certificate of Payment and present pertinent requirements.	1. Verifies correctness of the Affidavit of Loss and ID Number.	None	5 minutes	Collecting Staff Cashiering Unit	
2. Pay the Certification Fee.	2.1 Collects the payment.	Php 20.00 / transacti on	1 minute	Collecting Staff Cashiering Unit	
	2.2 Processes, prints and signs the Certificate of Payment.	None	3 minutes	Collecting Staff Cashiering Unit	
3. Receive the Certificate of Payment.	3. Releases the Certificate of Payment.	None	1 minute	Collecting Staff Cashiering Unit	
	TOTAL:	Php 20.00 per Transac tion	10 Minutes		

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



### **Cashiering Unit**

**Internal Services** 



#### 1. Process for Claiming of Checks

This service allows an individual or business entity to claim payment for obligations thru check.

Office or Division:	Cashiering Unit - Disbursement (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to G G2B – Government to G2G - Government to	Business Er	•	
Who may avail:	All			
	F REQUIREMENTS		WHERE TO SEC	CURE
1. One (1) Valid ID	(1 Original Copy)	The client v	will provide	
2. For Authorized Representative a. Authorization or Special Power of Attorney (SPA) - (1 Original Copy) b. One (1) Valid ID of Representative c. One (1) Valid ID of Payee with Three (3) Specimen Signature (1 Photocopy)				
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID. If transacting as authorized representative, present the needed requirements.	<ol> <li>Checks the completeness of requirements.</li> <li>Note: If requirements are lacking, terminate transaction and inform the client of the lacking.</li> </ol>	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
2. Issue an Official Receipt.	2. Verifies the issued Official Receipt.	None	5 minutes	<i>Releasing</i> <i>Officer</i> Cashiering Unit
3. Sign on the Disbursement Voucher.	3. Requests for client's signature on the Disbursement Voucher.	None	5 minutes	Releasing Officer Cashiering Unit
4. Claim check and tax certificate for suppliers.	4. Releases the check and tax certificate, if any.	None	5 minutes	<i>Releasing</i> <i>Officer</i> Cashiering Unit
	TOTAL:	None	20 Minutes	



#### 2. Process of Claiming Cash Benefits (OVER-THE-COUNTER)

This service allows the students with cash benefits from scholarships, assistant wages, refunds, and allowances to claim their cash in the Cashiering Office by Over-the-Counter processing.

Office or Division:	Cashiering Unit – Disk	Cashiering Unit – Disbursement (CU)			
Classification:	Simple				
Type of Transaction:	G2C - Government to	Citizen			
Who may avail:	Existing TSU Students				
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE				
1. Valid TSU ID (1 C	riginal Copy)	The client	will provide		
2. For Authorized I a. Authorization of Attorney (SPA) - b. One (1) Valid (1 Original Copy)	<ol> <li>For Authorized Representative         <ul> <li>a. Authorization or Special Power of Attorney (SPA) - (1 Original Copy)</li> <li>b. One (1) Valid ID of Representative (1 Original Copy)</li> </ul> </li> <li>One (1) Valid ID of Payee with Three</li> </ol>				
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Present valid ID or needed requirements if transacting as authorized representative.	<ol> <li>Checks the completeness of requirements.</li> </ol>	None	3 minutes	Collecting Staff Cashiering Unit	
2. Sign on the payroll.	2. Requires the student to sign the payroll.	None	2 minutes	Collecting Staff Cashiering Unit	
3. Receive cash.	3. Releases cash benefits to the student or representative.	None	2 minutes	Collecting Staff Cashiering Unit	
	TOTAL:	None	7 Minutes		



#### 3. Processing of Cash Payment for Outstanding Balances

This service intends to issue an Official Receipt to an individual after paying his/her outstanding balance to the University.

Office or Division:	Cashiering Unit- Collection (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to	Citizen		
Who may avail:	Existing TSU Students	s and Alum	ni	
	REQUIREMENTS		WHERE TO SE	-
3. Assessment Slip	(1 Original Copy)	Registrar Accountin	Office or Business g Office	s Center or
4. Valid TSU ID (1 C	Priginal Copy)	The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES PROCESSING PERSON		
1. Present the Assessment Slip and TSU ID to	1.1 Receives the submitted requirements.	None	1 minute	Collecting Staff Cashiering Unit
the Cashiering Unit.	1.2 Encodes the necessary data to the computerized Collection System.	None	1 minute	Collecting Staff Cashiering Unit
2. Pay the necessary amount.	2. Accepts legal tender currencies.	Outstan ding Balance	1 minute	Collecting Staff Cashiering Unit
3. Receive Official Receipt (O.R.) from Collecting Officer	3. Issues the Official Receipt to the client.	None	1 minute	Collecting Officer Cashiering Unit
	TOTAL:	None	4 Minutes	



#### 4. Processing of Request for Certificate of Payment for Lost Official Receipt

This service intends to issue Certificate of Payment upon request of payee to replace lost Official Receipt.

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF 1. Affidavit of Lost 1 2. Valid TSU ID (1 0				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Inform         Collection             Window the             intent to request             for Certificate of             Payment and             present             pertinent             requirements.         </li> <li>Pay the</li> </ol>	<ol> <li>Verifies correctness of the Affidavit of Loss and ID Number.</li> <li>2.1 Collects the</li> </ol>	None	5 minutes	Collecting Staff Cashiering Unit
Certification Fee.	payment.	20.00 / transacti on	r minute	Conecting Stan Cashiering Unit
	2.2 Processes, prints and signs the Certificate of Payment.	None	3 minutes	Collecting Staff Cashiering Unit
3. Receive the Certificate of Payment.	3. Releases the Certificate of Payment.	None	1 minute	Collecting Staff Cashiering Unit
	TOTAL:	Php 20.00 per Transac tion	10 Minutes	

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



# **Civil Security Unit**

**External Services** 



#### **1. Processing of Action for Complaints**

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

Office or Division:	Civil Security Unit (CSU)				
Classification:	Highly Technical	•			
Type of	G2C - Government to				
Transaction:	G2G - Government to	Governmen	nt		
Who may avail:	All Stakeholders				
	REQUIREMENTS	<b>T</b> I II (	WHERE TO SEC	CURE	
1. Letter of Complain (1 Original Copy a)	nd 1 Duplicate Copy)	The client v	will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		<b>BE PAID</b>	TIME	RESPONSIBLE	
1. Submit the needed document to the Civil Security Unit Office.	1.1 Accepts the document and inputs transaction or control number.	None	1 minute	<i>Administrative Aide Civil Security Unit Head</i> Civil Security Unit	
	1.2 Gathers information from the complainant and other factors.	None	8 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit	
<ol> <li>Wait for the copy of the complaint form received by the investigator.</li> </ol>	2.1 Prepares spot report and blotter in the security activity logbook.	None	7 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit	
	2.2 Endorses higher authority If the findings have probable cause. If not, amicable settlement is observed as an option.	None	10 working days	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit	



2 Dessive cell or	2 Informa alignt an	Nana	1 minuto	Coourity Cycord
3. Receive call or	3. Informs client on	None	1 minute	Security Guard
text message once	the status of the			on Duty or
settled and findings	complaint.			Assistant Head
are ready about the				or
complaint.				Chief for
				Operation or
				Shift in-Charge
				Civil Security
				Unit
			10 Working	
	TOTAL:	None	Days &	
			17 Minutes	



#### 2. Processing of Request for CCTV Footage Review

This service allows all stakeholders to gain access by reviewing the footage/s inside the university at a given place and time for the purpose of investigation.

Office or Division:	Civil Socurity Unit (			
Classification:	Civil Security Unit (C	,30)		
Type of Transaction:	G2C - Government	o Citizon		
rype of fransaction.	G2B – Government		Entity/ies	
	G2G - Government		•	
Who may avail:	All		SIII	
CHECKLIST OF RE			WHERE TO S	SECUPE
<ol> <li>Request Letter Subject Addressed to Data Pr (1 Original Copy)</li> </ol>	ct for Investigation ivacy Officer		will provide.	SLOOKL
Additional Requirement 2. Formal Complaint / Co Order			will provide.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
<ol> <li>Proceed to Civil Security Unit Office to acquire Request for CCTV Footage Review Form (TSU- CSU-SF-48).</li> </ol>	1. Provides the Request for CCTV Footage Review Form (TSU-CSU-SF- 48).	None	3 minutes	Administrative Aide Civil Security Unit Head Chief for Operation Security Guard on Duty Civil Security Unit
<ol> <li>Submit the documentary requirements to Civil Security Unit Office.</li> </ol>	2.1 Accepts the form and assess the submitted request.	None	5 working days	Administrative Aide Civil Security Unit Head Chief for Operation Security Guard on Duty Civil Security Unit
	2.2Forwards the document to the Civil Security Unit Head and Data Privacy Officer for approval.	None		Administrative Aide Shift in-Charge Chief for Operation Assistant Head Civil Security Unit
	2.3 Evaluates the forwarded document, particularly the type of request if it is for viewing only or requesting a copy of footage and endorse the approved request signed by the University President to	None		<i>Civil Security Unit Head</i> Civil Security Unit <i>Data Privacy Officer</i> Data Privacy Office



	· · · · ·		1	
	the Civil Security Unit Office for review.			
	2.4 Receives the endorsed approved request and verifies the attachments (e.g. Formal Complaint / Court Order / Police Order: for those asking for a copy of the footage)	None		Administrative Aide Civil Security Unit Head Chief for Operation Security Guard on Duty Civil Security Unit
<ol> <li>View on the monitor the requested footage</li> </ol>	3. Flashes and reviews the CCTV footage in given specific location and time.	None	5 minutes	Administrative Aide Civil Security Unit Head Chief for Operation Security Guard on Duty Civil Security Unit
4. For viewing only: Accomplish the information in the log sheet before leaving the office.	4. For viewing only: Provides the log sheet.	None	2 minutes	Administrative Aide Civil Security Unit Head Chief for Operation Security Guard on Duty
For those asking for a copy of the footage: Receives the copy of the CCTV footage and accomplish the information in the log sheet before leaving the office.	For those asking for a copy of the footage: Provides copy of the CCTV Footage and the log sheet.			Civil Security Unit
	TOTAL:	None	5 Working Days & 10 Minutes	



# **Civil Security Unit**

**Internal Services** 



#### **1. Processing of Action for Complaints**

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

Office or Division:	Civil Security Unit (CSU)				
Classification:	Highly Technical				
Type of	G2C - Government to	Citizen			
Transaction:	G2G - Government to		nt		
Who may avail:	All Stakeholders				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
1. Letter of Complain		The client v	will provide		
(1 Original Copy ar	nd 1 Duplicate Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
3. Submit the needed document to the Civil Security Unit Office.	1.1 Accepts the document and inputs transaction or control number.	None	1 minute	Administrative Aide Civil Security Unit Head Civil Security Unit	
	1.2 Gathers information from the complainant and other factors.	None	8 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit	
<ol> <li>Wait for the copy of the complaint form received by the investigator.</li> </ol>	2.1 Prepares spot report and blotter in the security activity logbook.	None	7 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit	
	2.2 Endorses higher authority If the findings have probable cause. If not, amicable settlement is observed as an option.	None	10 working days	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit	



2 Dessive cell or	2 Informa alignt an	Nana	1 minuto	Coourity Cycord
3. Receive call or	3. Informs client on	None	1 minute	Security Guard
text message once	the status of the			on Duty or
settled and findings	complaint.			Assistant Head
are ready about the				or
complaint.				Chief for
				Operation or
				Shift in-Charge
				Civil Security
				Unit
			10 Working	
	TOTAL:	None	Days &	
			17 Minutes	



#### 2. Processing of Overnight Parking in the University

This service allows all employees (teaching/non-teaching) to park their vehicles overnight when they have official travels / business.

Classification:       Simple       Construction         Type of Transaction:       G2G - Government to Government         Who may avail:       All TSU Employees ( <i>Teaching / Non-teaching</i> )         CHECKLIST OF REQUIREMENTS       WHERE TO SECURE         1. Overnight Parking Permit Form (TSU-CSU-SF-49) (1 Original Copy)       Civil Security Office         2. Frequire Overnight Parking Permit Form (TSU-CSU-SF-49).       AGENCY ACTIONS       FEES TO PROCESSING RESPONSIBLE         1. Proceed to Civil Security Unit Office       1. Provides the Overnight Parking Permit Form (TSU-CSU-SF-49).       None       1 minute       Administrative Aide         Overnight Parking Permit Form (TSU-CSU-SF-49).       2.1 Assesses the form to see if it's filled out completely and return it to the staff on to, return it to the staff on duty.       2.1 Assesses the form to see if it's filled out completely.       None       3 minutes       Administrative Aide         2.2Endorses the form to Coperation and CSU Head for approval.       None       5 minutes       Administrative Aide         3. Receives the duplicate copy of the submitted form.       3.1 Informs the client and gives the duplicate copy to them.       None       1 minute       Administrative Aide         3.2. Informs the Security Guard on duty about the details of the Overnight       None       1 minute       Administrative Aide         Civil Security Guard on duty about the detais of the Overnight       None	Office or Division:	Civil Security Unit (CS	211)		
Type of Transaction:G2G - Government to GovernmentWho may avail:G2G - Government to GovernmentAll TSU Employees (Teaching / Non-teaching)CHECKLIST OF REQUIREMENTSWHERE TO SECURECovernight Parking Permit Form (TSU- CSU-SF-49) (1 Original Copy)Civil Security OfficeCLIENT STEPSAGENCY ACTIONSFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Proceed to Civil Security Unit Office1. Provides the Overnight Parking Permit Form (TSU-CSU- SF-49).None1 minuteAdministrative Administrative Aide2.Fill out the form completely and return it to the staff on duty.2.1 Assesses the filed out completely; if not, return it to the client and inform them to fill it out completely; if not, return it to the client and inform them to fill it out completely; if not, return it to the duplicate copy of the submitted form.3.1 Informs the client and QSU Head for approval.None1 minuteAdministrative Aide Civil Security Unit3. Receives the duplicate copy of the submitted form.3.1 Informs the client and gives the duplicate copy to them.None1 minuteAdministrative Aide Civil Security Unit3. Receives the duplicate copy of the submitted form.3.1 Informs the client and gives the duplicate copy to them.None1 minuteAdministrative Aide Civil Security Unit3. Receives the duplicate			,0)		
Transaction:Who may avail:All TSU Employees (Teaching / Non-teaching)CHECKLIST OF REQUIREMENTSWHERE TO SECURE1. Overnight Parking Permit Form (TSU-CSU-SF-49) (1 Original Copy)CLIENT STEPSAGENCY ACTIONSFEES TO PROCESSING PERSON BE PAID1. Proceed to Civil Security Unit Office1. Provides the Overnight Parking Permit Form (TSU-CSU- SF-49) to the client.None1 minuteAdministrative Aide2.Fill out the form completely and return it to the staff on duty.2.1 Assesses the form to see if it's filled out to completely; if not, return it to the client and inform then to fill it out completely.None3 minutesAdministrative Aide3. Receives the duplicate copy of the submitted form.3.1 Informs the client and gives the duplicate copy to them.None1 minuteAdministrative Aide3. Receives the duplicate copy of the submitted form.3.1 Informs the client and gives the duplicate copy to them.None1 minuteAdministrative Aide Civil Security Unit3.2 Informs the Security Guard on duty about the details of the OvernightNone1 minuteAdministrative Aide Civil Security Unit3.1 Informs the client and inform the client them.None1 minuteAdministrative Aide Civil Security Unit3.1 Informs the client and gives the duplicate copy to them.None1 minuteAdministrative Aide Civil Security Unit<			Governmen	t	
Who may avail: CHECKLIST OF REQUIREMENTS         All TSU Employees (Teaching / Non-teaching) CHECKLIST OF REQUIREMENTS         WHERE TO SECURE           1. Overnight Parking Permit Form (TSU- CSU-SF-49) (1 Original Copy)         AGENCY ACTIONS         FEES TO BE PAID         PROCESSING TIME         PERSON RESPONSIBLE           1. Proceed to Civil Security Unit Office         1. Provides the Overnight Parking Permit Form (TSU- CSU-SF-49).         None         1 minute         Administrative Aide           2.Fill out the form completely and return it to the staff on duty.         2.1 Assesses the form to see if it's filled out completely.         None         3 minutes         Administrative Aide Civil Security Unit           2.Eldorses the form to see if it's not, return it to the client and inform them to fill it out completely.         None         5 minutes         Administrative Aide Civil Security Unit           2.2.Endorses the duplicate copy of the submitted form.         3.1 Informs the client and gives the duplicate copy to the submitted form.         None         1 minute         Administrative Aide Civil Security Unit           3.2.Informs the Security Guard on duty about the details of the Overnight Parking Permit         None         1 minute         Administrative Aide Civil Security Unit			Coveninen		
CHECKLIST OF REQUIREMENTSWHERE TO SECUREC.Vernight Parking Permit Form (TSU-CSU-SF-49) (1 Original Copy)Civil Security OfficeCLIENT STEPSAGENCY ACTIONSFEES TOPROCESSINGPERSONRESPONSIBLE1. Proceed to Civil Security Unit Office1. Provides the Overnight Parking Permit Form (TSU-CSU- SU-SF-49).1. Provides the Overnight Parking Permit Form (TSU-CSU- SF-49) to the client.None1 minuteAdministrative Administrative Aide Civil Security Unit2.Fill out the form completely and return it to the staff on duty.2.1 Assesses the form to see if it's filled out completely; if not, return it to the client and inform them to fill it out completely.None3 minutesAdministrative Aide Civil Security Unit2.Endorses the form to the Chief for Operation and CSU Head for approval.None5 minutesAdministrative Aide Civil Security Unit3. Receives the duplicate copy of the submitted form.3.1 Informs the client and gives the duplicate copy to them.None1 minuteAdministrative Aide Civil Security Unit3.2 Informs the Overright Parking Permit Form.None1 minuteAdministrative Aide Civil Security Unit3.2 Informs the Security Guard on duty about the details of the Overright Parking Permit Form.None1 minuteAdministrative Aide Civil Security Unit3.1 Informs the Covernight Parkin		All TSU Employees (7	Feaching / N	on-teaching)	
1. Overnight Parking Permit Form (TSU- CSU-SF-49) (1 Original Copy)       Civil Security Office         CLIENT STEPS       AGENCY ACTIONS       FEES TO BE PAID       PROCESSING TIME       PERSON RESPONSIBLE         1. Proceed to Civil Security Unit Office to acquire Overnight Parking Permit Form (TSU- CSU-SF-49).       1. Provides the Overnight Parking Permit Form (TSU-CSU- SF-49) to the client.       None       1 minute       Administrative Aide         2.Fill out the form completely and return it to the staff on duty.       2.1 Assesses the form to see if it's filled out completely; if not, return it to the client and inform them to fill it out completely.       None       3 minutes       Administrative Aide         2.2.Endorses the form to the Chief for Operation and CSU Head for approval.       None       5 minutes       Administrative Aide         3. Receives the duplicate copy of the submitted form.       3.1 Informs the client and gives the duplicate copy to the details of the Overnight Parking Permit Form.       None       1 minute       Administrative Aide Chief for Operation Civil Security Unit         3.2 Informs the covernight Parking Permit Form.       None       1 minute       Administrative Aide Civil Security Unit		· · · ·	eaching , it		CURE
CSU-SF-49) (1 Original Copy)AGENCY ACTIONSFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Proceed to Civil Security Unit Office to acquire Overnight Parking Permit Form (TSU- CSU-SF-49).1. Provides the Overnight Parking Permit Form (TSU- SF-49) to the client.None1 minuteAdministrative Aide Civil Security Unit2.Fill out the form completely and return it to the staff on duty.2.1 Assesses the form to see if it's filled out completely; if not, return it to the client and inform them to fill it out completely.None3 minutesAdministrative Aide Civil Security Unit2.Endorses the form to the Chief for Operation and CSU Head for approval.None5 minutesAdministrative Aide Civil Security Unit3. Receives the duplicate copy of the submitted form.3.1 Informs the client and gives the duplicate copy to them.None1 minuteAdministrative Aide Civil Security Unit3. Receives the duplicate copy of the submitted form.3.1 Informs the client and gives the duplicate copy to them.None1 minuteAdministrative Aide Civil Security Unit3.2 Informs the Overnight Parking Permit Form.None1 minuteAdministrative Aide Civil Security Unit3.1 Informs the clies copy to them.None1 minuteAdministrative Aide Civil Security Unit3.2 Informs the Coringht Parking Permit Form.None1 minuteAdministrative Aide Civil Security Unit <td></td> <td></td> <td>Civil Secur</td> <td></td> <td></td>			Civil Secur		
CLIENT STEPSAGENCY ACTIONSFEES TO BE PAIDPROCESSING TIMEPERSON RESPONSIBLE1. Proceed to Civil Security Unit Office to acquire Overnight Parking Permit Form (TSU- CSU-SF-49).1. Provides the Overnight Parking Permit Form (TSU-CSU- SF-49) to the client.None1 minuteAdministrative Aide Civil Security Unit2.Fill out the form completely and return it to the staff on duty.2.1 Assesses the form to see if it's filled out completely; if not, return it to the client and inform them to fill it out completely.None3 minutesAdministrative Aide Civil Security Unit2.Endorses the for Operation and CSU Head for approval.None5 minutesAdministrative Aide Civil Security Unit3. Receives the duplicate copy of the submitted form.3.1 Informs the client and gives the duplicate copy to them.None1 minuteAdministrative Aide Civil Security Unit3. Receives the duplicate copy of the submitted form.3.1 Informs the client and gives the duplicate copy to them.None1 minuteAdministrative Aide Civil Security Unit3.2. Informs the Security Guard on duty about the details of the Overnight Parking Permit Form.None1 minuteAdministrative Aide Civil Security Unit3. Receives the duplicate copy of the submitted form.3.1 Informs the client and gives the duplicate copy to them.None1 minuteAdministrative Aide Civil Security Unit3.2. Informs the Security Guard on duty ab				<b>,</b>	
1. Proceed to Civil Security Unit Office to acquire Overnight Parking Permit Form (TSU- CSU-SF-49).       1. Provides the Overnight Parking Permit Form ( <i>TSU-CSU- SF-49</i> ) to the client.       None       1 minute       Administrative Aide         2.Fill out the form completely and return it to the staff on duty.       2.1 Assesses the form to see if it's filled out completely; if not, return it to the client and inform them to fill it out completely.       None       3 minutes       Administrative Aide         2.2 Endorses the for operation and CSU Head for approval.       None       5 minutes       Administrative Aide         3. Receives the duplicate copy of the submitted form.       3.1 Informs the client and gives the duplicate copy to them.       None       1 minute       Administrative Aide         3. Receives the duplicate copy of the submitted form.       3.1 Informs the security Guard on duty about the details of the Overnight Parking Permit Form.       None       1 minute       Administrative Aide Civil Security Unit	CLIENT STEPS	AGENCY ACTIONS			
CSU-SF-49).client.2.Fill out the form completely and return it to the staff on duty.2.1 Assesses the form to see if it's filled out completely; if not, return it to the client and inform them to fill it out completely.None3 minutesAdministrative Aide Civil Security Unit2.2 Endorses the form to the Chief for Operation and CSU Head for approval.None5 minutesAdministrative Aide Civil Security Unit3. Receives the duplicate copy of the submitted form.3.1 Informs the client and gives the duplicate copy to them.None1 minuteAdministrative Aide Civil Security Unit3. Receives the duplicate copy of the submitted form.3.1 Informs the client and gives the duplicate copy to them.None1 minuteAdministrative Aide Civil Security Unit3.2 Informs the Security Guard on duty about the details of the Overnight Parking Permit Form.None1 minuteAdministrative Aide Civil Security Unit	Security Unit Office to acquire Overnight Parking	Overnight Parking Permit Form <i>(TSU-CSU-</i>			<i>Administrative</i> <i>Aide</i> Civil Security
completely and return it to the staff on duty.form to see if it's filled out completely; if not, return it to the client and inform them to fill it out completely.Aide Civil Security Unit2.2 Endorses the form to the Chief for Operation and CSU Head for approval.None5 minutesAdministrative Aide3. Receives the duplicate copy of the submitted form.3.1 Informs the client and gives the 		,			
form to the Chief for Operation and CSU Head for approval.Aide Chief for Operation Civil Security Unit Head Civil Security Unit3. Receives the duplicate copy of the submitted form.3.1 Informs the client and gives the duplicate copy to them.None1 minute3. Informs the client and gives the duplicate copy to them.None1 minute3.2 Informs the Security Guard on duty about the details of the Overnight Parking Permit Form.None1 minuteform.Administrative Administrative Aide Security Guard on Duty Civil Security Unit	completely and return it to the staff	form to see if it's filled out completely; if not, return it to the client and inform them to fill	None	3 minutes	<i>Aide</i> Civil Security
duplicate copy of the submitted form.and gives the duplicate copy to them.Aide Civil Security Unit3.2 Informs the Security Guard on duty about the details of the Overnight Parking Permit Form.None None1 minuteAide Administrative Aide0000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000000		form to the Chief for Operation and CSU Head	None	5 minutes	Aide Chief for Operation Civil Security Unit Head Civil Security
Security GuardAideon duty aboutSecurity Guardthe details of theon DutyOvernightCivil SecurityParking PermitUnitForm.	duplicate copy of	and gives the duplicate copy to them.			<i>Aide</i> Civil Security Unit
		Security Guard on duty about the details of the Overnight Parking Permit	None	1 minute	Aide Security Guard on Duty Civil Security
		TOTAL:	None	11 Minutes	



#### 3. Processing of Request for CCTV Footage Review

This service allows all stakeholders to gain access by reviewing the footage/s inside the university at a given place and time for the purpose of investigation.

Office or Division:	Civil Security Unit (C			
Classification:	Complex	,30)		
Type of Transaction:	G2C - Government	to Citizen		
rype of fransaction.	G2B – Government		Entity/ies	
	G2G - Government			
Who may avail:	All			
CHECKLIST OF RE			WHERE TO S	SECURE
3. Request Letter Subject		The client y	will provide.	JEOUNE
Addressed to Data Pr				
(1 Original Copy)				
Additional Requiremen	t/s for those asking	for a conv c	of the footage:	
4. Formal Complaint / C			will provide.	
Order				
	AGENCY	FEES TO	PROCESSIN	PERSON
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE
2. Proceed to Civil	5. Provides the	None	3 minutes	Administrative Aide
Security Unit Office	Request for			Civil Security Unit
to acquire Request	CCTV Footage			Head
for CCTV Footage	Review Form			Chief for Operation
Review Form (TSU-	(TSU-CSU-SF-			Security Guard on
CSU-SF-48).	48).			Duty
	,			Civil Security Unit
6. Submit the	2.1 Accepts the	None		Administrative Aide
documentary	form and			Civil Security Unit
requirements to Civil	assess the			Head
Security Unit Office.	submitted			Chief for Operation
-	request.			Security Guard on
			5 working	Duty
			days	Civil Security Unit
	2.2 Forwards the	None		Administrative Aide
	document to			Shift in-Charge
	the Civil			Chief for Operation
	Security Unit			Assistant Head
	Head and Data			Civil Security Unit
	Privacy Officer			
	for approval.			
	2.3 Evaluates the	None		Civil Security Unit
	forwarded			Head
	document,			Civil Security Unit
	particularly the			
	type of request			Data Privacy Officer
	if it is for			Data Privacy Office
	viewing only or			
	requesting a			
	copy of footage			
	and endorse			
	the approved			
	request signed			
	by the			
	University Dresident to			
	President to			



	TOTAL:	None	5 Working Days & 10 Minutes	
<ul> <li>8. For viewing only: Accomplish the information in the log sheet before leaving the office.</li> <li>For those asking for a copy of the footage: Receives the copy of the CCTV footage and accomplish the information in the log sheet before leaving the office.</li> </ul>	<ul> <li>4. For viewing only: Provides the log sheet.</li> <li>For those asking for a copy of the footage: Provides copy of the CCTV Footage and the log sheet.</li> </ul>	None	2 minutes	Administrative Aide Civil Security Unit Head Chief for Operation Security Guard on Duty Civil Security Unit
<ul> <li>7. View on the monitor the requested footage</li> </ul>	<ul> <li>2.4 Receives the endorsed approved request and verifies the attachments (e.g. Formal Complaint / Court Order / Police Order: for those asking for a copy of the footage)</li> <li>3. Flashes and reviews the CCTV footage in given specific location and time.</li> </ul>	None	5 minutes	Administrative Aide Civil Security Unit Head Chief for Operation Security Guard on Duty Civil Security Unit Head Chief for Operation Security Guard on Duty Civil Security Unit
	the Civil Security Unit Office for review.			



# **Contract Management Unit**

**External Services** 



#### **1. Processing of Service Request**

This service allows offices/units, colleges, employees, students at the university, and stakeholders to request documents needed for various purposes.

	Office of Eacilities De	volonmont a	nd Managamant	Contract		
Office or Division:	Office of Facilities Development and Management – Contract Management Unit					
Classification:	Simple					
Clacomoulion	G2B – Government to Business Entity/ies					
Type of Transaction						
		G2G – Government to Government				
	Employees, Units, Offices, Colleges, and Students who are en					
Who may avail:	the University, Contractors, Construction Companies, and Governme Agencies					
Who may avail						
CHECKLIST O	FREQUIREMENTS		WHERE TO SE	CURF		
	Units, Offices, Colleges	and Stude				
University	,	,				
	ervice Request with the	Office of Fa	acilities Developme	ent and		
following information: (1 Original Copy)		Manageme	•			
Name of the						
Office/Unit/C	•					
<ul> <li>Date Filed</li> </ul>	5					
<ul> <li>Type of Requ</li> </ul>						
	<ul> <li>Purpose of the Request</li> </ul>					
<ul> <li>Signature of</li> </ul>	•					
-	Office/Unit/College					
·	, Construction Compani	es and Gov	vernment Agencie			
	ervice Request with the		acilities Developme	ent and		
•	ation: (1 Original Copy)	Manageme				
	<ul> <li>Name of the Requestor</li> <li>Company/ Government Agency</li> </ul>					
- Doto oubmitte	<b>.</b> .					
Date submitte     Type of Page	ed					
Type of Requ	ed iest					
<ul><li>Type of Requ</li><li>Purpose of the</li></ul>	ed uest ne Request					
<ul> <li>Type of Require</li> <li>Purpose of the Signature of the Signature</li> </ul>	ed lest le Request the Head of the					
<ul> <li>Type of Requisit</li> <li>Purpose of the Signature of Requestor's of Requestor's for the second se</li></ul>	ed uest ne Request	EEES TO	PROCESSING	PERSON		
<ul> <li>Type of Require</li> <li>Purpose of the Signature of the Signature</li> </ul>	ed lest le Request the Head of the	FEES TO	PROCESSING	PERSON RESPONSIBLE		
<ul> <li>Type of Requisit</li> <li>Purpose of the Signature of Requestor's CLIENT STEPS</li> </ul>	ed uest he Request the Head of the Office/Unit/College AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE		
<ul> <li>Type of Requ</li> <li>Purpose of th</li> <li>Signature of Requestor's</li> <li>CLIENT STEPS</li> <li>1. Fill out and</li> </ul>	ed uest ne Request the Head of the Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs			RESPONSIBLE Clerk		
<ul> <li>Type of Requ</li> <li>Purpose of th</li> <li>Signature of Requestor's</li> <li>CLIENT STEPS</li> <li>1. Fill out and submit the</li> </ul>	ed uest he Request the Head of the Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of		
<ul> <li>Type of Requ</li> <li>Purpose of th</li> <li>Signature of Requestor's</li> <li>CLIENT STEPS</li> <li>1. Fill out and submit the Service</li> </ul>	ed uest he Request the Head of the Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of Facilities		
<ul> <li>Type of Requ</li> <li>Purpose of th</li> <li>Signature of Requestor's</li> <li>CLIENT STEPS</li> <li>1. Fill out and submit the Service Request and</li> </ul>	ed liest he Request the Head of the Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of Facilities Development		
<ul> <li>Type of Requ</li> <li>Purpose of th</li> <li>Signature of Requestor's</li> <li>CLIENT STEPS</li> <li>1. Fill out and submit the Service Request and Claim Stub to</li> </ul>	ed liest he Request the Head of the Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of Facilities Development and		
<ul> <li>Type of Requ</li> <li>Purpose of the Signature of Requestor's contract of Requestor's contract of the Requestor's contract of the Service Request and Claim Stub to the Office of contract of the Office of contract of the Office of contract of the Request and contract of the Office of con</li></ul>	ed liest he Request the Head of the Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of Facilities Development		
<ul> <li>Type of Requ</li> <li>Purpose of th</li> <li>Signature of Requestor's</li> <li>CLIENT STEPS</li> <li>1. Fill out and submit the Service Request and Claim Stub to</li> </ul>	ed liest he Request the Head of the Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of Facilities Development and		
<ul> <li>Type of Requ</li> <li>Purpose of the Signature of Requestor's and Submit the Service Request and Claim Stub to the Office of Facilities</li> </ul>	ed lest he Request the Head of the Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU.	BE PAID None	TIME 10 minutes	RESPONSIBLE Clerk Office of Facilities Development and Management		
<ul> <li>Type of Requ</li> <li>Purpose of the Signature of Requestor's and Submit the Service Request and Claim Stub to the Office of Facilities Development</li> </ul>	ed liest he Request the Head of the Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU.	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of Facilities Development and Management Head		
<ul> <li>Type of Requ</li> <li>Purpose of the Signature of Requestor's and Submit the Service Request and Claim Stub to the Office of Facilities Development and Submit and Submit the Service Request and Claim Stub to the Office of Service Service</li></ul>	ed liest he Request the Head of the Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU. 1.2 Checks and validates whether	BE PAID None	TIME 10 minutes	RESPONSIBLE Clerk Office of Facilities Development and Management Head Contract		
<ul> <li>Type of Requ</li> <li>Purpose of the Signature of Requestor's and Submit the Service Request and Claim Stub to the Office of Facilities Development and Submit and Submit the Service Request and Claim Stub to the Office of Service Service</li></ul>	ed lest he Request the Head of the Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU. 1.2 Checks and validates whether the request is to be	BE PAID None	TIME 10 minutes	RESPONSIBLE Clerk Office of Facilities Development and Management Head Contract Management		
<ul> <li>Type of Requ</li> <li>Purpose of the Signature of Requestor's of Requestor's of CLIENT STEPS</li> <li>1. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development and submit and submit the Arconomic Structure Structure</li></ul>	ed liest he Request the Head of the Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU. 1.2 Checks and validates whether the request is to be approved or	BE PAID None	TIME 10 minutes	RESPONSIBLE Clerk Office of Facilities Development and Management Head Contract		
<ul> <li>Type of Requ</li> <li>Purpose of the Signature of Requestor's of Requestor's of CLIENT STEPS</li> <li>1. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development and submit and submit the Arconomic Structure Structure</li></ul>	ed lest he Request the Head of the Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU. 1.2 Checks and validates whether the request is to be	BE PAID None	TIME 10 minutes	RESPONSIBLE Clerk Office of Facilities Development and Management Head Contract Management		
<ul> <li>Type of Requ</li> <li>Purpose of the Signature of Requestor's of Requestor's of CLIENT STEPS</li> <li>1. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development and submit and submit the Arconomic Structure Structure</li></ul>	ed lest he Request the Head of the Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU. 1.2 Checks and validates whether the request is to be approved or disapproved.	BE PAID None	TIME 10 minutes	RESPONSIBLE Clerk Office of Facilities Development and Management Head Contract Management		
<ul> <li>Type of Requ</li> <li>Purpose of the Signature of Requestor's of Requestor's of CLIENT STEPS</li> <li>1. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development and submit and submit the Arconomic Structure Structure</li></ul>	ed lest he Request the Head of the Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU. 1.2 Checks and validates whether the request is to be approved or disapproved. If approved:	BE PAID None	TIME 10 minutes	RESPONSIBLE Clerk Office of Facilities Development and Management Head Contract Management		
<ul> <li>Type of Requ</li> <li>Purpose of the Signature of Requestor's of Requestor's of CLIENT STEPS</li> <li>1. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development and of the Service Request and of the Service Ser</li></ul>	ed lest he Request the Head of the Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU. 1.2 Checks and validates whether the request is to be approved or disapproved.	BE PAID None	TIME 10 minutes	RESPONSIBLE Clerk Office of Facilities Development and Management Head Contract Management		



# **Contract Management Unit**

**Internal Services** 



#### **1. Processing of Service Request**

This service allows offices/units, colleges, employees, students at the university, and stakeholders to request documents needed for various purposes.

Office or Division:	Office of Equilities De	volonmont o	nd Managamant	Contract	
	Office of Facilities Development and Management – Contract Management Unit				
Classification:	Simple				
OldSSINCation.	G2B – Government to Business Entity/ies				
Type of Transactio					
Type of Transactio					
	Employees, Units, Offices, Colleges, and Students who are en				
Who may avail:	the University, Contractors, Construction Companies, and Governn Agencies				
willo may avan.					
CHECKLIST	F REQUIREMENTS		WHERE TO SE	CURE	
	Units, Offices, Colleges	and Stude			
University	Units, Onices, Oblieges				
	ervice Request with the	Office of E	acilities Developme	ent and	
-	Office of Facilities Development and Management				
<ul><li>following information: (1 Original Copy)</li><li>Name of the Requestor</li></ul>					
<ul> <li>Office/Unit/C</li> </ul>	•				
Date Filed	Silege				
<ul><li>Type of Request</li><li>Purpose of the Request</li></ul>					
	the Head of the				
v	Office/Unit/College				
· · ·	Ŭ				
D. For Contractors	, Construction Compani	es, and Gov	vernment Agencie	es	
	ervice Request with the	Office of Fa	acilities Developme	ent and	
following informa	ation: (1 Original Copy)	Manageme	ent		
Name of the	Requestor				
<ul> <li>Company/ Government Agency</li> </ul>					
Date submitt					
<ul> <li>Type of Requ</li> </ul>	Jest				
<ul> <li>Purpose of the</li> </ul>	ie Request				
<ul> <li>Signature of</li> </ul>	<ul> <li>Signature of the Head of the</li> </ul>				
Requestor's Office/Unit/College					
	Office/Unit/College	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	Office/Unit/College AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE	
CLIENT STEPS 5. Fill out and	Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs			RESPONSIBLE Clerk	
<b>CLIENT STEPS</b> 5. Fill out and submit the	Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of	
<b>CLIENT STEPS</b> 5. Fill out and submit the Service	Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of Facilities	
<b>CLIENT STEPS</b> 5. Fill out and submit the Service Request and	Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of Facilities Development	
CLIENT STEPS 5. Fill out and submit the Service Request and Claim Stub to	Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of Facilities Development and	
CLIENT STEPS 5. Fill out and submit the Service Request and Claim Stub to the Office of	Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of Facilities Development	
CLIENT STEPS 5. Fill out and submit the Service Request and Claim Stub to the Office of Facilities	Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of Facilities Development and	
CLIENT STEPS 5. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development	Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of Facilities Development and	
CLIENT STEPS 5. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development and	Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU. 1.2 Checks and	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of Facilities Development and Management Head	
CLIENT STEPS 5. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development	Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU. 1.2 Checks and validates whether	BE PAID None	TIME 10 minutes	RESPONSIBLE Clerk Office of Facilities Development and Management Head Contract	
CLIENT STEPS 5. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development and	Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU. 1.2 Checks and	BE PAID None	TIME 10 minutes	RESPONSIBLE Clerk Office of Facilities Development and Management Head	
CLIENT STEPS 5. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development and	Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU. 1.2 Checks and validates whether	BE PAID None	TIME 10 minutes	RESPONSIBLE Clerk Office of Facilities Development and Management Head Contract	
CLIENT STEPS 5. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development and	Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU. 1.2 Checks and validates whether the request is to be	BE PAID None	TIME 10 minutes	RESPONSIBLE Clerk Office of Facilities Development and Management Head Contract Management	
CLIENT STEPS 5. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development and	Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU. 1.2 Checks and validates whether the request is to be approved or disapproved.	BE PAID None	TIME 10 minutes	RESPONSIBLE Clerk Office of Facilities Development and Management Head Contract Management	
CLIENT STEPS 5. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development and	Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU. 1.2 Checks and validates whether the request is to be approved or disapproved. If approved:	BE PAID None	TIME 10 minutes	RESPONSIBLE Clerk Office of Facilities Development and Management Head Contract Management	
CLIENT STEPS 5. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development and	Office/Unit/College AGENCY ACTIONS 1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU. 1.2 Checks and validates whether the request is to be approved or disapproved.	BE PAID None	TIME 10 minutes	RESPONSIBLE Clerk Office of Facilities Development and Management Head Contract Management	



			1	
	to the Personnel-in- Charge/ CMU Staff. If disapproved: State reason of			
	disapproval and return the Service Request to the client.			
6. Receive and fill-out the Claim Stub with the following information:	2.1 Issues the Claim Stub with control number and claiming date of request.	None	10 minutes	Personnel-in- Charge Contract Management Unit
<ul> <li>Name of the Requestor</li> <li>Office/Unit/ College</li> <li>Date Filed</li> </ul>	2.2 Prepares the requested documents needed by the requestor.	None	2 working days	Personnel-in- Charge Contract Management Unit
7. Receive a notification/ message regarding the availability of the requested document.	<ol> <li>Informs the office concerned / requestor through phone or MS Teams chat to claim their requested document.</li> </ol>	None	10 minutes	<i>Clerk</i> Office of Facilities Development and Management
<ol> <li>Return the Claim Stub to the Office of Facilities Development and Management – Contract Management Unit, receive the requested document and fill out the outgoing logbook.</li> </ol>	4. Receives and signs the Claim Stub, release the requested document, and advise the client to affix their signature with date and time in the Claim Stub upon receipt of request.	None	30 minutes	<i>Clerk</i> Office of Facilities Development and Management
	TOTAL:	None	2 Working Days, 1 Hour & 30 Minutes	



### **Dental Unit**

**Internal Services** 



#### **1. Process of Securing a Dental Certificate**

This service allows clients to secure a dental certificate.

Office or Division: Classification: Type of Transaction:	Dental Unit (DU) Simple G2C – Government to			
Who may avail:	G2G – Government to Currently Enrolled TS			66S
	REQUIREMENTS		WHERE TO SE	
1. Accomplished Den		Dental Un	it	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Accomplished Dental Certificate Request Form to the Dental Unit."	<ul> <li>1.1 Reviews the request together with the dental record of the requisite.</li> <li>1.2 Lists the procedure/s done in the draft.</li> <li>1.3 Forwards the draft to the Dental Clerk.</li> <li>1.4 Prepares and reviews the document.</li> <li>1.5 Certifies and signs the dental certificate, if there is no error found.</li> <li>Note: If there's an error found, return to the Dental Clerk for correction. Then, certify and sign.</li> </ul>	None	8 minutes	Dentist Dental Unit Dental Clerk Dental Unit Dental Unit Dental Unit Dental Unit Dental Unit
2. Register at the Daily Accomplishment Log (TSU-DHO- SF-14), when told to do so by the Dental Clerk.	2. Releases the certificate once certified or signed by the dentist.	None	20 minutes	<i>Dentist</i> Dental Unit <i>Dental Assistant</i> Dental Unit
	TOTAL:	None	28 Minutes	



### **Employee Welfare Unit**

**External Services** 



#### **1. Processing of Employment Verification Requests**

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

Office or	Office of Human Reso	ource Develo	opment and Manage	ement - Employee	
Division:	Welfare Unit (OHRDM-EWU)				
Classification:	Simple				
Type of	G2G – Government to Government				
Transaction:	G2B – Government to				
Who may avail:	Any Government Age REQUIREMENTS	ncies and Pl	WHERE TO SEC		
1. List of Personnel		The client		JUKE	
Verified (1 Origin a. Name b. Position c. Date Hired d. Monthly Salary e. Employment S f. Confirmation for	al Copy) such as / /status			DEDGON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<ol> <li>For Walk-In / Phone Call Requests: Submit the list of personnel information to be verified to the office of Employee Welfare Unit or call (045) 606- 8155.</li> <li>For Online: Request for the employment details of the TSU personnel concerned at hrdmo@tsu.ed u.ph</li> </ol>	1.1 For Walk-In / Phone Call Requests: Receives and lists the needed details and informs the client of feedback after. For Online: Receives the email from the Background Investigator and start the verification / checking of the employment records of the personnel concerned.	BE PAID None	5 minutes	Staff Employee Welfare Unit	
	1.2 Verifies if the requested person is/was hired. Prepares and lists the information needed.	None.	30 minutes	<i>Staff</i> Employee Welfare Unit	
2. Receive feedback	2. For Walk-In / Phone Call Requests:	None	5 minutes	<i>Staff</i> Employee Welfare Unit	



regarding the	States the			
inquiry.	information as per			
	recorded on the			
	201 File of the			
	personnel or on			
	the Human			
	Resource			
	Integrated			
	System.			
	,			
	For Online:			
	Replies to the			
	email sent by the			
	background			
	investigator /			
	company. States			
	the information as			
	per recorded on			
	the 201 File of the			
	personnel or on			
	the HRIS.			
	Note: If			
	concerned person			
	is not found in the			
	Human Resource			
	Integrated System			
	or 201 File,			
	declare that the			
	person has no			
	employment			
	record at TSU.			
	OR CALL / WALK-IN /	None	40 Minutes	
UNLI	NE TRANSACTIONS:			



#### 2. Processing of Request for Issuance of Certifications

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

Office or	Office of Human Deca		mont and Managa	mont Employee
Division:	Office of Human Resource Development and Management – Employee Welfare Unit (OHRDM-EWU)			
Classification:	Simple			
Type of	G2G – Government to Government			
Transaction:	G2C - Government to			
Who may avail:	Active or Inactive TSU			
	REQUIREMENTS	Employee	WHERE TO SEC	URF
	complished Certification	Office of Hu	man Resource De	
or Documents Re			nt or access the fo	•
TSU-HRD-SF-26	(1 Original Copy)	http://bit.ly/3		
	mplished Certification			
or Documents Re	• •			
http://bit.ly/3q4tT2		The eligent of	:	
2. For Inactive Em		The client w	III provide	
Clearance (1 Ori 3. <i>For Representat</i>		4		
Letter (1 Original				
4. Any document as		1		
-	not limited to: List of			
	ments, Letter Asking			
for Compliance, etc				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. For Walk-In: Submit the	1. For Walk-In: Receives and	None	5 minutes	Staff Employee
properly	verifies the			Employee Welfare Unit
accomplished	Certification /			
Certification /	Documents			
Documents	Request Slip.			
Request Slip at				
Office of Human				
Resource				
Development				
and				
Management.				
For Online:	For Online:			Staff
Email	Checks the			Employee
hrdmo@tsu.edu.	Certifications /			Welfare Unit
ph or fill out the	Documents			
online form	Request Form			
(http://bit.ly/3q4t	online excel file			
<u>T29</u> ) to request	that acts as the			
the employment	database of the			
details of the	online form.			
TSU personnel				
concerned.	Note: If			
concerned.	Note: If Certification /			
concerned.				



	properly			
	accomplished,			
	return the slip to client and inform			
2 Apower	the lacking. 2.1 Asks the	None	2 hours and 20	Staff
2. Answer additional		None	z nours and 20 minutes	
questions for the	Requester for other verification		minutes	Employee Welfare Unit
confirmation of	purposes.			
the request and	purposes.			
employment	2.2 Checks the 201			
record.	File Folder of the			
	requesting			
	personnel.			
	P 0.00			
	2.3 Prepares and			
	prints the			
	certification.			
3. Receive the	3. For Walk-In:	None	5 minutes	Staff
signed and dry-	Releases the			Employee
sealed request	signed and dry-			Welfare Unit
certificate.	sealed certification			
	to the requesting			
	personnel. Have			
	them sign on the			
	Certifications			
	Logbook for			
	records purposes,			
	or depending on			
	the request of the personnel.			
	personnei.			
	For Online			
	Application:			
	Scans the signed			
	certification and			
	sends to the			
	provided email			
	address; or			
	retrieves at the HR			
	file box at a			
	designated date			
	and time.			
TOTAL FC	R WALK-IN / ONLINE	None	2 Hours & 30	
	TRANSACTION:		Minutes	



## **Employee Welfare Unit**

**Internal Services** 



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

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

Office or Division:		Office of Human Resource Development and Management - Employee Welfare Unit (OHRDM - EWU)			
Classification:		Simple			
Type of Transact	ion:		rnment to Govern		
Who may avail:			SU Employees R		
		Overtime or	Extended Service		
CHECKLIST OF			WHERE TO SEC	URE	
1. Accomplished a Overtime/Exten	ded Services	The client wi	Il provide		
Form (1 Origina					
<b>CLIENT STEPS</b>	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit the accomplished and duly signed Overtime / Extended Services Form at the Office of Human Resource Development and Management.	1.1 Receives and files the submitted document <i>Note: If</i> <i>documents</i> <i>are</i> <i>incomplete or</i> <i>improperly</i> <i>filled-out,</i> <i>return to</i> <i>client.</i>	None	5 minutes	Staff-in-Charge Employee Welfare Unit	
	1.2 Plots the overtime or extended services schedule as reflected on the submitted form	None	10 minutes	<i>Staff-in-Charge</i> Employee Welfare Unit	
2. Receive the printed the Daily Time Record (DTR)	2.Prints and issues the plotted Daily Time Record (DTR) schedule.	None	5 minutes	<i>Staff-in-Charge</i> Employee Welfare Unit	
	TOTAL:	None	20 Minutes		



#### 2. Process for Requesting and Issuance of Authority to Travel Abroad

This process is for the issuance of the Authority to Travel Abroad for employees on official business or on leave of absence.

Employee Welfare Unit (OHRDM-EWU)Classification:SimpleType of Transaction:G2G – Government to GovernmentWho may avail:Any Active TSU EmployeeCHECKLIST OF REQUIREMENTSWHERE TO SECUREA. FOR PERSONAL TRAVEL1. Accomplished Certification / Documents Request Slip (1 Original Copy) or Accomplish an Online Form thru http://bit.ly/3q4f129.Office of Human Resource Development and Management Office (OHRDM)2. Request Letter to Travel, Duly Signed by the Immediate Supervisor, Vice President Concerned and University President, with the following details: 	
Type of Transaction:G2G – Government to GovernmentWho may avail:Any Active TSU EmployeeCHECKLIST OF REQUIREMENTSWHERE TO SECUREA. FOR PERSONAL TRAVELOffice of Human Resource DevelopmentRequest Slip (1 Original Copy) or Accomplish an Online Form thru http://bit.ly/3q4tT29.Office of Human Resource Development and Management Office (OHRDM)2. Request Letter to Travel, Duly Signed by the Immediate Supervisor, Vice President Concerned and University President, with the following details: 	
Who may avail:       Any Active TSU Employee         CHECKLIST OF REQUIREMENTS       WHERE TO SECURE         A. FOR PERSONAL TRAVEL       1. Accomplished Certification / Documents Request Slip (1 Original Copy) or Accomplish an Online Form thru http://bit.ly/3q4tT29.       Office of Human Resource Development and Management Office (OHRDM)         2. Request Letter to Travel, Duly Signed by the Immediate Supervisor, Vice President Concerned and University President, with the following details: - Travel Dates - Destination - Purpose of Travel (2 Original Copies)       The client will provide.         3. Approved Application for Leave of Absence CS Form 6 (1 Photocopy)       Approved Make-Up Class Form 7SU- VPA-SF-15, if applicable (1 Photocopy)         5. Approved Clearance Form CS Form 7, if applicable (1 Photocopy)       Office of Human Resource Development and Management Office (OHRDM)         6. FOR OFFICIAL BUSINESS TRAVEL       Office of Human Resource Development and Management Office (OHRDM)         1. Accomplished Certification / Documents Request Slip (1 Original Copy) or Accomplish an Online Form thru http://bi.ly/3q4tT29.       Office of Human Resource Development and Management Office (OHRDM)         2. Approved Travel Order Form TSU-ASU-SF-23 (1 Photocopy)       The client will provide         3. Approved Request Letter to Travel, if       The client will provide	
CHECKLIST OF REQUIREMENTS       WHERE TO SECURE         A. FOR PERSONAL TRAVEL       1. Accomplished Certification / Documents Request Slip (1 Original Copy) or Accomplish an Online Form thru http://bit.ly/3q4tT29.       Office of Human Resource Development and Management Office (OHRDM)         2. Request Letter to Travel, Duly Signed by the Immediate Supervisor, Vice President Concerned and University President, with the following details: - Travel Dates - Destination - Purpose of Travel (2 Original Copies)       The client will provide.         3. Approved Application for Leave of Absence CS Form 6 (1 Photocopy)       Approved Make-Up Class Form 7, if applicable (1 Photocopy)         5. Approved Clearance Form CS Form 7, if applicable (1 Photocopy)       Office of Human Resource Development and Management Office (OHRDM)         6. Accomplished Certification / Documents Request Slip (1 Original Copy) or Accomplish an Online Form thru http://bit.ly/3q4tT29.       Office of Human Resource Development and Management Office (OHRDM)         2. Approved Travel Order Form TSU-ASU-SF-23 (1 Photocopy)       The client will provide         3. Approved Request Letter to Travel, if       The client will provide	
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TSU-ASU-SF-23 (1 Photocopy) 3. Approved Request Letter to Travel, if	
applicable (2 Original Copies)	
4. Letter of Invitation, if applicable (1 Photocopy)	
5. Endorsement from the Office of the Vice President for Research Development and	
Extension, if applicable (1 Photocopy)	
6. TSU Board of Regents Resolution	
(1 Photocopy)	
7. CHED Travel Endorsement (1 Photocopy)	
C. FOR CHED SCHOLAR'S TRAVEL	
1. Accomplished Certification / Documents Request Slip (1 Original Copy) or Accomplish an Online Form thru http://bit.ly/3q4tT29.	
<ul> <li>2. Approved Request Letter to Travel</li> <li>(2 Original Copies)</li> <li>3. Approved Travel Order</li> </ul>	nt



TSU-ASU-SF-23, if a	pplicable			
4. Application for Leave	(1 Photocopy) 4. Application for Leave of Absence <i>CS Form 6</i> , if applicable			
5. Endorsement from Et University Research ( (1 Photocopy)				
6. CHED Travel Clearan (1 Original Copy)				
<ol> <li>7. Certificate of Clearand (1 Duplicate Copy)</li> <li>8. Letter of Invitation, if a</li> </ol>				
(1 Duplicate Copy)	AGENCY		PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the fully accomplished Certification/ Documents Request Slip at the Office of Human Resource Development and Management.	1. Receives the Certification / Documents Request Slip. Note: If documents are incomplete or improperly filled- out, return to client.	None	5 minutes	<i>Staff</i> Employee Welfare Unit
2. Receive the checklist of the supporting documents needed for the approval of the request.	2. Issues the Checklist for Authority to Travel Abroad Requirements ( <i>TSU-EWU-SF-</i> 11).	None	5 minutes	<i>Staff</i> Employee Welfare Unit
3. Submit other attachments required for the purpose of travel that is being requested.	3.1 Receives and checks the submitted supporting documents, have them photocopied for the preparation of the Authority to Travel Abroad (ATA) document.	None	5 minutes	<i>Staff</i> Employee Welfare Unit
	3.2 Prepares and prints 2 copies of the Authority to Travel Abroad (ATA), attaches a set of supporting documents for each ATA copy.	None	10 minutes	Staff Employee Welfare Unit <i>Director</i> Office of Human Resource Development and Management



	3.3 Submits to Human Resource Development and Management Director and concerned Vice President for countersign; University President for approval and signing.	None	1 working day	Staff Employee Welfare Unit Director Office of Human Resource Development and Management Vice President Respective Vice President University President Office of the University
4. Receive the signed and dry-sealed Authority to Travel Abroad.	4. Releases the signed and dry- sealed Authority to Travel Abroad (ATA) to the requesting personnel. Have them sign on the Logbook for records purposes.	None	5 minutes	President Staff Employee Welfare Unit Unit Head Employee Welfare Unit
	TOTAL:	None	1 Working Day & 30 Minutes	



#### 3. Process for Requesting of Contract of Service (COS) of Lecturers

The service allows the issuance of semestral Contracts of Service (COS) of full-time and part-time lecturer employees of the University for the processing of their Special Orders (SO) and other registrations.

Office or Division:	Office of Human Reso			nagement -
Classification:	Employee Welfare Uni Simple		-EVVU)	
	G2G – Government to	Cavarama	nt	
Type of Transaction:	G2G – Government to	Governme	m	
Who may avail:	Any Active Full-Time a	nd Part-Tir	ne TSU Lecture	r
			WHERE TO SEC	
	ED AND RE-EMPLOY			
1. Medical Certificate University Medical	Signed by the		will provide	
<ul> <li>(1 Original Copy)</li> <li>2. Personal Data She</li> <li>CSC Form 212 Re</li> <li>(2 Original Copies)</li> </ul>	vised 2017			
<ol> <li>Approved Faculty ⁻ Assignment for the (1 Photocopy)</li> </ol>	Semester			
B. FOR RENEWAL C				
	on Slip sent by the ge Dean to the Office e Development and	provide	ed college of th	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Submit complete requirements to the Office of Human Resource Development and Management.</li> </ol>	<ul> <li>1.1 Receive the complete requirements of the client.</li> <li>Note: If documents are incomplete or improperly filled-out, return to client.</li> </ul>	None	5 minutes	Staff Employee Welfare Unit
	1.2 Checks and coordinates with the Recruitment, Selection and Promotion Unit and College Dean for the employment date and rate per hour.	None	10 minutes	<i>Staff</i> Employee Welfare Unit
2. Receive the printed Contract of Service with the	2. Prepare and print the COS of client. Instruct the client for the signing of	None	1 working day	<i>Staff</i> Employee Welfare Unit



instructions for the signing.	their Contract of Service.			
	2.3 Receives the signed Contract of Service and logs it.	None	5 minutes	<i>Staff</i> Employee Welfare Unit
				<i>Director</i> Office of Human Resource Development and Management
3. Receive the two (2) certified machine copies of signed Contract of	3.1 Prepares two (2) certified machine copies of the signed Contract of Service.	None	5 minutes	Staff Employee Welfare Unit
Service.				<i>Director</i> Office of Human Resource
				Development and Management
	3.2 Files the original copy of the signed Contract of Service to the lecturer's 201	None	5 minutes	Staff Employee Welfare Unit
	File Folder.			<i>Director</i> Office of Human Resource Development
			1 Working	and Management
	TOTAL:	None	1 Working Day & 30 Minutes	



#### 4. Process of Application and Filing for Retirement / Separation, Life Insurance, Terminal Pay & Other Social Insurance Benefits

The service allows the application and filing of documents for retirement/ separation, life insurance, terminal pay and other social insurance benefits of separating and retiring Plantilla and Contractual employees of the University.

Office or Division:	Office of Human Res	ource Development and Management -	
	Employee Welfare Unit (OHRDM-EWU)		
Classification:	Simple		
Type of Transaction:			
Who may avail:	Any Separating and I	Retiring Plantilla and Contractual TSU	
	Employee	C	
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE	
A. FOR RETIREMENT	UNDER RA 8291		
1. Approved Copies of t		The client will provide	
Retire (3 Original Co			
2. Clearance Form CS-	Form 7		
(3 Original Copies)	A 11 (1 (		
3. Accomplished GSIS	••		
Retirement GSIS For	m No. 02282014-		
(1 Original Copy)			
4. Accomplished GSIS	Application		
for Life Insurance Be	••		
GSIS Form No. 0310			
(1 Original Copy)			
5. Duly Signed Copy of	Tentative		
Computation of GSIS	Retirement Pay and		
Life Insurance Benefi	it (1 Original Copy)		
6. GSIS Policy, if any (1	Original Copy)		
<b>B. FOR RETIREMENT</b>	UNDER RA 1616		
1. Approved Copies of t	he Letter of Intent	The client will provide	
to Retire (3 Original C	Copies)		
2. Clearance Form CS-	Form 7		
(3 Original Copies)			
3. Accomplished GSIS	Application for		
Retirement GSIS For	m No. 02282014-		
(1 Original Copy)			
4. Accomplished GSIS	Application		
for Life Insurance Be			
GSIS Form No. 0310			
(1 Original Copy)			
5. Duly Signed Copy of	Tentative		
•	Retirement Pay and		
Life Insurance Benefi			
6. GSIS Policy, if any (1			
7. Duly Signed Insurance	ce Benefit		
(1 Original Copy)			
8. Duly Signed Medical	Certificate		
(1 Original Copy)			



	AGENCY	FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	PAID	TIME	RESPONSIBLE
<ol> <li>Inquire about retirement/separation benefits that are applicable to the client at the Office of Human Resource Development and Management.</li> </ol>	<ol> <li>Provides information and explains the client's options.</li> </ol>	None	20 minutes	<i>Staff</i> Employee Welfare Unit
<ol> <li>Receive and take note of the list of supporting documents.</li> </ol>	<ol> <li>Provides information regarding the checklist of requirements.</li> </ol>	None	5 minutes	<i>Staff</i> Employee Welfare Unit
3. Submit a copy of the approved letter of intent to retire and other supporting documents.	3.1 Receives and checks the submitted documents of the client. <i>Note: If</i> <i>documents are</i> <i>incomplete or</i> <i>improperly filled</i> - <i>out, return to</i> <i>client.</i>	None	5 minutes	<i>Staff</i> Employee Welfare Unit
	3.2 Prepares certifications and reports to be forwarded to the Budget Management Unit and/or directly to GSIS.	None	2 hours	Staff Employee Welfare Unit <i>Director</i> Office of Human Resource Development and Management
4. Waits for the confirmation text or email or for their voucher.	4.1 Informs the client and advises them for the confirmation text or email from GSIS or for their voucher.		5 minutes	
	4.2 Files the HR copy of the application documents.	None	5 minutes	
	TOTAL:	None	Minutes	



#### **5.** Processing of Application for Leave of Absence

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

Office or Division:	Office of Human Resourc	ce Development and Management - Employee			
	Welfare Unit (OHRDM-EWU)				
Classification:	Simple				
Type of	G2G – Government to Government				
Transaction:					
Who may avail:	All Permanent, Temporar Employees	y, Contractual, and Substitute TSU			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
A. VACATION LEAVE					
1. Fully Accomplished	Application for Leave	The client will provide			
Form CS Form 6 (2	Original Copies)				
<b>B. MANDATORY / FO</b>	RCED LEAVE				
1. Fully Accomplished	Application for Leave	The client will provide			
Form CS Form 6 (2	Original Copies)				
C. SICK LEAVE					
1. Fully Accomplished		The client will provide			
Form CS Form 6 (2					
2. Medical Certificate c	or Affidavit				
(2 Original Copies)					
D. MATERNITY LEAV					
1. Fully Accomplished	Application for Leave	The client will provide			
Form CS Form 6 (2	Original Copies)				
2. Proof of Pregnancy					
Doctor's Certificate of	on the Expected Date of				
Delivery (2 Photocop	,				
3. Accomplished Notice					
Maternity Leave Cre					
needed (2 Original C					
E. PATERNITY LEAV		1			
1. Fully Accomplished	••	The client will provide			
Form CS Form 6 (2		4			
2. Proof of Child's Deliv	5				
	Certificate and Marriage				
Contract (2 Photoco					
F. SPECIA PRIVILEG					
1. Fully Accomplished	••	The client will provide			
Form CS Form 6 (2					
G. SOLO PARENT LE					
1. Fully Accomplished		The client will provide			
Form CS Form 6 (2		-			
2. Updated Solo Paren	t Identification Card				
(2 Photocopies)					
H. STUDY LEAVE					
1. Fully Accomplished	••	The client will provide			
Form CS Form 6 (2		-			
2. Contract Between th					
	ntative and the Employee				
Concerned (2 Photo	copies)				
	A 11 /1 / 1				
1. Fully Accomplished	Application for Leave	The client will provide			



Form CS Form 6 (2 Original Copies)	
2. Any of the following supporting documents:	
Barangay Protection Order (BPO) Obtained	
from the Barangay; Temporary/Permanent	
Protection Order (TPO/PPO) Obtained from	
the Court; Certification Issued by the Punong	
Barangay/Kagawad or Prosecutor or the	
Clerk of Court the Application for the BPO,	
TPO or PPO <i>if protection order is not yet</i>	
issued by the barangay or the court	
(2 Photocopies)	
3. In the absence of the BPO/TPO/PPO or the	
<i>certification,</i> A Police Report Specifying the	
Details of the Occurrence of Violence on the	
Victim and Medical Certificate may be	
Considered, at the Discretion of the	
Immediate Supervisor of the Woman	
Employee Concerned (2 Photocopies)	
J. REHABILITATION LEAVE	The alignst will provide
1. Fully Accomplished Application for Leave	The client will provide
Form CS Form 6 (2 Original Copies)	4
2. Letter Request Supported by Relevant	
Reports such as Police Report, <i>if any</i>	
(2 Photocopies)	-
3. Written Concurrence of a Government	
Physician Should be Obtained Relative to the	
Recommendation for Rehabilitation if the	
Attending Physician is a Private Practitioner,	
particularly on the Duration of the Period of	
Rehabilitation (2 Photocopies)	
K. SPECIAL LEAVE BENEFITS FOR WOMEN	
1. Fully Accomplished Application for Leave	The client will provide
Form CS Form 6 (2 Original Copies)	-
2. Medical Certificate Filled Out by the Proper	
Medical Authorities, e.g. the Attending	
Surgeon Accompanied by a Clinical	
Summary Reflecting the Gynecological	
Disorder which shall be Addressed or was	
Addressed by the said Surgery; the Duration	
of the Surgery Including the Peri-Operative	
Period; as well as the Employees Estimated	
Period of Recuperation for the Same	
(2 Photocopies)	
L. SPECIAL EMERGENCY (CALAMITY) LEAV	
1. Fully Accomplished Application for Leave	The client will provide
Form CS Form 6 (2 Original Copies)	
M. MONETIZATION OF LEAVE CREDITS	
1. Fully Accomplished Application for Leave	The client will provide
Form CS Form 6 (2 Original Copies)	
2. Letter of Request to the Head of Agency	
Stating the Valid and Justifiable Reasons	
(2 Photocopies)	
N. TERMINAL LEAVE	
1. Fully Accomplished Application for Leave	The client will provide
Form <i>CS Form</i> 6 (2 Original Copies)	
2. Proof of Employee's Resignation or	1



Retirement or Separ	ation from the Service			
(2 Photocopies)	-			
<ul> <li>O. ADOPTION LEAVE</li> <li>1. Fully Accomplished</li> <li>Form CS Form 6 (2)</li> <li>2. Authenticated Copy</li> <li>Placement Authority</li> <li>Department of Social</li> <li>Development (2) Placement</li> </ul>	Application for Leave Original Copies) of the Pre-Adoptive Issued by the I Welfare and	The client v	will provide	
Development (2 Pho		FEES TO	PROCESSIN	PERSON
CLIENT STEPS 1. For Walk-in Applications: Submit a fully- accomplished Application for Leave Form at the Office of Human Resource Development and Management.	AGENCY ACTIONS 1.1 For Walk-in Applications: Receives the Application for Leave Form and endorses to Employee Welfare Unit personnel.	BE PAID None	G TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management
For Online Applications: Access the Online Leave Application Portal thru the link: <u>https://leave.tsu.ed</u> <u>u.ph/LeaveApplicat</u> <u>ion</u> and log in using TSU Email	For Online Applications: Checks and receives applications thru the Admin Module of the Online Leave Application Portal <u>https://leave.tsu.edu.ph</u> /LeaveApplication			<i>Staff</i> Employee Welfare Unit
account. Select type of leave of absence applying for. Fill-up other necessary fields and click 'Save'	1.2 For Walk-in Applications: Checks and updates the requesting personnel's Leave Credits balance.	None	5 minutes	<i>Staff</i> Employee Welfare Unit
then 'Submit'.	For Online Applications: The checking and updating of the requesting personnel's Leave Credits balance is automated by the HRIS.	None		
	1.3 Processes the approval / disapproval of the requesting personnel's Application for Leave.	None	1 hour	<i>Staff</i> Employee Welfare Unit <i>Head</i> Employee Welfare Unit



			1	
				Vice President concerned Respective Office University
				<i>President</i> Office of the University President
2. Receive an update on the status of the application.	<ul> <li>2.1 For Walk-in Applications: Informs requesting personnel of the status of their application. Files the form on the personnel's File folder.</li> <li>For Online Applications: Once all signatories are done, the status of each online application is automatically reflected to the requesting personnel's Leave portal.</li> </ul>	None	10 minutes	Staff Employee Welfare Unit <i>Head</i> Employee Welfare Unit
	TOTAL:	None	1 Hour & 20 Minutes	



#### 6. Processing of Request for Issuance of Certifications

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

0.65		Develop			
Office or Division:	Office of Human Resource Development and Management – Employee Welfare Unit (OHRDM-EWU)				
Classification:	Simple				
	G2G – Government to	Covernment			
Type of Transaction:	G2G – Government to				
Who may avail:	Active or Inactive TSU				
	REQUIREMENTS	Linployee	WHERE TO SEC		
	omplished Certification	Office of Hu	man Resource De		
or Documents Re			it or access the for	•	
TSU-HRD-SF-26		http://bit.ly/3			
		Thep://bit.iy/o	971120		
For Online: Acco	mplished Certification				
or Documents Re	•				
http://bit.ly/3q4tT2	• •				
2. For Inactive Emp		The client w	ill provide		
Clearance (1 Ori			•		
3. For Representat					
Letter (1 Original					
4. Any document as	reference of the				
	not limited to: List of				
	ments, Letter Asking				
for Compliance, etc.	(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. For Walk-In: Submit the	1. For Walk-In: Receives and	None	5 minutes	Staff Employee	
properly	verifies the			Welfare Unit	
accomplished	Certification /				
Certification /	Documents				
Documents	Request Slip.				
Request Slip at					
Office of Human					
Resource					
Development					
and					
Management.					
For Online:	For Online:			Staff	
Email	Checks the			Employee	
hrdmo@tsu.edu.	Certifications /			Welfare Unit	
ph or fill out the	Documents				
online form	Request Form online excel file				
( <u>http://bit.ly/3q4t</u> <u>T29</u> ) to request	that acts as the				
the employment	database of the				
details of the	online form.				
TSU personnel					
concerned.	Note: If				
	Certification /				
	Documents				
	Request Slip is not				



	and time. R WALK-IN / ONLINE		2 Hours & 30	
	For Online Application: Scans the signed certification and sends to the provided email address; or retrieves at the HR file box at a designated date			
3. Receive the signed and dry- sealed request certificate.	3. For Walk-In: Releases the signed and dry- sealed certification to the requesting personnel. Have them sign on the Certifications Logbook for records purposes, or depending on the request of the personnel.	None	5 minutes	<i>Staff</i> Employee Welfare Unit
2. Answer additional questions for the confirmation of the request and employment record.	<ul> <li>properly accomplished, return the slip to client and inform the lacking.</li> <li>2.1 Asks the Requester for other verification purposes.</li> <li>2.2 Checks the 201 File Folder of the requesting personnel.</li> <li>2.3 Prepares and prints the certification.</li> </ul>	None	2 hours and 20 minutes	<i>Staff</i> Employee Welfare Unit



### **Facilities Maintenance Unit**

**External Services** 



# 1. Processing of Request for Pre-Repair Inspection, Repair, and Other Services

The service allows client to request for Pre-Repair Inspection, Repair, and Other Services regarding the University's Facilities Maintenance. Request for various repair works is necessary to determine the necessity and extent of repair work to be done of the equipment, facilities or building for repair and to guide the property inspection in the post-repair inspection in determining if the repair specified in the pre-inspection report was actually undertaken.

-					
Office or Division:		Office of Facilities Development and Management – Facilities Maintenance Unit (OFDM – FMU)			
	Minor Repairs – Sim				
Classification:	Major Repairs – Hig				
	Job Outs – Highly T				
Type of	G2C- Government to Citizen G2G- Government to Business Entity/ies				
Transaction:	G2G- Government t				
Who may avail:	TSU Employees, St			Stakeholders.	
	REQUIREMENTS		WHERE TO SEC		
1. Accomplished and		Facilities Ma	aintenance Unit or	=	
Request for Pre-F	, ,	https://www	.tsu.edu.ph/media	a/ackfvepa/sf-01-	
Repair and Other	Services	02-request-	for-pre-repair-rev-	02.docx	
TSU-FMU-SF-01	(2 Original Copies)				
2. If there is no ava	-	The client w	/ill provide		
(For Internal Clie	• /				
Request for Fund					
	University President				
(1 Original Copy)		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit the	1.1 Receives,	None	2 minutes	Clerk	
Accomplished	records, and			Facilities	
and Duly Signed	documents the			Maintenance	
requirement/s to	submitted			Unit	
the Facilities	document.				
Maintenance	1.2 Forwards the	None	3 minutes	Clerk	
Unit.	submitted			Facilities	
	documents to the			Maintenance	
	Unit Head.	None	30 minutes	Unit Unit Head	
	1.3 Assigns Maintenance Staff	None	SU minutes	Facilities	
	to conduct a pre-			Maintenance	
	repair inspection			Unit	
	to determine the			•••••	
	repair to be done.				
	1.4 Conducts pre-	None	1 hour	Maintenance	
	repair inspection			Staff	
	to determine the			Facilities	
	damage and			Maintenance	
	materials needed.	Nerra		Unit	
2. Receives notification or e-	2.1 Discusses the final evaluation of	None	15 minutes	<i>Unit Head</i> Facilities	
mail for	the request for			Maintenance	
evaluation of	pre-repair.			Unit	
	pro repair.	1		Onit	



				1906
pre-repair	2.2 Forwards the	None	15 minutes	Maintenance
request.	Return Notice for			Staff
-	Repair Form as			Facilities
	notification to the			Maintenance
	request for repair.			Unit
3. Receives the	3.1 If the materials	None	30 minutes	Clerk
		None	50 minutes	
notification if	are available:			Facilities
there are	Prepares			Maintenance
available	Requisition and			Unit
materials or	Issuance Slip			
none, or Return	then, forwards to			
Notice of Repair	the Supply and			
if the repair is	Property			
for Job Out.	Management Unit			
	for Approval.			
Note: If the	ior, approval.			
client receives	For Job Out			
Notice of	related work or			
Repair, submits	No available			Unit Head
the Request for	material/s:			Facilities
Funding through	Prepares Return			Maintenance
Letter	Notice of Repair,			Unit
addressed to	Purchase			
the University	Request, and			
President to the	Requisition and			
Office of the	Issuance Slip or			
University	Job Order.			
President for	3.2 If the materials	None	20 minutes	Maintenance
approval.	are available:	None	20 minutes	Staff
appiovai.				Facilities
	Prepares all the			
	Materials needed.			Maintenance
				Unit
	For Job Out			
	Related Work or			Clerk
	No Available			Facilities
	Material/s:			Maintenance
	Forwards the			Unit
	approved Request			
	for Funding			
	Purchase			
	Request, and			
	Requisition and			
	Issuance Slip or			
	Job Order to the			
	Procurement			
	Office.			
	3.3 Conducts the	None	Minor Repair:	Maintenance
	repair.		1 hour	Staff
				Facilities
			Major Repairs:	Maintenance
			7 working days	Unit
L				0111



				1906
4. Fill-Out the	4.1 Once the repair	None	10 minutes	Maintenance
Customer	is completed,			Staff
Feedback Form	requests client to			Facilities
and signs	fill-out the			Maintenance
accomplishment	Customer			Unit
form if the	Feedback Form			
request pre-	and signs			
repair is	accomplishment			
completed.	form.			
	4.2 For Job Out	None	30 minutes	Unit Head
	Related Work:			Facilities
	Prepares the post			Maintenance
	Repair Inspection			Unit
	Report Form and			Offic
	forward to			Staff
	Technical			Facilities
	Working			Maintenance
	Committee to			Unit
	conduct of post			
	repair Inspection.			
	4.2 For Job Out	None	15 minutes	Maintenance
	Related Work:			Staff
	Collects excess			Facilities
	unused materials			Maintenance
	will return to			Unit
	Office of Facilities			
	Development and			
	Management			
	stock room for			
	safekeeping.			
	4.4 Fills out the	None	10 minutes	Maintenance
	accomplishment			Staff
	report of			Facilities
	completed/			Maintenance
	finished tasked.			Unit
	4.5 Records,	None	20 minutes	Clerk
	encodes and		20 111110103	Facilities
				Maintenance
	photocopies each of the			Unit
				Unit
	accomplished			
	project for			
	documentation			
	Purposes.			
TOTAL IF T	HERE IS AVAILABLE		4 Hours & 5	
	S (MINOR REPAIRS):	None	Minutes	
	HERE IS AVAILABLE		7 Working	
	6 (MAJOR REPAIRS):	None	Days, 3 Hours	
			& 45 Minutes	
	REPAIR IS FOR JOB		4 Hours & 20	
	OUT:	None	4 Hours & 20 Minutes	
			winnutes	
			I	

Note: The repair is for Job Out if the requested repair is not within the scope of expertise of the Maintenance Staff.



Note: For Job Out requests, the Facilities Maintenance Unit is only responsible for the submission of requirements to the TSU Procurement Office. In addition, the request is covered by Republic Act 9184, the Government Procurement Reform Act, under the Procurement Office. The timeliness of delivery of service by the Procurement Office depends on the processing time declared in their Citizen's Charter.



### **Facilities Maintenance Unit**

**Internal Services** 



# 1. Processing of Request for Pre-Repair Inspection, Repair, and Other Services

The service allows client to request for Pre-Repair Inspection, Repair, and Other Services regarding the University's Facilities Maintenance. Request for various repair works is necessary to determine the necessity and extent of repair work to be done of the equipment, facilities or building for repair and to guide the property inspection in the post-repair inspection in determining if the repair specified in the pre-inspection report was actually undertaken.

-					
Office or Division:		Office of Facilities Development and Management – Facilities Maintenance Unit (OFDM – FMU)			
	Minor Repairs – Sim				
Classification:	Major Repairs – Hig				
	Job Outs – Highly T				
Type of	G2C- Government to Citizen				
Transaction:	G2G- Government to Business Entity/ies				
	G2G- Government t				
Who may avail:	TSU Employees, St	udents, Office			
	REQUIREMENTS		WHERE TO SEC	=	
1. Accomplished and	, ,		aintenance Unit or		
Request for Pre-R Repair and Other	• •		<u>.tsu.edu.ph/media</u> for-pre-repair-rev-		
-	(2 Original Copies)	<u>02-16quest-</u>	<u>101-pre-repair-rev-</u>	<u>102.000X</u>	
2. If there is no ava	· · · · · · · · · · · · · · · · · · ·	The client w	vill provido		
(For Internal Clie	-				
Request for Fundi	• /				
	University President				
(1 Original Copy)					
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE	
1. Submit the	1.1 Receives,	None	2 minutes	Clerk	
Accomplished	records, and			Facilities	
and Duly Signed	documents the			Maintenance	
requirement/s to	submitted			Unit	
the Facilities	document.	Nasa	0	<u>Olaula</u>	
Maintenance Unit.	1.2 Forwards the submitted	None	3 minutes	<i>Clerk</i> Facilities	
Onit.	documents to the			Maintenance	
	Unit Head.			Unit	
	1.3 Assigns	None	30 minutes	Unit Head	
	Maintenance Staff	, tonio		Facilities	
	to conduct a pre-			Maintenance	
	repair inspection			Unit	
	to determine the				
	repair to be done.				
	1.4 Conducts pre-	None	1 hour	Maintenance	
	repair inspection			Staff	
	to determine the			Facilities	
	damage and			Maintenance	
2. Receives	2.1 Discusses the	None	15 minutos	Unit Unit Head	
2. Receives notification or e-	final evaluation of	none	15 minutes	Facilities	
mail for	the request for			Maintenance	
evaluation of	pre-repair.			Unit	
	pro repair.	1		Onit	



				1906
pre-repair	2.2 Forwards the	None	15 minutes	Maintenance
request.	Return Notice for			Staff
	Repair Form as			Facilities
	notification to the			Maintenance
	request for repair.			Unit
3. Receives the	3.1 If the materials	None	30 minutes	Clerk
notification if	are available:			Facilities
there are	Prepares			Maintenance
available	Requisition and			Unit
materials or	Issuance Slip			
none, or Return	then, forwards to			
Notice of Repair	the Supply and			
if the repair is	Property			
for Job Out.	Management Unit			
	for Approval.			
Note: If the				
client receives	For Job Out			
Notice of	related work or			
Repair, submits	No available			Unit Head
the Request for	material/s:			Facilities
Funding through	Prepares Return			Maintenance
Letter	Notice of Repair,			Unit
addressed to	Purchase			
the University	Request, and			
President to the	Requisition and			
Office of the	Issuance Slip or			
University	Job Order.			
President for	3.2 If the materials	None	20 minutes	Maintenance
approval.	are available:			Staff
	Prepares all the			Facilities
	Materials needed.			Maintenance
				Unit
	For Job Out			Olevila
	Related Work or			Clerk
	No Available			Facilities
	Material/s:			Maintenance
	Forwards the			Unit
	approved Request			
	for Funding			
	Purchase			
	Request, and			
	Requisition and			
	Issuance Slip or Job Order to the			
	Procurement Office.			
	3.3 Conducts the	None	Minor Popoir	Maintenance
		NOTE	Minor Repair: 1 hour	Staff
	repair.		i noui	Facilities
			Major Repairs:	Maintenance
			7 working days	Unit
L	1 1		r working days	Onit



				1906
4. Fill-Out the	4.1 Once the repair	None	10 minutes	Maintenance
Customer	is completed,			Staff
Feedback Form	requests client to			Facilities
and signs	fill-out the			Maintenance
accomplishment	Customer			Unit
form if the	Feedback Form			
request pre-	and signs			
repair is	accomplishment			
completed.	form.			
	4.2 For Job Out	None	30 minutes	Unit Head
	Related Work:			Facilities
	Prepares the post			Maintenance
	Repair Inspection			Unit
	Report Form and			
	forward to			Staff
	Technical			Facilities
	Working			Maintenance
	Committee to			Unit
	conduct of post			Offic
	repair Inspection.			
	4.2 For Job Out	None	15 minutes	Maintenance
	Related Work:	none	15 minutes	
				<i>Staff</i> Facilities
	Collects excess			
	unused materials			Maintenance
	will return to			Unit
	Office of Facilities			
	Development and			
	Management			
	stock room for			
	safekeeping.			
	4.4 Fills out the	None	10 minutes	Maintenance
	accomplishment			Staff
	report of			Facilities
	completed/			Maintenance
	finished tasked.			Unit
	4.5 Records,	None	20 minutes	Clerk
	encodes and			Facilities
	photocopies each			Maintenance
	of the			Unit
	accomplished			
	project for			
	documentation			
	Purposes.			
TOTAL IF THERE IS AVAILABLE		None	4 Hours & 5	
MATERIAL/S (MINOR REPAIRS): TOTAL IF THERE IS AVAILABLE MATERIAL/S (MAJOR REPAIRS): TOTAL IF THE REPAIR IS FOR JOB		Nono	Minutes	
			7 Working	
		None	Days, 3 Hours	
			& 45 Minutes	
			4 Hours & 20	
	OUT:	None	4 Hours & 20 Minutes	
	001:		winnutes	
L			1	

Note: The repair is for Job Out if the requested repair is not within the scope of expertise of the Maintenance Staff.



Note: For Job Out requests, the Facilities Maintenance Unit is only responsible for the submission of requirements to the TSU Procurement Office. In addition, the request is covered by Republic Act 9184, the Government Procurement Reform Act, under the Procurement Office. The timeliness of delivery of service by the Procurement Office depends on the processing time declared in their Citizen's Charter.



### **Janitorial and Grounds Services Unit**

**Internal Services** 



#### **1. Processing of Request for Janitorial Services**

This service allows TSU students and personnel to avail the janitorial services of the university to maintain the cleanliness and hygiene of TSU facilities, offices, units and colleges.

Office or	Facilities Developmen	t and Mana	and Office In	nitorial and		
Division:	Ground Services Unit					
Classification:	Simple		50)			
Type of	G2C – Government to Citizen					
Transaction:	G2G - Government to Government					
Who may avail:	TSU Students and Personnel					
		ISUIIIEI				
CHECKLIST OF REQUIREMENTS WHERE TO SECURE None None						
None		None FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE		
1. Send request for janitorial services via phone call <i>(local number:</i> <i>606-8158)</i> or message <u>csubiate@tsu.e</u> <u>du.ph</u> .	<ol> <li>Evaluates the request and sets schedule for the date and time of the manpower availability.</li> <li>Note: Manpower request will be subject for the approval by the Facilities Development and Management Office Director / Vice President for Administration and Finance because of paid overtime, if necessary.</li> </ol>	None	20 minutes	Unit Head Janitorial and Ground Services Unit		
2. Receive notification and confirm the schedule of deployment.	<ul> <li>2.1 Notifies client via phone call for the scheduled manpower request prior to the deployment of Janitorial and Ground Services Unit Personnel.</li> <li>2.2 Proceeds with</li> </ul>	None	15 minutes 15 minutes	Clerk or Unit Head Janitorial and Ground Services Unit Cleaning Personnel		
	the assigned task/s			Personnel Janitorial and Ground Services Unit		
	2.3 Segregates and disposes waste per offices and classrooms.	None	5 minutes	<i>Cleaning</i> <i>Personnel</i> Janitorial and Ground Services Unit		





## Medical Services Unit External Services



# **1. Processing of Medical Consultation**

This service allows students, employees, visitors, and relatives of employees seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to	Government		
Who may avail:	Students, Employees,		Relatives of Emplo	oyees
	REQUIREMENTS		WHERE TO SEC	
1. Laboratory Test F		The client wi		
(1 Original Copy)				
	FEES TO PROCESSING PERSO			PERSON
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
<ol> <li>Request consultation and present laboratory test results, <i>if any</i>, to the Nurse- on-duty (NOD)</li> </ol>	1.1. Assesses patient's health condition through data gathering and test procedures/result presented which may include but not limited to ECG, FBS/RBS, and others whichever is available.	None	2 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
	1.2. Evaluates data gathered.	None	1 minute	
	1.3. Decides whether to provide proper intervention or refer to Medical Doctor. <i>Note: Proceed with Client Step</i> <i>No. 3 &amp; Agency</i> <i>Action No. 3.1, if</i> <i>referral to Medical</i> <i>Doctor is</i> <i>necessary.</i> 1.4 Prepares/	None	2 minutes	Nurse-on-Duty
	<ul> <li>1.4 Prepares/ retrieves and fills out medical records.</li> <li>1.4.1 For new patient/s, prepares and fills out Patient Profile (TSU- MSU-SF-01) and Consultation</li> </ul>	None	2 minutes	<i>Nurse-on-Duty</i> Medical Services Unit



Form (TSU-	
MSU-SF-02).	
1.4.2 For old	
patients,	
Retrieves the	
patient record	
form filling	
cabinet/box and	
updates the data	
needed.	
Note: If the	
patient has	
Laboratory test	
results attach it	
to the	
consultation	
form.	
2. Receive proper 2.1 Gives None 26 minutes Nurs	e-on-Duty
intervention N	ledical
through nursing Serv	vices Unit
care, medication,	
or health	
teaching,	
	e-on-Duty
	ledical
	vices Unit
MSU-SF-03)	
	e-on-Duty
	ledical
patient condition. Serv	vices Unit
Nata: Drassad	
Note: Proceed	
with Client Step No. 3 & Agency	
Action No. 3.1, if	
the complaint	
and symptom/s	
still persist after	
the intervention	
for Consultation	
with the Medical	
Doctor.	
	e-on-Duty
6	ledical
,	vices Unit
adequate and	
resolves the	
complaint.	
Note: Certificate	
of Appearance	
(COA) may be	
issued upon the	



		· · · · · · · · · · · · · · · · · · ·			
		patient's request			
		to validate their			
		consultation at			
		the clinic.			
3.	Proceed to the	3.1 Conducts	None	5 minutes	Medical Doctor/
	Medical Doctor	physical			Director
	for	examination and			Office of
	Consultation.	evaluates data			University
		gathered			Health Services
		3.2 Orders	None	1 minutes	Medical Doctor/
		procedure/s and			Director
		refer to the NOD,			Office of
		if medical			University
		procedure is			Health Services
		needed.		<b>F</b> and instants	Numero en Durta
		3.3 Carries out	None	5 minutes	Nurse-on-Duty
		orders and refers			Medical
		to Medical			Services Unit
		Doctor.		4	
		3.4 Gives diagnosis,	None	1 minute	Medical Doctor/
		treatment,			Director
		medical advice,			Office of
		follow-up,			University
		laboratory			Health Services
		request, referral, and medical			
		certificate if needed.			
		3.5 Refers to NOD	None	1 minute	Medical Doctor/
			None	1 minute	Director
		for carrying out			Office of
		orders.			
					University Health Services
4.	Carrying Out	4. Carries out	None	1 minute	Nurse-on-Duty
4.	Doctor's Order	doctor's order	None	1 minute	Medical
	DUCIONS OTHER				Services Unit
5	Receive health	5 1 Civos patient	None	2 minutes	
э.		5.1 Gives patient	none	2 minutes	Nurse-on-Duty Medical
	teaching and instructions:	health teaching and instructions:			Services Unit
	instructions.				Services Unit
		5.1.1 Medicine, if			
		available.			
		5.1.2 Prescription, if medicine is not			
		available at the			
		clinic.			
		5.1.3 Laboratory			
		request			
		5.1.4 Referral			
		5.1.5 Medical			
		certificate, if			
		needed			
		5.1.6 Follow-up			
		date			
L		uale		l	



5.2 Fills out the consultation Logbook (TSU- MSU-SF-03)	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
5.3 Files patient record to the filling cabinet/box	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
TOTAL:	None	55 minutes	

*The total turnaround time considers the type of intervention provided, the patient's resting time, the availability of our doctor, and the specific procedure being performed.



# Medical Services Unit Internal Services



# **1. Processing of Medical Consultation**

This service allows students, employees, visitors, and relatives of employees seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to	Government		
Who may avail:	Students, Employees,	Visitors, and	Relatives of Emplo	byees
CHECKLIST OF			WHERE TO SEC	URE
2. Laboratory Test I	Result/s, if any	The client wi	ill provide	
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Request consultation and present laboratory test results, <i>if any</i> , to the Nurse- on-duty (NOD)	2.1. Assesses patient's health condition through data gathering and test procedures/result presented which may include but not limited to ECG, FBS/RBS, and others whichever is available.	None	2 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
	2.2. Evaluates data gathered.	None	1 minute	
	2.3. Decides whether to provide proper intervention or refer to Medical Doctor. <i>Note: Proceed with Client Step</i> <i>No. 3 &amp; Agency</i> <i>Action No. 3.1, if</i> <i>referral to Medical</i> <i>Doctor is</i> <i>necessary.</i>	None	2 minutes	
	<ul> <li>1.4 Prepares/ retrieves and fills out medical records.</li> <li>1.4.1 For new patient/s, prepares and fills out Patient Profile (TSU- MSU-SF-01) and Consultation</li> </ul>	None	2 minutes	<i>Nurse-on-Duty</i> Medical Services Unit



Form (TSU-	
MSU-SF-02).	
1.4.2 For old	
patients,	
Retrieves the	
patient record	
form filling	
cabinet/box and	
updates the data	
needed.	
Note: If the	
patient has	
Laboratory test	
results attach it	
to the	
consultation	
form.	
	e-on-Duty
	edical
5 5	ices Unit
care, medication,	
or health	
teaching,	
2.2 Fills out the None 1 minute Nurse	e-on-Duty
Consultation M	edical
Logbook (TSU- Serv	ices Unit
MSU-SF-03)	
2.3 Reassesses and None 1 minute Nurse	e-on-Duty
reevaluates M	edical
patient condition. Serv	ices Unit
Note: Proceed	
with Client Step	
No. 3 & Agency	
Action No. 3.1, if	
the complaint	
and symptom/s	
still persist after	
the intervention	
for Consultation	
with the Medical	
Doctor.	
	e-on-Duty
	edical
	ices Unit
adequate and	
resolves the	
complaint.	
Note: Certificate	
of Appearance	
of Appearance (COA) may be issued upon the	



		· · · · · · · · · · · · · · · · · · ·			
		patient's request			
		to validate their			
		consultation at			
		the clinic.			
3.	Proceed to the	3.1 Conducts	None	5 minutes	Medical Doctor/
	Medical Doctor	physical			Director
	for	examination and			Office of
	Consultation.	evaluates data			University
		gathered			Health Services
		3.2 Orders	None	1 minutes	Medical Doctor/
		procedure/s and			Director
		refer to the NOD,			Office of
		if medical			University
		procedure is			Health Services
		needed.		<b>F</b> and instants	Numero en Durta
		3.3 Carries out	None	5 minutes	Nurse-on-Duty
		orders and refers			Medical
		to Medical			Services Unit
		Doctor.		4	
		3.4 Gives diagnosis,	None	1 minute	Medical Doctor/
		treatment,			Director
		medical advice,			Office of
		follow-up,			University
		laboratory			Health Services
		request, referral, and medical			
		certificate if needed.			
		3.5 Refers to NOD	None	1 minute	Medical Doctor/
			None	1 minute	Director
		for carrying out			Office of
		orders.			
					University Health Services
4.	Carrying Out	4. Carries out	None	1 minute	Nurse-on-Duty
4.	Doctor's Order	doctor's order	None	1 minute	Medical
	DUCIONS OTHER				Services Unit
5	Receive health	5 1 Civos patient	None	2 minutes	
э.		5.1 Gives patient	none	2 minutes	Nurse-on-Duty Medical
	teaching and instructions:	health teaching and instructions:			Services Unit
	instructions.				Services Unit
		5.1.1 Medicine, if			
		available.			
		5.1.2 Prescription, if medicine is not			
		available at the			
		clinic.			
		5.1.3 Laboratory			
		request			
		5.1.4 Referral			
		5.1.5 Medical			
		certificate, if			
		needed			
		5.1.6 Follow-up			
		date			
L		uale		l	



5.2 Fills out the consultation Logbook (TSU- MSU-SF-03)	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
5.3 Files patient record to the filling cabinet/box	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
TOTAL:	None	55 minutes	

*The total turnaround time considers the type of intervention provided, the patient's resting time, the availability of our doctor, and the specific procedure being performed.



#### 2. Processing of Request for Employee Medical Certificate for Pre-Employment and Annual Physical Examination

This service allows clients to request for Medical Certificate for various purposes such as but not limited to Pre-employment and Annual Physical Examination.

Office or				
Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to	Government	t	
Who may avail:	Faculty, and Personne	el		
	REQUIREMENTS		WHERE TO SEC	CURE
A. Full-Time Emp	oloyees			
<ul> <li>Urinalysis</li> <li>Chest X ray</li> <li>Reading</li> <li>Drug Test</li> </ul>	y) lood Count (CBC) with Film and Official 211 Revised 2018	The client w	vill provide vill provide or get i	t to OHDRM
B. Part-Time Employees				
1. Laboratory Tes (1 Original Cop	t Result/s, if any	The client will provide		
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
<ol> <li>Make a verbal request for Medical Certificate and state the name.</li> </ol>	<ol> <li>Checks the name from the list of scheduled employees provided by the Office of Human Resource Development and Management.</li> <li>Note: Informs the scheduled date If the employee is not on the list.</li> </ol>	BE PAID None	TIME 2 minutes	RESPONSIBLE Nurse-on-Duty Medical Services Unit
2. Present all	2.1Checks all	None	1 minute	Nurse-on-Duty Medical



		Data Gathering Procedure.			
3.	Performs the Visual Acuity assessment using Snellen and Ishihara.	3.1 Conducts Visual Acuity assessment using Snellen and Ishihara.	None	3 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
		3.2 Refers the employee to the Medical Doctor with the requirements.	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
4.	Proceed to the Medical Doctor for Consultation.	4.1 Conducts Physical Examination (PE).	None	2 minutes	Medical Doctor/ Director Office of University Health Services
		4.2Evaluates Physical Examination, data gathered, and laboratory test results.	None	2 minutes	Medical Doctor/ Director Office of University Health Services
		4.3 Gives recommendation , if needed the Medical Doctor will prescribe Medicine, laboratory test, and follow up.	None	2 minutes	Medical Doctor/ Director Office of University Health Services
		4.4 Refers to the Nurse-on-Duty for the issuance of Medical Certificate.	None	1 minute	Medical Doctor/ Director Office of University Health Services
		4.4Logs the visual acuity result, certification result, and recommendation on Employment Logbook (TSU- MSU-SF-11).	None	2 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
5.	Sign on the Employment Logbook (TSU-MSU- SF-11).	5.1Asks patient to sign on the Employment Logbook (TSU- MSU-SF-11).	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
		5.2Stamps the Medical Certificate with dry seal.	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit



6. Receive the Medical Certificate.	6.1 Issues the stamped Medical Certificate.	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
	6.2 Informs patient to submit the Medical Certificate to the Office of Human Resource Development and Management.	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
	TOTAL:	None	23 minutes	



#### 3. Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment

This service allows clients to request for Medical Certificate for various purposes such as but not limited to Transfer Examination, Return to Work Examination, and Separation from Employment Examination.

Employment Exa				
Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to	Government		
Who may avail:	Faculty, and Personne			
	REQUIREMENTS		WHERE TO SEC	CURE
A. For Return-to- V				
1. Medical Certifica physician (1 Orig	te from hospital or	The client w	vill provide	
A. For Transfer and	d Separation from Wor	k		
None	•	None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. For Return-to- Work: Present Medical	1.1 Receives requirements/ request.	None	2 minutes	Nurse-on-Duty Medical Services Unit
Certificate from attending physician.	1.2 Prepares Medical Certificate (TSU- MSU-SF-05).	None	1 minute	Nurse-on-Duty Medical Services Unit
For Transfer and Separation	1.3 Fills out the necessary data for the Medical Certificate.		2 minutes	<i>Nurse-on-Duty</i> Medical Services Unit
from Work: Make a verbal request for medical certificate	1.4 Refers to Medical Doctor for consultation	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
2. Proceed to the Medical Doctor for consultation.	2.1 Conducts physical examination and gives recommendations	None	5 minutes	Medical Doctor/ Director Office of University Health Services
	2.2 Signs on the Medical Certificate.	None	1 minute	Medical Doctor/ Director Office of University Health Services
	2.2 Refers to the Nurse-on-Duty	None	1 minute	Medical Doctor/ Director Office of University Health Services
	2.3Stamps the signed Medical	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit



	Certificate with dry seal.			
3. Receive the Medical Certificate	3. Issues the stamped releases medical certificate			
4. Fill out the Medical Certificate Logbook (TSU- MSU-SF-13)	4. Asks client to fill out the Medical Certificate Logbook (TSU- MSU-SF-13)	None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
	TOTAL:	None	15 minutes	



# 4. Processing of Request for Student Medical Certificate

This service allows clients to request a Student Medical Certificate for various purposes such as OJT, sports related events, seminars, training, and competitions.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to C	Citizen		
Who may avail:	Currently Enrolled Stud	ents		
CHECKLIST O	F REQUIREMENTS		WHERE TO SEC	CURE
1. Certificate of Re	s			
(1 Original Copy				
2. SUC III Eligibility			elopment and Man	agement Unit or
	1-SF-15), whichever is	SUC III		
applicable (1 Ori 3. For On-the-Job		The client v	vill provide	
	results, if required by			
	y (1 Original Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS		BE PAID	TIME	RESPONSIBLE
1. Proceed to the	1. Checks the name	None	1 minute	Nurse-on-Duty
Medical	of the student on			Medical
Services Unit	the master list			Services Unit
on the scheduled date.	attached on the assistance request			
Scheduled date.	form.			
	Note: Informs the			
	scheduled date If			
	the student is not			
	on the list.	N		
2. Present all	2.1. Receives	None	1 minute	<i>Nurse-on-Duty</i> Medical
necessary requirements.	presented requirements.			Services Unit
	2.2. Verifies the name	None	1 minute	Nurse-on-Duty
	in the COR.			Medical
				Services Unit
	2.3. For On-the-Job	None	2 minutes	Nurse-on-Duty
	Training: Checks			Medical
	the presented			Services Unit
	Laboratory Test Result/s.			
	2.4. Prepares the	None	2 minutes	Nurse-on-Duty
	Medical	None	Z mindes	Medical
	Certificate Form			Services Unit
	(TSU-MSU-SF-			
	05).			
	2.5. Conducts physical	None	5 minutes	Nurse-on-Duty
	examination and			Medical
	gives			Services Unit
	recommendations Note: For Group			
	Request of			
L		I	I	I]



		,
Medical Certificate, issuance of such will be done once all participants were done in the Physical Examination.		
2.6. Assesses and None evaluates the findings of the data gathered.	20 minutes	Nurse-on-Duty Medical Services Unit
Note: If with inconclusive findings, repeat the vital signs after 5 minutes. However, if the findings are still inclusive after 3 attempts and have medical condition it shall be referred to the Medical Doctor.		
3. For 3.1. Conducts Physical None	1 minute	Medical Doctor/
InconclusiveExamination.Findings or3.2. Evaluates the PE,Nonewith MedicaldatagatheredCondition:and/orlaboratoryProceed to thetest result.	1 minute	<i>Director</i> Office of University Health Services
Medical Doctor for consultation.3.3. GivesNoneMedical Doctor for consultation.NoneNoneMedical Doctor recommendations (Monitoring, Medicine, advise, and follow-up if needed).None	2 minutes	
3.4. Signs the SMC None and refer back to Nurse-on-Duty.		
4. Proceed to the Nurse-on-Duty for issuance of Medical Certificate4.1. Gives health teaching and explains the validity of medical certificate.None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
and/or health 4.2. Stamps with dry None teaching. seal.	1 minute	Nurse-on-Duty Medical Services Unit
5. Receive the issued Student Medical Clearance.5. Issues the signed and dry sealed Student Medical Clearance.None	1 minute	<i>Nurse-on-Duty</i> Medical Services Unit
6. Fill out the Medical6. Instructs student to log in theNone	1 minute	Nurse-on-Duty



Certificate	Medical Certificate			Medical
Logbook (TSU-	Logbook (TSU-			Services Unit
MSU-SF-13).	MSU-SF-13).			
	TOTAL:	None	40 Minutes	

#### Note:

- Medical Services Unit (MSU) will not issue medical certificate for seminars, training, and other students' non-physical activities within Tarlac Province. (Reference TSU-MSO-065-22).
- All participants shall appear on the scheduled date.
- Failure to appear on the scheduled date does not guarantee the inclusion of his or her name on the succeeding dates.
- Those whose names are not reflected in the list of participants submitted to the Medical Services Unit will submit a separate request and shall follow this process.
- Dates for the issuance of Medical Certificates are determined based on the submitted request.



# **Monitoring Unit**

**External Services** 



#### **1. Processing of Material Approval Request**

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

Office or Division: Classification: Type of Transaction Who may avail: CHECKLIST OF 1. Duly Filled-Out M Request Form (1	(FDMO-MU) Simple On: G2B-Government Contractors for the REQUIREMENTS laterial Approval	opment and Management Unit – Monitoring Unit ent to Business Entity/ies the University Infrastructure Projects WHERE TO SECURE Facilities Development and Management Office–Monitoring Unit (FDMO-MU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out Material Approval Request Form	1.1 Receives the filled-out form and material sample for validation and review.	None	10 minutes	Project-in - Charge Monitoring Unit
to the Monitoring Unit.	1.2 Logs the submitted Material Approval Request Form in the incoming communications log.	None	15 minutes	Project-in - Charge Monitoring Unit
	1.3 Validates if the proposed item is in accordance with the contract's standards and specifications. <i>Note: If not in</i> <i>accordance, put</i> <i>"disapproved" on</i> <i>the remarks and</i> <i>resubmit another</i> <i>material subject for</i> <i>approval.</i>	None	5 hours	<i>Evaluator/s</i> Monitoring Unit
	1.4 Signs the Material Approval Request Form.	None	10 minutes	Project-in - Charge Monitoring Unit Unit Head Monitoring Unit
	1.5 Logs the contractor's copy in the out-going communications log.	None	15 minutes	Project-in - Charge Monitoring Unit



	1.6 Advises the contractor or its authorized representative to receive their copy.	None	10 minutes	Project-in- Charge Monitoring Unit
2. Receive the signed Material Approval Request Form copy.	2. Releases the signed Material Approval Request Form copy.	None	10 minutes	Project-in- Charge Monitoring Unit
	TOTAL:	None	6 Hours & 10 Minutes	



# **Obligations and Administrative Services Unit**

**Internal Services** 



# 1. Processing of Requests for Reproduction, Bookbinding and Ring Binding of Documents

This service offers reproduction, book binding and ring binding assistance to the clients for the various documents of the university.

Office or Division:	Obligations and Adm	inistrative S	Support Services I	Jnit (OASSU)	
Classification:	Simple				
Type of	G2G - Government to	o Covorom	ont		
Transaction:	G2G - Government to	5 Governme	ent		
Who may avail:	TSU Offices, Units ar	nd Employe			
	REQUIREMENTS		WHERE TO SE	CURE	
	TION OF DOCUMEN				
1. Documents for Re			will provide		
	B. FOR REPRODUCTION OF DOCUMENT MORE THAN 500 PCS         1. Accomplished Request Slip				
•	juest Slip	Reproduct	tion Section		
(1 Original Copy)	ING AND RINGBINDI		0 20 PCS		
1. Documents for Bi			will provide		
				3	
1. Accomplished Red					
(1 Original Copy)	1	Reproduct	tion Section		
	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE	
1. Present the	1. Verifies the	None	1 hour	Staff	
document for	number of copies to			Obligations and	
reproduction or	be reproduced or			Administrative	
binding in the	number of copies to			Support	
Reproduction Section and inform	be bound including the other formats of			Services Unit	
the number of	the output.				
copies needed and					
services to be					
availed.					
1.1.1 <b>For</b>	2.1.1 For			O(aff	
Reproduction of	Reproduction of	None	2 hours	Staff	
Document	Document			Obligations and Administrative	
(1 to 500 pcs):	(1 to 500 pcs):			Support	
Fill out the Log	Reproduces the			Services Unit	
Book for 1 to 500 pieces of	document based on client's desired				
Reproduced	quantity, quality				
Documents.	and format.				
Dooumonko.					
2.2.1 <b>For</b>	2.2.1 For	None	6 hours	Staff	
Reproduction of	Reproduction of			Obligations and Administrative	
Document More	Document more			Support	
than 500 pcs:	than 500 pcs:			Support Services Unit	
Secure and submit	Receives Request				
accomplished	Slip, together with				
Request Slip to	the document to be				
Reproduction Section.	reproduced, and forwards to				
	Obligations and				
	Obligations and				



				1906
	Administrative Support Services Unit Head for approval. 2.2.2 For Reproduction of Documents More than 500 pcs: Reviews and approves the Request Slip.	None	2 hours	<i>Head</i> Obligations and Administrative Support Services
2.3.1 For Bookbinding and Ring binding (1 to 20 pcs): Fill out the Log Book for 1 to 19 pieces of Bound Documents.	2.3.1 For Bookbinding and Ring binding (1 to 20 pcs): Binds the document based on the client's desired quantity, quality, and format.	None	5 hours	<i>Staff</i> Obligations and Administrative Support Services <i>Unit</i>
2.4.1 For Bookbinding and Ring binding of More than 20 pcs: Secure and submit the accomplished Request Slip to the Reproduction Section.	2.4.1 For Bookbinding and Ring binding of More than 20 pcs: Receives Request Slip, together with the document to be bound, and forwards to Obligations and Administrative Support Services Unit Head for approval.	None	8 hours	Staff Obligations and Administrative Support Services Unit
	2.4.2. For Bookbinding and Ring binding of More than 20 pcs: Reviews and approves the Request Slip.	None	2 hours	Head Obligations and Administrative Support Services
3. Receive the requested output and log the number of copies and type of services availed.	3. Monitors the input logs (number of copies, layout, and type of printing) in the log sheet and releases the output to the client.	None	1 hour	Staff Obligations and Administrative Support Services Unit



TOTAL FOR REPRODUCTION OF DOCUMENT (1 TO 500 PCS)	None	4 Hours	
TOTAL FOR REPRODUCTION OF DOCUMENT (MORE THAN 500 PCS)	None	1 Working Day	
TOTAL FOR BOOKBINDING & RING BINDING (1 TO 20 PCS)	None	7 Hours	
TOTAL BOOKBINDING & RING BINDING (MORE THAN 20 PCS)	None	1 Working Day & 2 Hours	



# Office of Business Affairs and Auxiliary Services External Services



# 2. Processing of Request to Use the University Facilities

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

Office or Division: Office of Business Affairs & Auxiliary Services (OBAAS)				
Classification:	Simple	S Allalis & Al	IXIIIal y Selvices (C	JDAAS)
Type of	G2C – Governme	nt to Citizen		
Transaction:	G2G - Governme		ment	
Transaotion.			nized by the Unive	rsity
	Offices and Units	-	-	Jony
Who may avail:	Government Ager		ISIty	
	Non-Government		าร	
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURF
1. Request Letter		The client	will provide	JOILE
-	dent (1 Original Copy)			
2. Endorsement fr		Office of th	e University Presi	dent
President (1 Du	5			dom
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. Present either	1.1 Receives and	None	2 minutes	Clerk
of the Request	verifies the			Office of
letter .	document/s			Business Affairs
approved by	presented.			& Auxiliary
the TSU				Services
President or	Note: If submitted			
Endorsement	documents are			
from the TSU	incomplete, reject			
President to	the application and			
the Office of	inform the client of			
Business	the lacking			
Affairs and	document/s.			
Auxiliary	1.2 Checks the	None	3 minutes	Clerk
Services.	availability of the	None	5 minutes	Office of
	facility requested			Business Affairs
	and prepares the			& Auxiliary
	Application Form			Services
	and Assessment of			
	Fees (if rental is			
	applicable).			
	Note: If facility is			
	not available on			
	the requested			
	date, inform the			
	client.			
2. Proceed to the	2. Receives and	Refer to	7 minutes	Staff
Cashiering	processes the	Rental		Cashiering Unit
Unit for	payment.	Matrix		
payment.		Below		
Note: For				
clients with				
tarpaulin for				
posting,				



# Office of Business Affairs and Auxiliary Services Internal Services



# 1. Process of Availing Print Shop Services (Tarpaulin, Sticker, Heat Press)

The process of availing the different print shop services such as tarpaulin, sticker and heat press.

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF	Office of Business Aff Simple G2C – Government to G2G – Government to All REQUIREMENTS	o Citizen		
1. Soft Copy of the L 2. Communication le (1 Original Copy)	ay Out to be Printed		will provide will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Present the soft copy of the layout for tarpaulin, sticker, and heat transfer to be printed.	1.1 Receives the details of job order / soft copy of printing jobs.	None	5 minutes	Clerk of Print Shop Office of Business Affairs & Auxiliary Services
Send the layout via email at baso@tsu.edu.ph	1.2 Reviews the design and details	None	2 minutes	<i>Clerk of Print</i> <i>Shop</i> Office of Business Affairs & Auxiliary Services
	1.3 Lays out or edits as required	None	1 hour	<i>Clerk of Print</i> <i>Shop</i> Office of Business Affairs & Auxiliary Services
	1.4 Executes the Work/Job order	None	Depends on the volume and set up required for a specific job. For Tarpaulin Sizes: 4'x8'- 1hr 6'x12- 1.5hr 12'x18- 6hrs	<i>Clerk of Print</i> <i>Shop</i> Office of Business Affairs & Auxiliary Services
2. Proceed to the Assessment window of Office of Business Affairs & Auxiliary Services and give the job order for assessment.	2. Receives and assesses the job order.	None	5 minutes	Clerk of General Merchandise Office of Business Affairs & Auxiliary Services
3. Receive Assessment / Billing Form.	3. Issues Assessment / Billing Form to the client.	None	1 minute	Clerk of General Merchandise



				Office of Business Affairs & Auxiliary Services
4. Proceed to the Cashiering Unit and present Assessment form to secure Official Receipt.	4. Receives, processes the payment, and issues Official Receipt.	Refer to the Matrix Below	10 minutes	<i>Staff</i> Cashiering Unit
4. Proceed to Print Shop and present the Official Receipt to claim the item.	7. Releases the item to the client.	None	2 minutes	Clerk of Print Shop Office of Business Affairs & Auxiliary Services
	TOTAL:	Refer to the Matrix Below	7 hours, 25 minutes	

* Processing time indicated for the execution of job order is based on the production of biggest tarpaulin size the shop offers, 12ft x 8ft (3pcs).

	RATES
TARPAULIN	Php 18 per square foot
STICKER	Php .50 per square inch
HEAT PRESS	Php 150 per page



# 2. Processing of Application for Vehicle Gate Pass

The service allows clients to secure vehicle gate pass and be able to park inside the university premises.

Office or Division:	Office of Business Affairs & Auxiliary Services (OBAAS)			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:	G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Accomplished Ap	plication Form	Office of B	usiness Affairs & /	Auxiliary Services
(1 Original Copy)	-	(OBAAS)		-
2. Certificate of Reg	istration of Vehicle	The client will provide		
(1 Photocopy)				
3. Valid Official Rec	eipt Registration of	The client	will provide	
Vehicle (1 Photoc	ору)			
4. Valid Driver's Lice	ense	The client	will provide	
(1 Photocopy)				
5. TSU ID (1 Photoc		The client		
6. For Officially En		The client	will provide	
Certificate of Reg	istration			
(1 Photocopy)				
7. For Vehicles No.		The client	will provide	
	rization Letter from			
•	wner of the Vehicle			
(1 Original Copy)				
8. For Vehicles No		The client will provide		
Applicant: Deed of Sale				
	of Sale			
(1 Photocopy)			DDOOFOOINO	DEDGON
	AGENCY	FEES TO	PROCESSING	PERSON
(1 Photocopy) CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
(1 Photocopy) CLIENT STEPS 1. Present and	AGENCY ACTIONS 1. Receives,			RESPONSIBLE Clerk
(1 Photocopy) CLIENT STEPS 1. Present and submit all	AGENCY ACTIONS 1. Receives, verifies, and	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to	AGENCY ACTIONS 1. Receives, verifies, and ensures validity	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of Business Affairs
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and	<b>BE PAID</b>	TIME	RESPONSIBLE <i>Clerk</i> Office of Business Affairs & Auxiliary
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of Business Affairs
(1 Photocopy) <b>CLIENT STEPS</b> 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted	<b>BE PAID</b>	TIME	RESPONSIBLE <i>Clerk</i> Office of Business Affairs & Auxiliary
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of	<b>BE PAID</b>	TIME	RESPONSIBLE <i>Clerk</i> Office of Business Affairs & Auxiliary
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted	<b>BE PAID</b>	TIME	RESPONSIBLE <i>Clerk</i> Office of Business Affairs & Auxiliary
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents.	<b>BE PAID</b>	TIME	RESPONSIBLE <i>Clerk</i> Office of Business Affairs & Auxiliary
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. <i>Note: If</i>	<b>BE PAID</b>	TIME	RESPONSIBLE <i>Clerk</i> Office of Business Affairs & Auxiliary
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. <i>Note: If</i> <i>submitted</i>	<b>BE PAID</b>	TIME	RESPONSIBLE <i>Clerk</i> Office of Business Affairs & Auxiliary
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. <i>Note: If</i> <i>submitted</i> <i>documents are</i>	<b>BE PAID</b>	TIME	RESPONSIBLE <i>Clerk</i> Office of Business Affairs & Auxiliary
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. <i>Note: If</i> <i>submitted</i> <i>documents are</i> <i>incomplete,</i> <i>reject the</i> <i>application and</i>	<b>BE PAID</b>	TIME	RESPONSIBLE <i>Clerk</i> Office of Business Affairs & Auxiliary
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. <i>Note: If</i> <i>submitted</i> <i>documents are</i> <i>incomplete,</i> <i>reject the</i>	<b>BE PAID</b>	TIME	RESPONSIBLE <i>Clerk</i> Office of Business Affairs & Auxiliary
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. <i>Note: If</i> <i>submitted</i> <i>documents are</i> <i>incomplete,</i> <i>reject the</i> <i>application and</i>	<b>BE PAID</b>	TIME	RESPONSIBLE <i>Clerk</i> Office of Business Affairs & Auxiliary
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are incomplete, reject the application and inform the client	BE PAID None	TIME	RESPONSIBLE Clerk Office of Business Affairs & Auxiliary Services
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s. 2. Issues	<b>BE PAID</b>	TIME	RESPONSIBLE Clerk Office of Business Affairs & Auxiliary Services Services
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary Services. 2. Receives assessment	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s. 2. Issues assessment form	BE PAID None	TIME 15 minutes	RESPONSIBLE Clerk Office of Business Affairs & Auxiliary Services Services
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary Services. 2. Receives	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s. 2. Issues	BE PAID None	TIME 15 minutes	RESPONSIBLE Clerk Office of Business Affairs & Auxiliary Services Services



3. Proceed to the Cashiering Unit and pay the assessed fee.	3. Receives payment and issues Official Receipt.	Php 100.00 per vehicle	20 minutes	<i>Staff</i> Cashiering Unit
4. Proceed to the Office of Business Affairs & Auxiliary Services and present the Official Receipt to secure vehicle gate pass.	4. Receives and verifies the Official Receipt and issues the gate pass.	None	1 minute	<i>Clerk</i> Business Affairs and Auxiliary Services Office
	TOTAL:	Php 100.00 per Vehicle	39 Minutes	



#### 3. Processing of Request for Re-ID for Worn-Out/Damaged Radio-Frequency Identification (RFID) Card

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

		<u></u>		
Office or Division:	Office of Business Affairs & Auxiliary Services (OBAAS) – Digital Studio			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:	G2G - Government to Government			
Who may avail:	TSU Students, Faculty and Personnel			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
A. FOR TSU STUDE	NTS	-		
1. Certificate of Regis	stration	The client	will provide	
(1 Photocopy)				
2. Worn-Out or Dama	aged ID			
(1 Original Copy)				
<b>B. FOR TSU EMPLO</b>	DYEES			
1. Charge Slip (1 Ori	ginal Copy)	Office of E	Business Affairs ar	nd Auxiliary
		Services		
	AGENCY	FEES	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	ΤΟ ΒΕ	TIME	RESPONSIBLE
		PAID		
1. For TSU	1. For TSU	None	5 minutes	Clerk
Students:	Students:			Office of
Present and	Receives and			Business Affairs
submit all	verifies submitted			and Auxiliary
pertinent	requirements and			Services
requirements,	assesses old			
including old	Radio Frequency			
Radio Frequency	Identification			
Identification	Card.			
Card to the				
Office of				
Business Affairs				
and Auxiliary				
Services.				
F TOU		D		
For TSU	For TSU	Php	2 minutes	Clerk
Employees:	Employees:	160.00		Office of
Present Charge	Receives and			Business Affairs
Slip to the Office	verifies charge			and Auxiliary
of Business	slip.			Services
Affairs and	Noto: If			
Auxiliary	Note: If			
Services.	submitted			
	documents are			
	incomplete,			
	reject the			
	application and inform the client			
	of the lacking document/s.			
2. For TSU	2. For TSU	None	5 minutes	Clerk
		NOLE	5 minutes	Cierk
Students:	Students:			



Receive Assessment or Billing Slip, then proceed to Cashiering Unit. For TSU Employees: Proceed to Digital Studio for the processing of Radio Frequency Identification Card.	Issue Assessment or Billing Slip to the student. For TSU Employees: Takes photo for Radio Frequency Identification Card and processes new Radio Frequency Identification Card.	None	15 minutes	Office of Business Affairs and Auxiliary Services <i>Clerk</i> Digital Studio - Office of Business Affairs and Auxiliary Services
3. For TSU Students: Pay the required fee to the Cashiering Unit and secure Official Receipt.	3. For TSU Students: Processes the payment and issue Official Receipt.	Php 160.00	10 minutes	Staff Cashiering Unit
For TSU Employees: Receive Radio Frequency Identification Card and fill out the log sheet.	For TSU Employees: Releases Radio Frequency Identification Card.	None	10 minutes	<i>Clerk</i> Digital Studio - Office of Business Affairs and Auxiliary Services
4. For TSU Students: Proceed to the Digital Studio for the processing of Radio Frequency Identification Card.	4. For TSU Student: Takes photo for Radio Frequency Identification Card and processes new Radio Frequency Identification Card.	None	15 minutes	<i>Clerk</i> Digital Studio - Office of Business Affairs and Auxiliary Services
5. For TSU Students: Receive Radio Frequency Identification Card and fill out the log sheet.	5. For TSU Students: Releases Radio Frequency Identification Card.	None	10 minutes	<i>Clerk</i> Digital Studio - Office of Business Affairs and Auxiliary Services
	OR TSU STUDENTS:	PHP 160.00 PHP	45 Minutes	
TOTAL FOR	TSU EMPLOYEES:	160.00	27 Minutes	

Note: The total turnaround time considers the volume of the clients availing the service, waiting time, queue and connectivity state of the system.



# 4. Processing of Request for Reissuance of New Radio-Frequency Identification (RFID) Card

The service allows clients to request and avail the re-issuance of ID due to lost university identification cards.

				о
Office or Division:	Student Development Services Unit (SDSU) and Office of Business Affairs & Auxiliary Services (OBAAS) – Digital Studio			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:	G2G - Government to Government			
Who may avail:	TSU Students, Faculty and Personnel			
	REQUIREMENTS		WHERE TO SE	CURE
A. FOR TSU STUDE	NTS	ſ		
1. Affidavit of Loss		The client	will provide	
(2 Original Copies				
B. FOR TSU EMPLC				
1. Charge Slip (1 Ori	ginal Copy)		Business Affairs ar	nd Auxiliary
		Services FEES		
CLIENT STEPS	AGENCY	TO BE	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	PAID	TIME	RESPONSIBLE
1. Proceed to the Office of Management Information Systems – Software Development Unit and fill out the Request to Block / Unblock Logbook properly.	1.1 Provides the Request to Block / Unblock Logbook to the client.	None	3 minutes	<i>Clerk</i> Office of Management Information Systems
	1.2 Processes the blocking or unblocking of the Radio Frequency Identification and notifies client once done.	None	13 minutes	<i>Staff</i> Software Development Unit
2. For TSU Students: Proceed to the Student Development Services Unit and submit (1) copy of Affidavit of Loss. Receive the Request of RFID Form and properly fill it out.	2.1 For TSU Students: Receives, verifies the submitted document and issues Request of RFID Form if submitted document is not faulty.	None	3 minutes	<i>Staff</i> Student Development Services Unit
For TSU Employees: Submit Charge Slip to the Office of Business Affairs and Auxiliary Services	For TSU Employees: Receives, verifies submitted document.	Php 260.00	2 minutes	<i>Clerk</i> Office of Business Affairs and Auxiliary Services



			1	
	Note: If submitted documents are improperly filled- out, reject the request and inform the client of the lacking document/s.			
3. For TSU Students: Proceed to the Assessment Window of the Office of Business Affairs and Auxiliary Services and submit (1) copy of Affidavit of Loss together with the properly accomplished Request of RFID Form to secure Assessment form.	3. For TSU Students: Receives, verifies the submitted documents and issues Assessment Form if submitted requirements are not faulty. <i>Note: If</i> <i>submitted</i> <i>documents are</i> <i>incomplete,</i> <i>reject the</i> <i>application and</i> <i>inform the client</i> <i>of the lacking</i> <i>document/s.</i>	None	5 minutes	<i>Clerk</i> Office of the Business Affairs and Auxiliary Services
For TSU Employees: Proceed to the Digital Studio for the processing of the Radio- Frequency Identification Card.	For TSU Employees: Processes new Radio-Frequency Identification Card.	None	15 minutes	<i>Clerk</i> Digital Studio - Office of the Business Affairs and Auxiliary Services
4. For TSU Students: Forward the Assessment form to the Cashiering Unit and settle the required fees.	4. For TSU Students: Processes the payment and issues Official Receipt.	Php 260.00	10 minutes	<i>Staff</i> Cashiering Unit
For TSU Employees: Receive the new Radio-Frequency Identification Card and fill out the log sheet.	For TSU Employees: Releases the Radio-Frequency Identification Card.	None	10 minutes	<i>Clerk</i> Digital Studio - Office of the Business Affairs and Auxiliary Services



5. For TSU Students: Proceed to the Digital Studio with the Official Receipt for the processing of the Radio-Frequency Identification Card.	5. For TSU Students: Checks the Official Receipt and processes the new Radio- Frequency Identification Card.	None	15 minutes	<i>Clerk</i> Digital Studio - Office of the Business Affairs and Auxiliary Services
6. For TSU Students: Receive the new Radio-Frequency Identification Card and fill out the log sheet.	6. For TSU Students: Releases the Radio-Frequency Identification Card.	None	10 minutes	<i>Clerk</i> Digital Studio - Office of the Business Affairs and Auxiliary Services
TOTAL FOR TSU STUDENTS:		PHP 260.00	59 Minutes	
TOTAL FOR	R TSU EMPLOYEES:	PHP 260.00	43 Minutes	

Note: The total turnaround time considers the volume of the clients availing the service, waiting time, queue and connectivity state of the system.

* This is a multi-stage process. The Office of Management Information Systems (Software Development Unit) is responsible for the blocking of lost or damage RFID Cards. The Student Development Services Unit is the unit in-charge for the receiving and verification of initial requirements, and issuance of Request of RFID Form. The Office of Business Affairs and Auxiliary Services is in-charge office for the processing and releasing of the new RFID card.



## 5. Processing of Request to Use the University Facilities

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

Office or Division	: Office of Business	Affairs & Au	xiliary Services ((	OBAAS)		
Classification:	Simple		<u> </u>			
Type of	G2C – Governmer	nt to Citizen				
Transaction:	G2G - Governmen		ment			
	Student Organizat			ersity		
		Offices and Units of the University				
Who may avail:		Government Agencies				
	Non-Government	Organizatior	าร			
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE		
1. Request Letter		The client	will provide			
	dent (1 Original Copy)					
2. Endorsement from		Office of th	e University Presi	dent		
President (1 Du	plicate Copy)					
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Present either	1.1 Receives and	None	2 minutes	Clerk		
of the Request	verifies the			Office of		
letter	document/s			Business Affairs		
approved by	presented.			& Auxiliary		
the TSU				Services		
President or	Note: If submitted					
Endorsement	documents are					
from the TSU	incomplete, reject					
President to	the application and					
the Office of Business	inform the client of					
Affairs and	the lacking					
Auxiliary	document/s.					
Services.	1.2 Checks the	None	3 minutes	Clerk		
	availability of the			Office of		
	facility requested and prepares the			Business Affairs		
	Application Form			& Auxiliary Services		
	and Assessment of			Oct vices		
	Fees (if rental is					
	applicable).					
	Note: If facility is					
	not available on					
	the requested					
	date, inform the					
2. Proceed to the	<i>client.</i> 2. Receives and	Refer to	7 minutes	Staff		
Cashiering	processes the	Rental		Cashiering Unit		
Unit for	payment.	Matrix		Cashering Unit		
payment.		Below				
		201011				
Note: For						
clients with						
tarpaulin for						
posting,						
proceed to						



Office of Public Affairs for signing.				
3. Submit the accomplished and signed Application Form and the Official Receipt to the Office of Business Affairs and Auxiliary Services.	3.1 Receives the signed Application Form and Official Receipt.	None	1 minute	<i>Clerk</i> Office of Business Affairs & Auxiliary Services
	3.2 Records the transaction in the logbook.	None	1 minute	<i>Clerk</i> Office of Business Affairs & Auxiliary Services
4. Receive a copy of the approved Application Form.	4.1 Issues a copy of the approved Application Form to the client.	None	1 minute	<i>Clerk</i> Office of Business Affairs & Auxiliary Services
	4.2 Forwards the filled-out Application Form to the Office of Civil Security Unit for their copy.	None	3 minutes	<i>Clerk</i> Office of Business Affairs & Auxiliary Services
	TOTAL:	Rate of the Facilities Being Rented	18 Minutes	

### **RATES OF RENTAL OF FACILITIES**

FACILITIES	RATES
TSU GYMNASIUM	PHP 5,000.00 for the <b>FIRST TWO HOURS</b> & PHP 1,500.00 per Hour <b>THEREAFTER</b>
AVR MAIN, CET AVR AND BAASO AVR	PHP 3,000.00 for the <b>FIRST THREE HOURS</b> & PHP 400.00 per Hour <b>THEREAFTER</b>
VIP LOUNGE & ALUMNI CENTER	PHP 3,000.00 for the <b>FIRST THREE HOURS</b> & PHP 400.00 per Hour <b>THEREAFTER</b>
CLASSROOMS	<ul> <li>a. Aircon: PHP 700.00 for the FIRST TWO HOURS &amp; PHP 300.00 per Hour THEREAFTER</li> <li>b. Non – Aircon: PHP 150.00 per Hour</li> </ul>
LUCINDA CAMPUS	a. With Electricity: PHP 2, 500.00 per Day
COVERED COURT	b. Without Electricity: PHP 1, 500.00 per Day
PROMOTIONAL	a. With Electricity: PHP 1,000.00 per Day
ACTIVITIES	b. Without Electricity: PHP 300.00 per Day



proceed to Office of Public Affairs for signing. 3. Submit the accomplished and signed Application Form and the	3.1 Receives the signed Application Form and Official Receipt.	None	1 minute	<i>Clerk</i> Office of Business Affairs & Auxiliary Services
Official Receipt to the Office of Business Affairs and Auxiliary Services.	3.2 Records the transaction in the logbook.	None	1 minute	<i>Clerk</i> Office of Business Affairs & Auxiliary Services
4. Receive a copy of the approved Application Form.	4.1 Issues a copy of the approved Application Form to the client.	None	1 minute	<i>Clerk</i> Office of Business Affairs & Auxiliary Services
	4.2 Forwards the filled-out Application Form to the Office of Civil Security Unit for their copy.	None	3 minutes	<i>Clerk</i> Office of Business Affairs & Auxiliary Services
	TOTAL:	Rate of the Facilities Being Rented	18 Minutes	

### RATES OF RENTAL OF FACILITIES

FACILITIES	RATES
TSU GYMNASIUM	PHP 5,000.00 for the <b>FIRST TWO HOURS</b> & PHP 1,500.00 per Hour <b>THEREAFTER</b>
AVR MAIN, CET AVR AND BAASO AVR	PHP 3,000.00 for the <b>FIRST THREE HOURS</b> & PHP 400.00 per Hour <b>THEREAFTER</b>
VIP LOUNGE &	PHP 3,000.00 for the FIRST THREE HOURS & PHP 400.00 per
ALUMNI CENTER	Hour THEREAFTER
	a. Aircon: PHP 700.00 for the FIRST TWO HOURS & PHP 300.00
CLASSROOMS	per Hour THEREAFTER
	<b>b. Non – Aircon:</b> PHP 150.00 per Hour
LUCINDA CAMPUS	a. With Electricity: PHP 2, 500.00 per Day
COVERED COURT	<b>b. Without Electricity:</b> PHP 1, 500.00 per Day
PROMOTIONAL	a. With Electricity: PHP 1,000.00 per Day
ACTIVITIES	b. Without Electricity: PHP 300.00 per Day



# **Office of Gender and Development**

## **External Services**



### 1. Process for Addressing Client's Concerns (Online and Walk-In)

This service allows clients to raise or send any request or concern to the Office of Gender and Development.

Office or Division:	Office of Gender an	Office of Gender and Development				
Classification:	Simple	·				
Type of	G2C - Government					
Transaction:	G2G - Government		nent			
Who may avail:	TSU Students and	Employees				
	REQUIREMENTS		WHERE TO SE	CURE		
A. For Online	1-	The allowed				
1. Concerns/Reques (1 Electronic Cop		I ne client	will provide			
2. File Attachment, <i>in</i>						
(1 Electronic Cop	•					
B. For Walk-In	<i>,</i> ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,					
None		None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
		<b>BE PAID</b>	TIME	RESPONSIBLE		
1. For Walk-In:	1. For Walk-In:	None	15 minutes	Clerk/Technical		
Proceed to the Office of	Receives and			<i>Staff</i> Office of Gender		
Gender and	acknowledge the clients concerns			and		
Development -	and review			Development		
Main Campus	letters if there					
to inquire	are any, then					
regarding the	forward to the					
Childcare enrollment or	officer in charge.					
other services	For Online:					
offered by the	Receives and					
office.	reviews the					
	content of email					
	and attachments					
For Online:	if there are any.					
Send concerns or requests to						
the Office of						
Gender and						
Development						
email at						
<u>tsu_cgad@gm</u> ail.com						
Note: Attach						
file/s, if any.						
2. For Walk-In:	2. For Walk-In:	None	15 minutes	Technical Staff		
Receive	Informs the client			Office of Gender		
response	regarding the			and		
regarding the concern or list	steps and procedures for			Development		
of	the inquired					
requirements	service.					
needed to avail						



the inquired service. For Online: Receive email acknowledgem ent and response regarding the concern/s.	For Online: Acknowledge the receipt of email and takes appropriate action/s on concern/s.			
	TOTAL:	None	30 Minutes	

*The total turnaround time considers the volume of the emails, waiting time and internet connectivity issues.



#### 2. Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities

This service allows clients to request for Gender-Responsive Extension Program for Short-Term Services/Activities. The Office of Gender and Development will provide Expertise Service through GAD-related seminars/orientations, training, and workshops to the functional linkages (Government or Non-Government Organizations).

Office or Division:	Office of Gender and	d Developme	Office of Gender and Development				
Classification:	Highly Technical						
Type of	G2G – Government	to Governm	ent				
Transaction:		G2B – Government to Business Entity/ies					
Who may avail:	Government and No	n-Governme					
	REQUIREMENTS		WHERE TO SEC	CURE			
	uest Letter addressed	The client v	will provide				
	President with the						
<b>.</b>	B Original Copies)						
- Title of the							
	Time of the event						
<ul> <li>Location c</li> <li>Who to co</li> </ul>	of the event						
	Indel	FEES TO	PROCESSING	PERSON			
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE			
1. Submit the	1.1 Receives the	None	1 working day	Clerk/Staff			
request letter	submitted		5 5 5 5	Records and			
to the Records	request letter			Archives Unit			
and Archives	and endorses it						
Unit – Main	to the Office of						
Campus.	the University						
	President.						
	1.2 Receives the	None		Clerk/Staff			
	endorsed			Office of the			
	request letter			University			
	and forward it to the Office of			President			
	Gender and						
	Development.						
	1.3Receives,	None	1 working day	Director			
	reviews, and		, in entiting each	Office of Gender			
	assesses the			and			
	requested			Development			
	service.			-			
	1.4 Endorses letter	None	5 minutes	Director			
	to the Capacity-			Office of Gender			
	Building and			and			
	Extension			Development			
	Service Unit for						
2 Passivas	action. 2.1 Informs client on	None	1 working day	Clark			
2. Receives notification on	2.1 Informs client on the action	none	1 working day	<i>Clerk</i> Office of Gender			
the action	taken/details of			and			
	the request.			Development			
L	ιπο τογμοδι.			Developinent			



taken/details of the request.	2.2 Prepares necessary documents and request to serve meals if included in the request.	None	3 working days	Clerk/Staff Office of Gender and Development
<ol> <li>Attend the seminar/ orientation/ workshop.</li> </ol>	3.1 Facilitates the seminar/ orientation/ workshop	None	3 working days	Staff/ Coordinators Office of Gender and Development
	3.2 Prepares and submits an activity report to the requesting party	None	1 working day	<i>Technical Staff</i> Office of Gender and Development
	TOTAL:	None	10 Working Days & 5 Minutes	



## **Office of Gender and Development**

**Internal Services** 



### 1. Process for Addressing Client's Concerns (Online and Walk-In)

This service allows clients to raise or send any request or concern to the Office of Gender and Development.

Office or Division:	Office of Gender ar	Office of Gender and Development				
Classification:	Simple	•				
Type of	G2C - Government					
Transaction:	G2G - Government					
Who may avail:	TSU Students and	Employees				
	REQUIREMENTS		WHERE TO SE	CURE		
C. For Online	40	The alignst				
1. Concerns/Reques (1 Electronic Cop		The client	will provide			
2. File Attachment, in						
(1 Electronic Cop						
D. For Walk-In						
None		None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
		BE PAID	TIME	RESPONSIBLE		
2. For Walk-In:	2. For Walk-In:	None	15 minutes	Clerk/Technical		
Proceed to the Office of	Receives and acknowledge the			<i>Staff</i> Office of Gender		
Gender and	clients concerns			and		
Development -	and review			Development		
Main Campus	letters if there					
to inquire	are any, then					
regarding the	forward to the					
Childcare enrollment or	officer in charge.					
other services	For Online:					
offered by the	Receives and					
office.	reviews the					
	content of email					
For Opling	and attachments					
For Online: Send concerns	if there are any.					
or requests to						
the Office of						
Gender and						
Development						
email at <u>tsu cqad@qm</u>						
ail.com						
Note: Attach						
file/s, if any.						
2. For Walk-In:	2. For Walk-In:	None	15 minutes	Technical Staff		
Receive	Informs the client			Office of Gender		
response	regarding the			and		
regarding the concern or list	steps and procedures for			Development		
of	the inquired					
requirements	service.					
needed to avail						



the inquired service. For Online: Receive email acknowledgem ent and response regarding the concern/s.	For Online: Acknowledge the receipt of email and takes appropriate action/s on concern/s.			
	TOTAL:	None	30 Minutes	

*The total turnaround time considers the volume of the emails, waiting time and internet connectivity issues.



### 2. Process of Reviewing of Research Proposals/ Finished Researches

This service allows clients to request for reviewing of Research Proposals or Finished Researches in relation to Gender-Responsive Research Program (GRRP) in accordance with the University Research Agenda.

Office or Division: Office of Gender and Development						
Classification:	Highly Technical					
Type of	G2G – Government to	Governmer	nt			
Transaction:						
Who may avail:	Faculty/Personnel Researcher/s					
	REQUIREMENTS WHERE TO SECURE					
1. Capsule Proposa	I (1 Original Copy)	The client v				
CLIENT STEPS	AGENCY ACTIONS	FEESTO	PROCESSING	PERSON		
1. Submit the Capsule Proposal to the Office of Gender and	1.1 Receives capsule proposals and reviews during colloquium.	BE PAID None	TIME 7 working days	RESPONSIBLE Director Office of Gender and Development		
Development – Main Campus.				Unit Head/Staff Database and Monitoring Unit		
	1.2 Forwards the reviewed capsule proposal with comments and suggestions to the University Research Ethics Committee (UREC).	None	1 working day	<i>Technical Staff/ Clerk</i> Office of Gender and Development		
	1.3 Receives and takes charge in the implementation process of approved research program. <i>If not approved,</i> <i>inform the</i> <i>lacking.</i>	None	26 working days and 20 minutes	Staff University Research Ethics Committee		
2. Receives notification regarding the status of the approved research program.	2. Notifies client regarding the status of the approved research program.	None	5 minutes	Staff University Research Ethics Committee		
	TOTAL:	None	1 Months, 14 Working Days, & 25 Minutes			



Note: 20 working days is equivalent to 1 month.

Note: Implementation and Monitoring of the approved request may take from 3 months to 3 years depending on the Memorandum of Agreement, Memorandum of Understanding, or Terms and Regulations agreed by both parties.

- Short-term = Less than 3 months
- *Medium term* = 3 *months to* 1 *year*
- Long-term = 1 year to 3 years



## 3. Processing of Request for Capacity Building

This service allows clients to request assistance from the office to hold Capacity Building or Gender Sensitivity and other Gender and Development related seminars or workshops.

Office or Division: Office of Gender and Development				
Classification:	Highly Technical			
Type of Transaction				
	G2G – Governmen			
Who may avail:	TSU Student Orgar	nizations, C	ollege, and Office WHERE TO SE	
		The client		CURE
<ol> <li>Duly Signed Request Letter addressed to the Director of Office of Gender and Development with the following data: (3 Original Copies)         <ul> <li>Title of the event</li> <li>Date and Time of the event.</li> <li>Location of the event</li> <li>Who to contact</li> </ul> </li> </ol>			will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Submit the request letter to the Office of Gender and Development         <ul> <li>Main</li> <li>Campus, for approval.</li> </ul> </li> </ol>	<ul> <li>1.1 Receives the submitted request letter and endorses it to the Capacity Building and Extension Unit.</li> <li>1.2 Reviews the submitted request letter.</li> <li>If approved, inform the client to submit the list of facilitators and participants.</li> <li>If disapproved, inform the lacking.</li> </ul>	None	1 working day 2 working days	Clerk/Staff Office of Gender and Development Director Office of Gender and Development Staff Capacity Building and Extension Unit Head Capacity Building and Extension Unit Director Office of Gender and Development
2. Submit the list of facilitators and participants to the Office of	2.1 Receives the submitted list of facilitators and participants.	None	5 minutes	Clerk/Technical Staff Office of Gender and Development
Gender and Development.	2.2 Prepares budget request of the seminars/ workshop for the	None	3 working days	Clerk/Technical Staff



1			
approval of the			Office of Gender
President.			and Development
2.2.1 If approved, signs the budget			
request.			<i>Presiden</i> t
2.2.2 If disapproved, return the budget			Office of the University President
request and inform the lacking.			
2.3.1 Prepares	None	3 working	Clerk/Technical
request to serve meals and snacks for the		days (less than ₱5,000)	Staff Office of Gender and
approval of the Vice President for		30 working days	Development
Administration.		(more than ₱5,000)	
2.3.2.1 If approved, signs the request to serve meals and snack.			Vice President Office of the Vice President for Administration
2.3.2.2 If disapproved, return the request to serve meals and snack and inform the lacking.			
2.3.2 Prepares the necessary requirements for canvassing of meals and snacks.			Staff/Unit Head Procurement Unit
2.4 Prepares the materials to be used in the seminar.	None	1 working day	Clerk/Technical Staff Office of Gender and
2.5 Creates and	None	1 working day	Development Clerk/Technical
Sends the			Staff
Request letter for the Resource			Office of Gender and
Speaker			Development



		· · · · · · · · · · · · · · · · · · ·			
3. Attend t		3.1 Facilitates the	None	1 working day	Staff/
semina		seminar/			Coordinators
worksh	op.	workshop.			Office of Gender
					and
		2.2 Droporce and	None		Development
		3.2 Prepares and forwards the	none	1 working day	Clerk/Technical Staff
		voucher for the			Office of Gender
		honorarium of			and
		the Resource			Development
		Speaker to the			
		Budget			
		Management			
		Unit.	Nara	Quuartinar	Ctoff/Llagal
		3.3 Processes the voucher of the	None	3 working	Staff/Head
		Resource		days	Budget Management
		Speaker.			Unit
		opeaner.			Onit
					Staff/Head
					Accounting Unit
					Vice President
					Office of the Vice
					President for
					Administration
		3.4 Prepares the	None	1 working day	Clerk
		Accomplishment			Office of Gender
		Report for the			and
		Seminar/			Development
		Workshop.			
тот	TOTAL IF MEALS AND SNACK IS		Nerre	17 Working	
		LESS THAN ₱5,000:	None	Days & 5 Minutes	
				47 Working	
			None	Days &	
		MORE THAN ₱5,000:		5 Minutes	

The processing time of this service is covered the Republic Act No. 9184 or the Government Procurement Reform Act, Article I, Section 3 of the General Provisions.



# 4. Processing of Request for Funding and Program/Project Implementation

This service allows clients to request funding and program/project implementation of Gender and Development-related Programs, Activities, and Projects (PAPs) subjected to the Harmonized Gender and Development Guideline Checklist (HGDG).

Of	ice or Division:	Office of Gender and D	Development		
Cla	ssification:	Highly Technical	· · ·		
Ту	pe of	G2G – Government to	Government		
	insaction:				
Wh	o may avail:	All colleges/offices/unit			
		REQUIREMENTS		WHERE TO SEC	URE
	, , ,	est Letter addressed	The client wi	ll provide	
		Office of Gender and			
	-	the following data:			
	(3 Original Copies	Programs, Activities,			
	and Project	•			
	<ul> <li>Date and T</li> </ul>				
	- Location				
		ne Programs,			
		and Projects			
	<ul> <li>Who to cor</li> </ul>				
	Program/Project p		Office of Ge	nder and Develop	ment or
		ler and Development	download at		
	Guidelines (HGDC	G) tool (3 Original		u.edu.ph/media/50	
	Copies)			and-design-stages.	
					PERSON
	CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	RESPONSIBL
			BF PAID	TIME	
			BE PAID	TIME	E
	Submit	1.1 Receives, reviews,	BE PAID None	TIME 1 working day	E Director
	Submit program/project	1.1 Receives, reviews, and endorses the			E Director Office of
	Submit program/project proposal using	1.1 Receives, reviews, and endorses the project proposal to			E <i>Director</i> Office of Gender and
	Submit program/project	1.1 Receives, reviews, and endorses the project proposal to the Unit Head of			E Director Office of
	Submit program/project proposal using Harmonized	1.1 Receives, reviews, and endorses the project proposal to			E <i>Director</i> Office of Gender and
	Submit program/project proposal using Harmonized Gender and Development Guidelines	1.1 Receives, reviews, and endorses the project proposal to the Unit Head of Database and			E <i>Director</i> Office of Gender and
	Submit program/project proposal using Harmonized Gender and Development Guidelines (HGDG) tool to	<ul> <li>1.1 Receives, reviews, and endorses the project proposal to the Unit Head of Database and Monitoring Unit for evaluation.</li> <li>1.2 Receives and</li> </ul>			E Director Office of Gender and Development Unit Head/Staff
	Submit program/project proposal using Harmonized Gender and Development Guidelines (HGDG) tool to the Office of	<ul> <li>1.1 Receives, reviews, and endorses the project proposal to the Unit Head of Database and Monitoring Unit for evaluation.</li> <li>1.2 Receives and evaluates the</li> </ul>	None	1 working day	E Director Office of Gender and Development Unit Head/Staff Database and
	Submit program/project proposal using Harmonized Gender and Development Guidelines (HGDG) tool to the Office of Gender and	<ul> <li>1.1 Receives, reviews, and endorses the project proposal to the Unit Head of Database and Monitoring Unit for evaluation.</li> <li>1.2 Receives and evaluates the endorsed</li> </ul>	None	1 working day	E Director Office of Gender and Development Unit Head/Staff
	Submit program/project proposal using Harmonized Gender and Development Guidelines (HGDG) tool to the Office of Gender and Development –	<ul> <li>1.1 Receives, reviews, and endorses the project proposal to the Unit Head of Database and Monitoring Unit for evaluation.</li> <li>1.2 Receives and evaluates the endorsed Program/Project</li> </ul>	None	1 working day	E Director Office of Gender and Development Unit Head/Staff Database and
1.	Submit program/project proposal using Harmonized Gender and Development Guidelines (HGDG) tool to the Office of Gender and Development – Main Campus.	<ul> <li>1.1 Receives, reviews, and endorses the project proposal to the Unit Head of Database and Monitoring Unit for evaluation.</li> <li>1.2 Receives and evaluates the endorsed Program/Project proposal.</li> </ul>	None	1 working day	E Director Office of Gender and Development Unit Head/Staff Database and Monitoring Unit
1.	Submit program/project proposal using Harmonized Gender and Development Guidelines (HGDG) tool to the Office of Gender and Development – Main Campus. Receive the	<ul> <li>1.1 Receives, reviews, and endorses the project proposal to the Unit Head of Database and Monitoring Unit for evaluation.</li> <li>1.2 Receives and evaluates the endorsed Program/Project proposal.</li> <li>2. Returns and</li> </ul>	None	1 working day	E Director Office of Gender and Development Unit Head/Staff Database and Monitoring Unit
1.	Submit program/project proposal using Harmonized Gender and Development Guidelines (HGDG) tool to the Office of Gender and Development – <u>Main Campus.</u> Receive the result of the	<ul> <li>1.1 Receives, reviews, and endorses the project proposal to the Unit Head of Database and Monitoring Unit for evaluation.</li> <li>1.2 Receives and evaluates the endorsed Program/Project proposal.</li> <li>2. Returns and coordinates the</li> </ul>	None	1 working day	E Director Office of Gender and Development Unit Head/Staff Database and Monitoring Unit Clerk/Staff Office of
1.	Submit program/project proposal using Harmonized Gender and Development Guidelines (HGDG) tool to the Office of Gender and Development – Main Campus. Receive the	<ul> <li>1.1 Receives, reviews, and endorses the project proposal to the Unit Head of Database and Monitoring Unit for evaluation.</li> <li>1.2 Receives and evaluates the endorsed Program/Project proposal.</li> <li>2. Returns and</li> </ul>	None	1 working day	E Director Office of Gender and Development Unit Head/Staff Database and Monitoring Unit
1.	Submit program/project proposal using Harmonized Gender and Development Guidelines (HGDG) tool to the Office of Gender and Development – Main Campus. Receive the result of the evaluated	<ul> <li>1.1 Receives, reviews, and endorses the project proposal to the Unit Head of Database and Monitoring Unit for evaluation.</li> <li>1.2 Receives and evaluates the endorsed Program/Project proposal.</li> <li>2. Returns and coordinates the result of the</li> </ul>	None	1 working day	E Director Office of Gender and Development Unit Head/Staff Database and Monitoring Unit Clerk/Staff Office of Gender and
2.	Submit program/project proposal using Harmonized Gender and Development Guidelines (HGDG) tool to the Office of Gender and Development – Main Campus. Receive the result of the evaluated program/project proposal.	<ol> <li>1.1 Receives, reviews, and endorses the project proposal to the Unit Head of Database and Monitoring Unit for evaluation.</li> <li>1.2 Receives and evaluates the endorsed Program/Project proposal.</li> <li>2. Returns and coordinates the result of the evaluated program/project proposal.</li> </ol>	None	1 working day 1 working day 3 working days	E Director Office of Gender and Development Unit Head/Staff Database and Monitoring Unit Clerk/Staff Office of Gender and Development
2.	Submit program/project proposal using Harmonized Gender and Development Guidelines (HGDG) tool to the Office of Gender and Development – Main Campus. Receive the result of the evaluated program/project proposal.	<ol> <li>1.1 Receives, reviews, and endorses the project proposal to the Unit Head of Database and Monitoring Unit for evaluation.</li> <li>1.2 Receives and evaluates the endorsed Program/Project proposal.</li> <li>2. Returns and coordinates the result of the evaluated program/project proposal.</li> <li>3. Receives and</li> </ol>	None	1 working day	E Director Office of Gender and Development Unit Head/Staff Database and Monitoring Unit Clerk/Staff Office of Gender and Development Director
2.	Submit program/project proposal using Harmonized Gender and Development Guidelines (HGDG) tool to the Office of Gender and Development – Main Campus. Receive the result of the evaluated program/project proposal.	<ol> <li>1.1 Receives, reviews, and endorses the project proposal to the Unit Head of Database and Monitoring Unit for evaluation.</li> <li>1.2 Receives and evaluates the endorsed Program/Project proposal.</li> <li>2. Returns and coordinates the result of the evaluated program/project proposal.</li> <li>3. Receives and reviews submitted</li> </ol>	None	1 working day 1 working day 3 working days	E Director Office of Gender and Development Unit Head/Staff Database and Monitoring Unit Clerk/Staff Office of Gender and Development Director Office of
2.	Submit program/project proposal using Harmonized Gender and Development Guidelines (HGDG) tool to the Office of Gender and Development – Main Campus. Receive the result of the evaluated program/project proposal.	<ol> <li>1.1 Receives, reviews, and endorses the project proposal to the Unit Head of Database and Monitoring Unit for evaluation.</li> <li>1.2 Receives and evaluates the endorsed Program/Project proposal.</li> <li>2. Returns and coordinates the result of the evaluated program/project proposal.</li> <li>3. Receives and reviews submitted additional</li> </ol>	None	1 working day 1 working day 3 working days	E Director Office of Gender and Development Unit Head/Staff Database and Monitoring Unit Clerk/Staff Office of Gender and Development Director Office of Gender and
2.	Submit program/project proposal using Harmonized Gender and Development Guidelines (HGDG) tool to the Office of Gender and Development – Main Campus. Receive the result of the evaluated program/project proposal.	<ol> <li>1.1 Receives, reviews, and endorses the project proposal to the Unit Head of Database and Monitoring Unit for evaluation.</li> <li>1.2 Receives and evaluates the endorsed Program/Project proposal.</li> <li>2. Returns and coordinates the result of the evaluated program/project proposal.</li> <li>3. Receives and reviews submitted</li> </ol>	None	1 working day 1 working day 3 working days	E Director Office of Gender and Development Unit Head/Staff Database and Monitoring Unit Clerk/Staff Office of Gender and Development Director Office of



	TOTAL:	None	8 Working Days & 5 Minutes	
program/project proposal.	approved program/project proposal. <i>If not approved,</i> <i>inform the lacking.</i>			
<ol> <li>Receives notification regarding the status of the</li> </ol>	<ol> <li>Notifies client regarding the details of the approved</li> </ol>	None	5 minutes	Unit Head/Staff Database and Monitoring Unit
(MOVs) documents.				Unit Head/Staff Database and Monitoring Unit

Note: 20 working days is equivalent to 1 month.

Pursuant to the **Republic Act No. 11695**, also known as the "Revised Tarlac State University Charter," TSU shall provide advance instruction and professional training in literature, philosophy, science and technology, and arts, and other relevant fields of study, It shall also undertake research and extension services and provide progressive leadership in its areas of specialization.

Note: Implementation and Monitoring of the approved request may take from 3 months to 3 years depending on the Memorandum of Agreement, Memorandum of Understanding, or Terms and Regulations agreed by both parties.

- Short-term = Less than 3 months
- Medium term = 3 months to 1 year
- Long-term = 1 year to 3 years



# 5. Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities

This service allows clients to request for Gender-Responsive Extension Program for Short-Term Services/Activities. The Office of Gender and Development will provide Expertise Service through GAD-related seminars/orientations, training, and workshops to the functional linkages (Government or Non-Government Organizations).

Office or Division:	Office of Gender and	d Developme	ent	
Classification:	Highly Technical			
Type of	G2G – Government	to Governm	ent	
Transaction:	G2B – Government	to Business	Entity/ies	
Who may avail:	Government and No	n-Governme	ent Organizations	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
<ul> <li>2. Duly Signed Request Letter addressed to the University President with the following data: (3 Original Copies) <ul> <li>Title of the event</li> <li>Date and Time of the event</li> <li>Location of the event</li> <li>Who to contact</li> </ul> </li> </ul>		The client v		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Submit the request letter to the Records and Archives Unit – Main Campus.</li> </ol>	1.1 Receives the submitted request letter and endorses it to the Office of the University President.	None	1 working day	Clerk/Staff Records and Archives Unit
	1.2 Receives the endorsed request letter and forward it to the Office of Gender and Development.	None		Clerk/Staff Office of the University President
	1.3Receives, reviews, and assesses the requested service.	None	1 working day	<i>Director</i> Office of Gender and Development
	1.4 Endorses letter to the Capacity- Building and Extension Service Unit for action.	None	5 minutes	<i>Director</i> Office of Gender and Development
2. Receives notification on the action	2.1 Informs client on the action taken/details of the request.	None	1 working day	<i>Clerk</i> Office of Gender and Development



	taken/details of the request.	2.2 Prepares necessary documents and request to serve meals if included in the request.	None	3 working days	<i>Clerk/Staff</i> Office of Gender and Development
3.	Attend the seminar/ orientation/ workshop.	3.1 Facilitates the seminar/ orientation/ workshop	None	3 working days	Staff/ Coordinators Office of Gender and Development
		3.2 Prepares and submits an activity report to the requesting party	None	1 working day	<i>Technical Staff</i> Office of Gender and Development
		TOTAL:	None	10 Working Days & 5 Minutes	



## Office of Human Resource Development and Management

**External Services** 



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

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

Office or Division:	Office of Human Reso	urce Develor	ment and Manad	ament (OHRDM)
Classification:	Complex		ment and manage	
Type of	G2C – Government to	Citizon		
Transaction:	G2B – Government to		titulios	
	G2G – Government to			
		Government		
Who may avail:	All REQUIREMENTS		WHERE TO SEC	
1. Request letter that		The client wi		JUNE
following data: (1				
	ta to be requested			
	la lo be requested			
b. Purpose	4			
c. Who to contac				
2. Any document to	• •			
	ent/data such as but			
not limited to:		_		
-	or Compliance from	The client wi	III provide	
other governm	•			
(1 Original Cop				
b. For research p				
	may prove on-going			
research. (1 O	•			
2	nt concerning data			
	ta Privacy Act of 2012			
(1 Original Cop	by)			
3. For Business Er	ntity/ies: Approved or	The client wi	ill provide	
Signed Authoriza	tion letter from the			
former or current	employee.			
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS		BE PAID	TIME	RESPONSIBLE
CLIENT STEPS 1. Submit the	1.1 Receives the			RESPONSIBLE Messenger
CLIENT STEPS 1. Submit the request letter with	1.1 Receives the submitted	BE PAID	TIME	RESPONSIBLE Messenger Office of Human
CLIENT STEPS 1. Submit the request letter with necessary	1.1 Receives the	BE PAID	TIME	RESPONSIBLE Messenger Office of Human Resource
CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i>	1.1 Receives the submitted	BE PAID	TIME	RESPONSIBLE Messenger Office of Human Resource Development
CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office	1.1 Receives the submitted	BE PAID	TIME	RESPONSIBLE Messenger Office of Human Resource Development and
CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human	1.1 Receives the submitted document/s.	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management
CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource	<ul> <li>1.1 Receives the submitted document/s.</li> <li>1.2 Checks the</li> </ul>	BE PAID	TIME	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff
CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and	<ul> <li>1.1 Receives the submitted document/s.</li> <li>1.2 Checks the veracity,</li> </ul>	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director
CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	<ul> <li>1.1 Receives the submitted document/s.</li> <li>1.2 Checks the veracity, purpose, and</li> </ul>	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human
CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and	<ul> <li>1.1 Receives the submitted document/s.</li> <li>1.2 Checks the veracity, purpose, and completeness of</li> </ul>	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource
CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	<ul> <li>1.1 Receives the submitted document/s.</li> <li>1.2 Checks the veracity, purpose, and completeness of the submitted</li> </ul>	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development
CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	<ul> <li>1.1 Receives the submitted document/s.</li> <li>1.2 Checks the veracity, purpose, and completeness of the submitted documents and</li> </ul>	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and
CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	<ul> <li>1.1 Receives the submitted document/s.</li> <li>1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the</li> </ul>	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development
CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	<ul> <li>1.1 Receives the submitted document/s.</li> <li>1.2 Checks the veracity, purpose, and completeness of the submitted documents and</li> </ul>	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and
CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	<ul> <li>1.1 Receives the submitted document/s.</li> <li>1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the</li> </ul>	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and
CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	<ul> <li>1.1 Receives the submitted document/s.</li> <li>1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the</li> </ul>	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and
CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	<ul> <li>1.1 Receives the submitted document/s.</li> <li>1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary.</li> </ul>	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and
CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	<ul> <li>1.1 Receives the submitted document/s.</li> <li>1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if</li> </ul>	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and
CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	<ul> <li>1.1 Receives the submitted document/s.</li> <li>1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary.</li> <li>Note: If incomplete</li> </ul>	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and
CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	<ul> <li>1.1 Receives the submitted document/s.</li> <li>1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary.</li> <li>Note: If</li> </ul>	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and



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		requirement/s and inform the lacking.			
2. Receives notification on the schedule of the releasing of requested documents.	2.1 Informs the client about the release date of the requested document.	None	5 minutes	Messenger Office of Human Resource Development and Management or <i>Staff</i> Office of Human Resource	
					Development and Management
		2.2 Prepares the requested personnel- related documents and/or reports.	None	4 working days	Staff Office of Human Resource Development and Management
					or
					Concerned Unit Head Office of Human Resource Development and Management
					or
					Director Office of Human Resource Development and Management
		2.3 If the requested document/s was completed before released date, inform the client thru MS Teams for	None	5 minutes	Staff Office of Human Resource Development and Management
		releasing.			or
		In case the requested document requires more			<i>Concerned Unit Head</i> Office of Human Resource



		time to complete, inform the client thru MS Teams for rescheduled releasing date.			Development and Management
3.	Receive the requested document/s and/or report/s.	<ol> <li>Releases the requested document/s and/or reports/.</li> </ol>	None	5 minutes	Messenger Office of Human Resource Development and Management
		TOTAL:	None	4 Working Days & 30 Minutes	



## Office of Human Resource Development and Management

**Internal Services** 



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

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

Office or Division:Office of Human Resource Development and Management ( Classification:Classification:ComplexType ofG2C – Government to Citizen G2B – Government to Business Entity/ies	OHRDM
Type of         G2C – Government to Citizen	Orindenij
G2G – Government to Business Entryles	
Who may avail:       All         CHECKLIST OF REQUIREMENTS       WHERE TO SECURE	
2. Request letter that includes the The client will provide	
following data: (1 Original Copy)	
d. Document/Data to be requested	
e. Purpose	
f. Who to contact	
2. Any document to support the	
requested document/data such as but	
not limited to:	
a. Request Letter or Compliance from The client will provide	
other government agencies.	
(1 Original Copy)	
b. For research purposes, any	
document that may prove on-going	
research. (1 Original Copy)	
c. Privacy Consent concerning data	
covered by Data Privacy Act of 2012	
(1 Original Copy)	
3. For Business Entity/ies: Approved or The client will provide	
Signed Authorization letter from the	
former or current employee.	
(1 Original Copy)	
	RSON
BE PAID TIME RESP	ONSIBLE
	ssenger
	of Human
	source
attachments, <i>if</i> Dev	elopment
	and
any, to the Office	
any, to the Office Man	agement
any, to the Office of Human Resource1.2 Checks theNone10 minutesMan	enger/Staff
any, to the Office of Human Resource1.2 Checks the veracity,None10 minutesMan ManDevelopment andveracity,and	enger/Staff I Director
any, to the Office of Human1.2 Checks the veracity, purpose, andNone10 minutesManagementManagement –purpose, andOffice	enger/Staff Director of Human
any, to the Office of HumanManResource1.2 Checks theNone10 minutesDevelopment and Management – Main Campus.veracity, completeness of0ffice Resource	enger/Staff I Director
any, to the Office of Human Resource1.2 Checks the veracity, 	enger/Staff I Director e of Human esource elopment
any, to the Office of Human Resource1.2 Checks the veracity, purpose, and completeness ofNone10 minutesManagement Messe and Office Resource	enger/Staff Director of Human esource
any, to the Office of Human Resource Development and Management – Main Campus.1.2 Checks the veracity, purpose, and completeness of the submitted 	enger/Staff I Director e of Human esource elopment
any, to the Office of Human Resource Development and Management – Main Campus.1.2 Checks the veracity, purpose, and completeness of the submitted documents andNone10 minutesMass Messe and 	enger/Staff I Director e of Human esource elopment and
any, to the Office of Human Resource1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with theNone10 minutesMass Messe and Office Re	enger/Staff I Director e of Human esource elopment and
any, to the Office of Human Resource1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on theNone10 minutesMana Messe and Office Re	enger/Staff I Director e of Human esource elopment and
any, to the Office of Human Resource Development and Management – Main Campus.1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, ifNone10 minutesMass Mass Management 	enger/Staff I Director e of Human esource elopment and
any, to the Office of Human Resource Development and Management – Main Campus.1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, ifNone10 minutesMass Mass Management 	enger/Staff I Director e of Human esource elopment and
any, to the Office of Human Resource1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary.None10 minutesMan Messe and Office Re	enger/Staff I Director e of Human esource elopment and
any, to the Office of Human Resource1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary.None10 minutesMan Messe and Office ReMain Campus.1.2 Checks the 	enger/Staff I Director e of Human esource elopment and



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		requirement/s and inform the lacking.			
the s the r requ	eives ication on schedule of eleasing of ested iments.	2.1 Informs the client about the release date of the requested document.	None	5 minutes	Messenger Office of Human Resource Development and Management
					or
					Staff Office of Human Resource Development and
		2.2 Prepares the	None	4 working days	Management Staff
		requested personnel- related documents and/or reports.	NULLE	4 working days	Office of Human Resource Development and Management
					or
					Concerned Unit Head Office of Human Resource Development and Management
					or
					Director Office of Human Resource Development and Management
		2.3 If the requested document/s was completed before released date, inform the client thru MS Teams for	None	5 minutes	Staff Office of Human Resource Development and Management
		releasing.			or
		In case the requested document requires more			<i>Concerned Unit Head</i> Office of Human Resource



		time to complete, inform the client thru MS Teams for rescheduled releasing date.			Development and Management
3.	Receive the requested document/s and/or report/s.	<ol> <li>Releases the requested document/s and/or reports/.</li> </ol>	None	5 minutes	Messenger Office of Human Resource Development and Management
		TOTAL:	None	4 Working Days & 30 Minutes	



## Office of the Vice President for Administration

**Internal Services** 



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

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

Office or Division:	Office of the Vice President for Administration (OVPA)				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
	Who may avail: Office of the University President				
	F REQUIREMENTS		WHERE TO SEC	CURE	
1. Endorsement Fo	orm (1 Original Copy)	The client v	will provide		
2. Attachment/s, if	any (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the requirements to the Office of the Vice President for	1.1 Receives and reviews the contents of the endorsement.	None	5 minutes	Staff Office of the Vice President for Administration	
Administration.	1.2 Receives the endorsement, if found complete and correct, through the signing logbook of the office where the endorsement originated from and records the endorsement in the incoming and outgoing endorsement logbook.	None	1 minute	Staff Office of the Vice President for Administration	
	1.3 Assigns concerned heads / staff to take charge of endorsement and signs the endorsement form.	None	2 working days	Vice President Office of the Vice President for Administration	
	1.4 Forwards endorsement to concerned office/s and receiving office signs the incoming and outgoing endorsement logbook.	None	1 hour	Staff Office of the Vice President for Administration	



TOTAL:	None	2 Working Days, 1 Hour & 6 Minutes	
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* For strict compliance with the Data Privacy Act, only the CCSS Reports of the requestor's office and its concerned personnel are allowed to be given.



### 2. Processing of Inter-Office Communication and Transactions

This allows for the processing of inter-office communications and transactions such as letter requests, purchase request, work order, job order, payroll, request to serve meals and Individual Performance Commitment and Review (IPCR) / Department Performance Commitment and Review (OPCR).

Office or	Office of the Vice President for Administration (OVPA)					
Division: Classification:						
Type of	Simple					
Transaction:	G2G – Government to Government					
Who may avail:	TSU Colleges, Offices and Units					
CHECKLIST OF REQUIREMENTS WHERE TO SECURE						
A. FOR REQUES		1				
1. Letter (3 Origin	al Copies)	The client will provide				
B. FOR PURCHA	SE REQUEST					
1. Approved Lette	r (1 Original Copy)	The client v	will provide			
2. Approved Proje Management P (1 Photocopy)						
C. FOR WORK O	RDER					
1. Approved Lette	r (1 Original Copy)	The client v	will provide			
2. Approved Proje Management P (1 Photocopy)						
	hase Request (PR) and I Issue Slip (RIS) ies)					
D. FOR JOB OR	DER					
1. Approved Lette	r (1 Original Copy)	The client will provide				
E. FOR PAYROL	L / VOUCHER					
1. Approved Lette	r (1 Original Copy)	The client will provide				
2. Approved Proje Management P (1 Photocopy)						
Requisition and (4 Original Cop						
	T TO SERVE MEALS					
1. Notice of Meeti	ng (1 Photocopy)	The client will provide				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit the requirements to the Office of the Vice President for Administration.	1.1 Receives and reviews the contents of the document/s (e.g., Letter, Purchase Request, Work Order, Job Order, Payroll/Voucher, and	None	5 minutes	Staff Office of the Vice President for Administration		



Request to serve meal.)			
1.2 Receives the document and signs the logbook if found complete and correct.	None	1 minute	Staff Office of the Vice President for Administration
1.3 Signs the document.	None	1 working day	Vice President Office of the Vice President for Administration
1.4 Forwards document to concerned office/s and receiving office sign the logbook.	None	1 hour	Staff Office of the Vice President for Administration
TOTAL:	None	1 Working Day, 1 Hour & 6 Minutes	

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



# **Payroll Services Unit**

**Internal Services** 



## **1. Processing of Payroll for Overtime/Extended Services**

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

Office or Division:	Payroll Services Unit - Payroll Section (ASU-PS)				
Classification:	Simple				
Type of Transaction:	G2G - Government to Government				
Who may avail:	All TSU Personnel with Approved Authority to Render Overtime and Extended Services				
	REQUIREMENTS		WHERE TO SEC	URE	
<ol> <li>Approved Authority to Render Overtime/Extended Services (1 Original Copy or 1 Photocopy)</li> <li>Report on Overtime or Extended Services Rendered (1 Original Copy)</li> <li>Statement of Overtime or Extended Services (1 Original Copy)</li> <li>Accomplishments Reports (1 Original Copy)</li> <li>Daily Time Record</li> </ol>		The client v	vill provide		
(2 Original Copie	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits signed Daily Time Record and all documentary requirements.	1.1 Receives and checks Daily Time Record and attached documentary requirements. <i>Note: Daily Time Records including attachments which are not duly signed shall not be accepted.</i>	None	2 hours	<i>Staff</i> Payroll Services Unit	
	<ul> <li>1.2 Computes and encodes total allowable number of hours rendered including deductions, if any. Checks figures entered in the payroll or disbursement voucher.</li> <li>1.3 Prints payroll, OBR and disbursement</li> </ul>	None	1 working day & 4 hours 5 minutes	Staff Payroll Services Unit Staff Payroll Services Unit	



1.4 Prepares Landbank Financial Data Entry System (FinDES).	None	30 minutes	Proof list in- charge Payroll Services Unit
1.5 Counter signs payroll and disbursement voucher and signs FinDES.	None	5 minutes	<i>Head</i> Payroll Services Unit
1.6 Logs documents and forwards to the next office concerned.	None	2 minutes	Receiving/ Releasing Staff Payroll Services Unit
TOTAL:	None	1 Working Day, 6 Hours & 42 Minutes	



# 2. Processing of Payroll for Salary of Lecturers, Part-Timers, and Faculty with Honorarium

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

Office or Division:	Payroll Services Unit					
Classification:	Simple					
Type of Transaction:	G2G – Government to	Governmer	nt			
Who may avail:	All TSU Lecturers, Pa Honorarium Class	rt-Timers an	d Plantilla Person	nel with		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE		
the Immediate S (1 Original Copy)		The client v	will provide			
2. Summary of Hou by the College C (2 Original Copie						
3. Approved Specia (1 Photocopy)	l Order					
	Up Class Request, if opy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submits signed Daily Time Record, Summary of Hours Rendered, Special Order	1.1 Receives documents. <i>Note: Daily Time</i> <i>Records not duly</i> <i>signed shall not be</i> <i>accepted.</i>	None	1 hour	Receiving/ Releasing Staff Payroll Services Unit		
and make up request (if any).	1.2 Checks DTRs and computes total number of hours rendered.	None	8 hours	<i>Staff</i> Payroll Services Unit		
	1.3 Prepares payroll including encoding of deductions, if any.	None	15 minutes	<i>Staff</i> Payroll Services Unit		
	1.4 Prints payroll / disbursement voucher and Obligation Request.	None	2 minutes	<i>Staff</i> Payroll Services Unit		
	1.5 Prepares Landbank Financial Data Entry System (FinDES).	None	1 hour	Proof list in charge Payroll Services Unit		



1.6 Counter signs payroll / disbursement voucher and signs proof list.	None	2 hours	<i>Head</i> Payroll Services Unit
1.7 Logs documents and forwards to the next office concerned.	None	2 minutes	Receiving/ Releasing Staff Payroll Services Unit
TOTAL:	None	1 Working Day, 2 Hours & 19 Minutes	



### 3. Processing of Payroll for Student Assistants' Salary

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

Office or Division:	Payroll Services Unit				
Classification:	Simple				
Type of		•			
Transaction:	G2G - Government to	o Governme	ent		
Who may avail:	All TSU Student Assi	stants			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
1. Daily Time Record	(DTR) Signed by the	The client	will provide		
College Dean (2 O					
2. Approved Request (1 Photocopy)	t Letter				
3. Certificate of Regis (1 Photocopy)	stration (COR)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit signed Daily Time Record, approved request letter and Certificate of Registration.	<ul> <li>1.1 Receives DTR, documents and attachments.</li> <li>Note: Daily Time Records not duly signed shall not be accepted.</li> </ul>	None	10 minutes	Receiving/ Releasing Staff Payroll Services Unit	
	1.2 Checks DTR and attachments.	None	2 working days	Staff Payroll Services Unit	
	1.3 Computes total number of hours rendered.	None	10 minutes	Staff Payroll Services Unit	
	1.4 Encodes total number of hours rendered.	None	3 minutes	Staff Payroll Services Unit	
	1.5 Checks figures entered in the payroll and disbursement voucher.	None	1 minute	<i>Staff</i> Payroll Services Unit	
	1.6 Prints payroll or disbursement voucher and Obligation Request.	None	2 minutes	<i>Staff</i> Payroll Services Unit	
	1.7 Countersigns payroll or disbursement voucher.	None	5 minutes	Head Payroll Services Unit	
	1.8 Logs documents and forwards to the next office concerned.	None	2 minutes	Receiving/ Releasing Staff Payroll Services Unit	



TOTAL:	None	2 Working Days & 33 Minutes	
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**4. Processing of Request for Personnel-Related Documents** This procedure applies to all requests for personnel-related documents of Permanent/Temporary/Contractual Employees, Job Orders, Lecturers and Part-timers.

Office or Division:	Payroll Services Unit (PSU)				
Classification:	Simple				
Type of Transaction:	G2G - Government to	Governmen	it		
Who may avail:	All TSU Personnel				
	REQUIREMENTS		WHERE TO SE	CURE	
1. Properly accomp Form <i>(TSU-PSU</i> (1 Original Copy)	-SF-14)	Payroll Ser	vices Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits properly filled- out Request Slip Form.	1.1 Receives properly accomplished slip and confirms other details, if necessary.	None	3 minutes	Receiving/ Releasing Staff Payroll Services Unit	
	1.2 Forwards the slip to the administrative staff in-charge.	None	1 minute	Receiving/ Releasing Staff Payroll Services Unit	
	1.3 Prepares, prints, and countersigns the document based on the information found.	None	4 hours	Administrative Staff Payroll Services Unit	
	1.4 Signs the document/s.	None	1 minute	<i>Head</i> Payroll Services Unit	
2. Acknowledges receipt of documents by signing in the outgoing logbook.	2. Logs the document/s.	None	1 minute	Receiving/ Releasing Staff Payroll Services Unit	
	TOTAL:	None	4 Hours & 6 Minutes		



## Performance Management Unit Internal Services



### **1. Processing for Request for Send-Off of Retiree**

This service allows the university to recognize retirees who are permanent teaching and non-teaching personnel for their loyal service and commitment to Tarlac State University.

		Office of Human D		Dovelopment Me	nogomont
Office or Division	:	Office of Human R Performance Mana		Development wa	nagement-
Classification:		Complex	-genient enn		
Type of Transacti	on:	G2G – Governmer	nt to Governm	ent	
		TSU Retirees Who	are Permane	ent Teaching and	Non-Teaching
Who may avail:		Personnel		_	_
		QUIREMENTS		WHERE TO SEC	CURE
<ol> <li>Duly Signed and Accomplished Send- Off Request Form TSU-PRM-SF-12 (1 Original Copy)</li> </ol>			Managemer https://www. prm-sf-12-se form.docx	end-off-celebratic	<u>a/e1pdms3n/tsu-</u> pn-request-
CLIENT STEPS	AC	GENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
<ol> <li>Submit the requirement to the Performance</li> </ol>		Checks if the submitted form is properly filled out	None	1 minute	Clerk Performance Management Unit
Management Unit office.	1	Forwards the submitted form to the next signatories.	None	1 minute	<i>Clerk</i> Performance Management Unit
		Once the request form is approved, prepare the following materials, including but not limited to: Invitations Venue Materials for event styling AVP Cake/wine Food and Catering Services Performances	None	5 working days	<i>Clerk</i> Performance Management Unit
2. Receive the Invitation		Gives the invited personnel a copy of invitation.	None	1 hour	<i>Clerk</i> Performance Management Unit



3. Attend the event.	3. Prepares the venue and facilitates the event.	None.	6 hours	Staff-in-charge Performance Management Unit
	TOTAL:	None	5 Working Days, 7 Hours & 2 Minutes	



# 2. Processing of Request for Individual Faculty Evaluation and Issuance of Strategic Performance Management System

This service allows requesting clients to receive a copy of result of the Individual Faculty Evaluation and Individual Performance Commitment and Review and Department Performance Commitment and Review for various purposes.

Office or Division:	Office of Human R	esource and [	Development Man	agement -	
	Performance Mana	agement Unit			
Classification:	Simple				
Type of Transaction:	G2G – Governmer	t to Governme	ent		
Who may avail:	TSU Faculty/Teach	TSU Faculty/Teaching Personne and all Plantilla			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE	
<ol> <li>Accomplished Cert /Document Request TSU-EWU-SF-02</li> </ol>	est Slip		nan Resource, De t, or can be acces <u>q4tT29</u>	•	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill out the request form and submit to the Office of Human	1.1 Checks the submitted form and verifies if no data privacy is violated.	None	1 minute	<i>Clerk</i> Performance Management Unit	
Resource and Development Management - Performance Management Unit or thru the link: (http://bit.ly/3q4t T29)	1.2 Prepares the requested document.	None	5 minutes	<i>Clerk</i> Performance Management Unit	
2. Requested Soft Copy: Receive a copy of requested document.	2. Request for Soft Copy: Sends the requested document via email or Microsoft Teams.	None	5 minutes	<i>Clerk</i> Performance Management Unit	
Requested Hard Copy: Receive a notification regarding the availability of the requested document.	Request for Hard Copy: Notify the requestor as soon as the document is ready for pickup.				



3. Proceed to the Performance Management Unit office to receive the requested document and sign the logbook.	3. Releases the requested document and hands over the logbook for filling.	None	3 minutes	<i>Clerk</i> PM Unit OHRDM Requesting personnel
1092001	TOTAL:	None	14 Minutes	



### **Planning and Design Unit**

**Internal Services** 



#### **1. Processing of Service Request for Design Layout**

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

Office or Division	n:	Office of Facilities Development and Management – Planning					
		and Design Ur		DU)			
Classification/s:	-	Highly Technic					
Type of Transact	lion:		ment to Citizen				
Who may avail				/ernment	ting Students of the		
Who may avail:		University	nits, Offices,	Colleges and Exis	sting Students of the		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE							
1. Properly Accom				Facilities Develop	ment and		
Signed Service	•			ment or download			
TŠU-PMU-SF-			•	ww.tsu.edu.ph/me			
			pmu-sf-3	<u>3-service-request-</u>			
CLIENT STEPS	AGF	NCY ACTION	FEES TO	PROCESSING	PERSON		
			BE PAID	TIME	RESPONSIBLE		
1. Submit the		eceives and	None	10 minutes	Clerk		
necessary	•	the Service			Office of Facilities		
requirements to the Office		uest in the ook and			Development and Management		
of Facilities	0	ermines the			Management		
Development		rol number					
and	ther	, forwards to					
Management.	the	Director.					
		eviews the	None	25 minutes	Director		
		cription and			Office of Facilities		
		ose of the			Development and		
		lest and ermines if the			Management		
		lest is					
	-	roved or					
		pproved.					
	Note						
		pproved,					
		rn the Service					
		uest Form to client, and					
		rm them of the					
		son for					
		pproval.					
	1.3 Forwards the Service Request to the Head of the		None	2 minutes	Clerk		
					Office of Facilities		
					Development and		
Planning and				Management			
		ign Unit if					
	app	roved.					
	1.4 ls	sues the	None	10 minutes	Clerk		



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	Claim Stub with the following information: Name of the Requestor: Office / Unit / College: Date Filed: Control Number: Claiming Date of Request:			Office of Facilities Development and Management
	1.5 Assigns a Personnel-in- Charge for the request.	None	20 minutes	<i>Unit Head</i> Planning and Design Unit
2. Attend the Client Conference.	2.1 Conducts Client Conference through site investigation with the requesting office for interview and data gathering using the Client Conference Form.	None	2 working days	<i>Project-in-Charge</i> Planning and Design Unit
	2.2 Prepares the preliminary scheme using the gathered data as reference and submits it for approval.	None	5 working days	<i>Project-in-Charge</i> Planning and Design Unit
	2.3 Reviews and approves the preliminary scheme.	None	8 hours	<i>Unit Head</i> Planning and Design Unit
	2.4 Forwards the approved preliminary scheme to the client and notifies them about the 2 nd Client Conference.	None	20 minutes	<i>Project-in-Charge</i> Planning and Design Unit
3. Review the preliminary scheme.	3.1 Conducts 2 nd Client Conference for additional inputs or comments.	None	3 working days	<i>Project-in-Charge</i> Planning and Design Unit
	3.2 Completes the preliminary scheme based on the inputs of Request Office/End-user	None	5 working days	<i>Project-in-Charge</i> Planning and Design Unit



r			1	
	and submits to the Unit Head for approval.			
	3.3 Checks the completed preliminary scheme.	None	8 hours	<i>Unit Head</i> Planning and Design Unit
	3.4 Revises the complete drawing as to the suggestions and comments of the Unit Head.	None	2 working days	<i>Project-in-Charge</i> Planning and Design Unit
	3.5 Prints the approved working drawings and endorses to the Clerk.	None	2 hours	<i>Project-in-Charge</i> Planning and Design Unit
4. Return the claim stub to the Office of Facilities Development and Management (OFDM), receive the requested design layout and fill out the outgoing logbook.	4. Receives and signs the claim stub, releases the requested design layout, and asks the client to affix their signature in the claim stub upon receipt of request.	None	30 minutes	<i>Clerk</i> Office of Facilities Development and Management
	TOTAL:	None	18 Working Days, 9 Hours & 57 minutes	



### **Pollution Control and Safety Unit**

**Internal Service** 



#### 1. Processing of Request for Safety Inspection of College-based Events and Assistance for University-wide Events and Activities

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

	Dellution Control or				
Office or Division:			· /		
Classification:	For College Events For University-Wide	For College Events If Compliant: Simple For College Events If Non-Compliant: Simple For University-Wide Events If Compliant: Highly Technical For University-Wide Events If Non-Compliant: Highly Technical			
Type of	G2G - Government	G2G - Government to Government			
Transaction:	G2C - Government	G2C - Government to Citizen			
Who may avail:	TSU Students and	Employees			
	REQUIREMENTS		WHERE TO SE	CURE	
1. Approved Reque and the Assistan Venue (1 Origina	•	The client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Submit the approved request letter of	1.1 Receives the letter from the requesting office.	None	5 minutes	<i>Staff</i> Pollution Control and Safety Unit	
inspection addressed to PCSU Unit Head.	1.2 Reviews and confirms the letter as an approval of the inspection.	None	10 minutes	Staff Pollution Control and Safety Unit	
2. Receive the date for the inspection.	2. Informs the client regarding the date of inspection.	None	5 minutes	Staff Pollution Control and Safety Unit	
3. Inspect together with Pollution Control and Safety Unit personnel.	3. Inspects the area or venue of the event with the presence of the client and proceed to <b>Agency Action</b> <b>No. 6.1</b> if no non- conformities found.	None	2 hours	Staff Pollution Control and Safety Unit	
	Note: If there are non-conformities found in the area/venue, generate an Occupational Health and Safety Site Observation Report (TSU-PCS- SF-10).	None	1 hour		
4. Receive the Occupational and Safety Site Observation Report.	4. Communicates non-conformity/ies by forwarding the Occupational Health and Safety	None	1 hour	Staff Pollution Control and Safety Unit	



	· · · · · · · · · · · · · · · · · · ·		1	1906
	Site Observation Report for corrective action.			
5. Act on the non- conformity/ies indicated in the given Occupational Health and Safety Site Observation Report.	5. Re-inspects the area for verification of the corrective action done by the client.	None	2 hours	Staff Pollution Control and Safety Unit
6. Receive the Certificate (TSU-PCS-SF-	6.1 Issues the Certificate (TSU- PCS-SF-12).	None	1 hour	<i>Staff</i> Pollution Control and Safety Unit
12).	6.2 Logs the document/s issued to the Pollution Control and Safety Document Log (TSU-PCS-SF-01).	None	30 minutes	Staff Pollution Control and Safety Unit
7. For University- Wide Events and Activities Assistance: Comply with the health and safety protocols and guidelines and attend the event.	7. For University- Wide Events and Activities Assistance: Assists during the event.	None	6 calendar days	Staff Pollution Control and Safety Unit
8. For University- Wide Events and Activities Assistance: Receive the Occupational and Safety Site Observation report.	8. For University-Wide Events and Activities Assistance: After the event, communicates non- conformity/ies by forwarding the Occupational Health and Safety Site Observation Report for corrective action.	None	1 working day	Staff Pollution Control and Safety Unit
TOTAL FOR C	COLLEGE EVENTS, IF COMPLIANT:	None	3 Hours & 50 Minutes	
TOTAL FOR C	COLLEGE EVENTS, IF NON-COMPLIANT:	None	7 Hours & 50 Minutes	
	OR UNIVERSITY WIDE TS OR ACTIVITIES, IF COMPLIANT:	None	7 Days, 3 Hours & 50 Minutes	



TOTAL FOR UNIVERSITY WIDE	None	7 Days, 7	
EVENTS OR ACTIVITIES, IF NON-		Hours & 50	
COMPLIANT:		Minutes	



### **Procurement Unit**

**External Services** 



### **1. Process of Acquiring Bidding Documents**

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

<ol> <li>Letter of Intent (1 Original Copy</li> <li>If Paid via Ove Receipt (1 Phote</li> <li>If Paid via Online</li> </ol>	Division Simple G2B – Government to E All Eligible Business En F REQUIREMENTS or 1 Electronic Copy) r-the-Counter, Official pcopy) ne Banking, Official	Entity/ies WHERE TO SECURE The client will provide		
Receipt (1 Scan	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies.	1.1 Receives the Letter of Intent and other requirements from prospective bidders.	None	5 minutes	Staff-in-Charge BAC Secretariat Procurement Unit
	1.2 Assesses the submitted requirements and informs the contractors / suppliers on the fee.	None	5 minutes	Staff-in-Charge BAC Secretariat Procurement Unit
2. Pay the fee at the Cashiering Unit.	2. Receives payment and issues Official Receipt.	Maximum Cost of Bidding Document s Based on the Approved Budget for the Contract (ABC) (See table below)	5 minutes	<i>Staff-in-Charge</i> Cashiering Unit
3. Provide photocopy of the Official Receipt and submit complete set of bidding documents.	3. Requires the prospective bidder or supplier a complete set of bidding documents and a photocopy of the Official Receipt.	None	5 minutes	Staff-in-Charge BAC Secretariat Procurement Unit



TOTAL:	Maximum Cost of Bidding Documen ts based on ABC	20 Minutes	
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Approved Budget for the Contract	Maximum Cost of the Bidding Documents
PHP 500,000.00 and below	PHP 500.00
More than PHP 500,000.00 up to PHP 1,000,000.00	PHP 1,000.00
More than PHP 1,000,000.00 up to PHP 5,000,000.00	PHP 5,000.00
More than PHP 5,000,000.00 up to PHP 10,000,000.00	PHP 10,000.00
More than PHP 10,000,000.00 up to PHP 50,000,000.00	PHP 25,000.00
More than PHP 50,000,000.00 up to PHP 500,000,000.00	PHP 50,000.00
More than PHP 500,000,000.00	PHP 75,000.00



### **Procurement Unit**

**Internal Services** 



### 1. Processing of Purchase Request / Job Order

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

Office or Division:	Procurement Unit - Planning & Canvassing Division				
Classification:	Highly Technical				
Type of	G2B – Government to	Business E	ntitv/ies		
Transaction:	G2G – Government to				
Who may avail:	TSU Units, Offices an	d Colleges			
	REQUIREMENTS		WHERE TO SEC	CURE	
1. Accomplished Re	quest for Funding	Budget Mo	nitoring Unit		
Form (3 Original (	Copies)	_	_		
2. Accomplished Pu	rchase Request Form	Downloada	able from TSU Po	rtal	
(3 Original Copies	s)		w.tsu.edu.ph/med	lia/2vynentz/purc	
		hase-reque	,		
3. Requisition and Is	•		able from TSU Po		
(3 Original Copies	5)			a/hw1j3hyp/requit	
			ue-slip.docx	.(]	
4. Accomplished Jol			able from TSU Po		
(3 Original Copies	5)		<u>w.tsu.edu.ph/med</u>	iia/kinioiyn/job-	
5 Durchasa Poquas	t (5 Original Copies)	order.docx		on Produromont	
5. Fulchase Reques	a (5 Original Copies)	Unit	lanagement Divisi		
6. Job Order (3 Orig	inal Copies)		anagement Divisi	on Procurement	
		Unit			
7. For Infrastructur	e Projects, Designs	The client v	will provide		
or Layout (if appli					
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE	
1. Submit all	1.1 Receives the	None	5 minutes	Receiving Clerk	
requirements and		None	o minacoo	Procurement	
present all	Purchase Request			Unit - Planning	
original copies to	or Job Order along			& Canvassing	
the receiving	with the supporting			Distates	
Staff-in-Charge of	with the ouppoining			Division	
				Division	
the Procurement				Division	
-	documents and			Division	
the Procurement	documents and attached form for the number of days to process:			Division	
the Procurement	documents and attached form for the number of days to process: Period of Action-			Division	
the Procurement	documents and attached form for the number of days to process: Period of Action- SF 076.				
the Procurement	documents and attached form for the number of days to process: Period of Action- SF 076. 1.2 Forwards the	None	5 minutes	Receiving Staff	
the Procurement	documents and attached form for the number of days to process: Period of Action- SF 076. 1.2 Forwards the Approved	None	5 minutes	Receiving Staff Procurement	
the Procurement	documents and attached form for the number of days to process: Period of Action- SF 076. 1.2 Forwards the Approved Purchase Request	None	5 minutes	<i>Receiving Staff</i> Procurement Unit - Planning	
the Procurement	documents and attached form for the number of days to process: Period of Action- SF 076. 1.2 Forwards the Approved Purchase Request / Job Order to the	None	5 minutes	Receiving Staff Procurement Unit - Planning & Canvassing	
the Procurement	documents and attached form for the number of days to process: Period of Action- SF 076. 1.2 Forwards the Approved Purchase Request / Job Order to the Bids and Awards	None	5 minutes	<i>Receiving Staff</i> Procurement Unit - Planning	
the Procurement	documents and attached form for the number of days to process: Period of Action- SF 076. 1.2 Forwards the Approved Purchase Request / Job Order to the Bids and Awards Committee (BAC)	None	5 minutes	Receiving Staff Procurement Unit - Planning & Canvassing	
the Procurement	documents and attached form for the number of days to process: Period of Action- SF 076. 1.2 Forwards the Approved Purchase Request / Job Order to the Bids and Awards Committee (BAC) Secretariat Section	None	5 minutes	Receiving Staff Procurement Unit - Planning & Canvassing	
the Procurement	documents and attached form for the number of days to process: Period of Action- SF 076. 1.2 Forwards the Approved Purchase Request / Job Order to the Bids and Awards Committee (BAC) Secretariat Section for processing.			Receiving Staff Procurement Unit - Planning & Canvassing Division	
the Procurement	documents and attached form for the number of days to process: Period of Action- SF 076. 1.2 Forwards the Approved Purchase Request / Job Order to the Bids and Awards Committee (BAC) Secretariat Section	None	5 minutes 5 minutes	Receiving Staff Procurement Unit - Planning & Canvassing	
the Procurement	documents and attached form for the number of days to process: Period of Action- SF 076. 1.2 Forwards the Approved Purchase Request / Job Order to the Bids and Awards Committee (BAC) Secretariat Section for processing. 1.3 Affixes control			Receiving Staff Procurement Unit - Planning & Canvassing Division Secretariat	
the Procurement	documents and attached form for the number of days to process: Period of Action- SF 076. 1.2 Forwards the Approved Purchase Request / Job Order to the Bids and Awards Committee (BAC) Secretariat Section for processing. 1.3 Affixes control number on the			Receiving Staff Procurement Unit - Planning & Canvassing Division Secretariat Procurement	



			1906
(PR) / Job Order (JO).			Secretariat Division
			Staff-in-Charge Procurement Unit – Bids and Awards Committee Secretariat Division
1.4 Forwards the approved Purchase Request (PR) / Job Order (JO) to the Bids and Awards Committee (BAC) Chair for the identification of mode of procurement.	None	10 minutes	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit – Bids and Awards Committee Secretariat Division
1.5 Forwards the approved Purchase Request (PR) / Job Order (JO) to the Document Control Coordinator for the preparation of Request for Quotation and retains documents for processing under public bidding.	None	10 minutes	Document Controller Procurement Unit Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit
1.6 Prepares the bidding documents for the processing of request under public bidding.	None	2 working days	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit – Bids and Awards Committee Secretariat Division



			1906
1.7 Posts to the PhilGeps website those request for public bidding.	None	1 hour	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge
			Procurement Unit
1.8 Posts requests to be processed under Alternative Mode of Procurement with below 50,000 ABC.	None	1 hour	Staff-in-Charge Planning and Canvassing Division
1.9 Prepares the conduct of public bidding for request/s to be undertaken through public bidding.	None	Minimum Time: 29 working days Maximum Time: 129 working days	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division
Note: If processed under Alternative Mode: Conduct canvassing for request/s undertaken through alternative mode of procurement.	None	Minimum Time: 7 working days Maximum Time: 15 working days	Staff-in-Charge Procurement Unit Staff-in-Charge Planning and Canvassing Unit
1.10 Prepares Bids and Awards Committee (BAC) resolutions for projects completed which are undertaken through public bidding and BAC resolutions for request undertaken through alternative mode of procurement with an ABC above 50,000	None	30 minutes	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit
1.11 Forwards the sealed quotation of contractors /	None	1 working day	Staff-in-Charge



			1906
suppliers to the Technical Working Group (TWG) - Technical and End-User for the evaluation of items. 1.12 Prepares the	None	2 hours	Planning and Canvassing Division Staff-in-Charge
Abstract of Quotation for request undertaken through alternative mode of procurement.			Planning and Canvassing Division
1.13 The Canvassing Unit shall route the Abstract of Quotation for signing by the BAC Members.	None	1 working day	Document Controller Procurement Unit
1.14 Forwards the completed projects undertaken through public bidding together with all the supporting documents to the Contract Mgt. Unit for the preparation of Notice of Award and Purchase Order for the projects undertaken through alternative mode of procurement.	None	30 minutes	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit
1.15 Forwards the Notice of Award to the Office of the President for Approval.	None	1 working day	Staff-in-Charge Contract Mgt. Division
1.16 Countersigns the Purchase Order.	None	5 minutes	<i>Unit Head</i> Procurement Unit
1.17 Forwards the duly countersigned Purchase Order/Work Order (PO/WO) to the Budget Office for obligation for funds.	None	5 minutes	Staff-in-Charge Contract Mgt. Division



	<ul> <li>1.18 Issues copy of duly approved</li> <li>Notice of Award or</li> <li>Purchase Order or</li> <li>Work Order to the suppliers or</li> <li>contractors for</li> <li>signing or</li> <li>confirmation</li> <li>through phone call</li> <li>or sending of</li> <li>scanned copy</li> <li>through mail.</li> <li>1.19 Forwards copy</li> </ul>	None	2 working days	Staff-in-Charge Contract Mgt. Division Staff-in-Charge
	of duly confirmed Purchase Order/Work Order (PO/WO) to the Commission on Audit.	None	o minutes	Contract Mgt. Division
	1.20 Forwards all complete documents to the Supply and Property Management Unit (SPMU) for the fulfillment of contracts.	None	10 minutes	Staff-in-Charge Contract Mgt. Division
	1.21 Posts the awarded projects / contracts, for transparency, on a conspicuous place at the TSU website and on PhilGeps.	None	1 hour	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division
				Staff-in-Charge Procurement Unit Staff-in-Charge Planning and Canvassing Division
				Document Controller Procurement Unit
2. Receive notification on the approval of their request.	<ol> <li>Informs the client on the approval of their request.</li> </ol>	None	5 minutes	Staff-in-Charge Procurement Unit
				Staff-in-Charge



			Planning and
			Canvassing
			Division
TOTAL TIME FOR PUBLIC BIDDING		36 Working	
	None	Days, 7 Hours	
(MINIMUM TIME):		& 5 Minutes	
TOTAL TIME FOR PUBLIC BIDDING		136 Working	
	None	Days, 7 Hours	
(MAXIMUM TIME):		& 5 Minutes	
TOTAL TIME FOR ALTERNATIVE		14 Working	
	None	Days, 7 Hours	
MODE (MINIMUM TIME):		& 5 Minutes	
TOTAL TIME FOR ALTERNATIVE		22 Working	
	None	Days, 7 Hours	
MODE (MAXIMUM TIME):		& 5 Minutes	



### **Records and Archives Unit**

**External Services** 



#### 1. Process of Receiving and Controlling Records and Documents

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

Office or Division: Records and Archives Unit (RAU)					
Classification:		Records and Archives Unit (RAU)			
		Simple G2C - Government to Citizen			
Type of					
Transaction:		nt to Business Entity/ies			
		2G - Government to Government			
	Who may avail: All Stakeholders				
CHECKLIST OF REQUIREMENTS			WHERE TO SEC	CURE	
<ol> <li>Correspondences from outside agencies addressed to the TSU President (2 Original Copies)</li> <li>Approved Letter from the University President (2 Original Copies)</li> </ol>		The client will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the	1.1 Receives and	None	7 minutes	Staff	
communication	reviews the			Records and	
letter with	communication			Archives Unit	
attachments, if	letter addressed to				
any, at the	the TSU President				
Records and	and shall be				
Archives Unit.	indicated if printed				
	by or received thru				
	postal.				
	1.2 Stamps at the	None	7 minutes	Staff	
	upper right portion			Records and	
	using the Records			Archives Unit	
	and Archives Unit				
	seal and assigns a				
	tracer number,				
	date, time and initial				
	of the Records and				
	Archives Unit				
	receiving staff.				
	1.3 Records the	None	7 minutes	Staff	
	communication in			Records and	
	the assigned			Archives Unit	
	logbook of external				
	documents.				
2. Receive	2. Forwards the	None	7 minutes	Staff	
notification that	communication to			Records and	
the	the University			Archives Unit	
communication	President for				
is already	appropriate action.				
forwarded to					
the University					
President for					



appropriate action.				
	TOTAL:	None	28 Minutes	



### **Records and Archives Unit**

**Internal Services** 



#### **1. Process of Archiving Documents and Materials**

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

Office or Division: Classification:	Records and Archives Unit (RAU) Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS 1. Accomplished Registration for Archives Materials Form TSU-RAU-SF-19 (1 Original Copy)		WHERE TO SECURE Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplishment form and fill out the visitor's	1.1 Reviews the completeness of the form submitted.	None	15 minutes	Staff Records and Archives Unit
logbook.	1.2 Conducts briefing to client.	None	15 minutes	Staff Records and Archives Unit
	1.3 Reproduces the requested material except when the original is not under custody.	None	15 minutes	Staff Records and Archives Unit
	1.4 Re-files the material.	None	1 working day	<i>Staff</i> Records and Archives Unit
2. Receive the requested material.	2. Releases the requested material.	None	1 working day	<i>Staff</i> Records and Archives Unit
	TOTAL:	None	2 Working Days & 45 Minutes	



#### 2. Process of Receiving and Controlling Records and Documents

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

Office or Division:	Records and Archives Unit (RAU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST O	F REQUIREMENTS		WHERE TO SEC	URE
1. Correspondences Duly Signed by the TSU President / Vice President/s or Authorized Representative (2 Original Copies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the communication letter with attachments, if any, at the Records and	1.1 Receives and reviews the nature and format of the communication that is duly signed by proper authority.	None	7 minutes	<i>Staff</i> Records and Archives Unit
Archives Unit.	<ul> <li>1.2. Stamps at the upper right portion using the Records and Archives Unit seal and assigns a tracer number, date, time and initial of the Records and Archives Unit receiving staff.</li> <li>Note: An original copy is to be kept by Records and Archives Unit. If the original is to be released, the records file shall indicate "Received Original Copy" by the data owner.</li> </ul>	None	7 minutes	Staff Records and Archives Unit
	1.3. Records on the appropriate logbook.	None	7 minutes	<i>Staff</i> Records and Archives Unit
2. Receive the recorded communication	2. Dispatches the recorded communication via	None	30 minutes	<i>Staff</i> Records and Archives Unit



via the following modes:	the following modes:			
modes.	modes.			
a. Sign in the	a. Releases directly			
appropriate logbook.	to the data owner.			
C C				
b. Via MS Teams /	b. Send to MS Teams or post to			
Electronic	Electronic Data			
Data Management	Management System (eDMS)			
System	(if recipients are			
(eDMS)	less than ten (10)			
	different colleges or offices).			
	o Digoopholo			
c. Sign in the pigeonhole	c. Pigeonhole stationed at the			
monitoring	Records and			
form.	Archives Unit and inform the			
	concerned			
	personnel.			
	TOTAL:	None	51 Minutes	



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

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

Note: The Records and Archives Unit conducts yearly monitoring based on the General Disposition Schedule and Records Disposition Schedule. And the actual monitoring depends on the retention time of the documents.

Office or Division: Records and Archives Unit (RAU)				
Classification:	Complex			
Type of				
Transaction:	G2G - Governmen			
Who may avail:	All TSU Employee			
	REQUIREMENTS	WHERE TO SECURE		
<ol> <li>Accomplished Request for Authority to Dispose of Records or Use of Storage Form TSU-RAU-SF-05 (2 Original Copies)</li> </ol>		Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the	1.1 Reviews the	None	1 working day	Staff
accomplished	completeness of	None	i wonting day	Records and
and duly signed	the submitted			Archives Unit
Request for	form.			
Authority to	1.2 If for disposal,	None	•	Staff
Dispose of	transfer to the	None		Records and
Records or Use	disposal. If for			Archives Unit
of Storage to	storing, transfer			
the Record and	to storage area			
Archives Unit.	depending upon			
	the capacity of			
	Records and			
	Archives Unit			
	designated area.			
2. Receive One	2.1 Dispatches one	None	1 working day	Staff
(1) copy of the	(1) copy of the	None	i wonning day	Records and
signed Request	signed Records			Archives Unit
for Authority to	and Archives			AIGHIVES OFIIC
Dispose of	Unit Form to the			
Records or Use	requestor and			
of Storage	file one (1) copy			
Form.	for Records and			
	Archives Unit.			
	2.2 The storage and	None	1 working day	Staff and Head
	disposal in		i working day	Records and
	charge shall		Note: The actual	Archives Unit
	conduct regular		monitoring	
	monitoring based		depends on the	
	on the General		retention time of	
	Disposition		the documents.	
	Schedule and			
	Records			
	Disposition			
	Schedule.			
	Schedule.			



			1908
2.3 At least once a year, Records	None	1 working day	
and Archives			
Unit shall		Note: The total	
prepare the Request for		processing time for the	
authority to		evaluation and	
dispose using		approval of	
National		National	
Archives of the		Archives of the	
Philippines Form		Philippines is 3	
No. 3, for the		months.	
signature of the			
University			
President and			
approved by the			
National			
Archives of the			
Philippines			
Executive			
Director, thru the			
Records			
Management Services			
Division.			
2.4 Once approved,	None	1 working day	Head
prepare a letter		6,	Records and
addressed to the			Archive Unit
National			
Archives of the			
Philippines			
Executive			
Director, inviting			
National			
Archives of the			
Philippines			
representative for the date of			
actual disposal			
and availment of			
their accredited			
buyer.			
2.5 Prepares			
invitation letter to			
the Commission			
on Audit resident			
auditor and			
Internal Audit			
Service as			
witness.	N. 1		0. 7
2.6 Proceeds on the	None	1 working day	Staff
sale of Valueless			Cashiering Unit
records (disposal) shall			
(disposal) shall			
be receipted at			



the Cashiering Office			
TOTAL:	None	6 Working Days	

Note: The service is covered by the National Archives of the Philippines General Circular Number 1 - "Rules and Regulations Governing the Management of Public Records and Archives Administration" and "General Records Disposition Schedule".



#### 4. Processing of Request of Records Copy/ies

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

1. Accomplished Free (FOI) Request Fe	Division:     Yet is a straight of the straight of t			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Submit accomplished Freedom of Information Request Form to the Records and Archives Unit Office.</li> <li>Receive the available record or information.</li> </ol>	<ol> <li>Receives and conducts the initial evaluation of the submitted form.</li> <li>Note: If the form is incompletely filled out, deny the request.</li> <li>Retrieves and releases the information, if available, upon</li> </ol>	None	10 minutes 15 working days	Staff Records and Archives Unit FOI Officer Tarlac State University Staff Records and Archives Unit
	the approval of the Unit Head. 2.2 Prepares and submits of Freedom of Information reports.			FOI Officer Tarlac State University
	TOTAL:	None	15 Working Days & 10 Minutes	

* The total turnaround time includes processing of request/s needing highly technical procedures.



## Recruitment, Selection, and Promotion Unit External Services



#### 1. Processing of Job Vacancies Application

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

Office or Division: Office of Human Resource Development and Management –				
	Recruitment, Selection			
Classification:	Highly Technical			
Type of	G2C – Government to	Citizen		
Transaction:		Onizon		
Who may avail:	All Eligible Applicants			
	REQUIREMENTS		WHERE TO SEC	CURE
1. Application Letter (		The client v		
2. Personal Data She				
(1 Original copy)				
3. Official Transcript c				
whichever is applic				
(1 Original Copy an				
4. Certificate of units				
Graduate course/s,	-			
(1 Original Copy an	• • /			
5. Certificate of Eligibi				
(1 Original Copy an 6. Certificate of Traini				
	last five (5) years for			
non-teaching and te				
teaching.				
(1 Original Copy an	d 1 Photocopy)			
7. Certificate of Award	• • /			
Commendation for	the Last Ten (10)			
Years (1 Original C	opy and 1 Photocopy)			
8. Certificate of Emplo				
Outside of Governm				
(1 Original Copy an	• • /			
9. Performance Rating				
	nitment Review (IPCR)			
Last Two (2) Rating	) in the Present			
(1 Original Copy an	d 1 Photocopy)			
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit all	1.1 Receives	None	1 minute	Front Desk
requirements and	submitted			Office of Human
present all original	document/s.			Resource
copies.				Development
				and
Note: Receiving of				Management
application is until				or
the date specified				_
in the publication for published				Staff
positions.				Recruitment,
				Selection, and Promotion Unit
	1.2 Verifies	None	5 minutes	Front Desk
	photocopied	NOTE		Office of Human
	documents upon			Resource



		TOTAL:	None	12 Working Days & 21 Minutes	
4.	Receives notification regarding the result of the examination and interview.	4. Informs the result of the examination and interview via email or phone text/call.	None	10 minutes	<i>Staff</i> Recruitment, Selection, and Promotion Unit
		3.2 Prepares the ranking sheet and route to the concerned officials for signature.	None	2 working days	<i>Unit Head &amp; Staff</i> Recruitment, Selection, and Promotion Unit
		3.1 Wait for the rating of Human Resource Merit Promotion and Selection Board (HRMPSB).	None	2 working days	<i>Staff</i> Recruitment, Selection, and Promotion Unit
3.	Attends the scheduled examination and demo and/or interview.	3.1 Conducts the examination and interview on the scheduled date.	None	2 working days	<i>Staff</i> Recruitment, Selection, and Promotion Unit
2.	Receive notification on the schedule of examination, demo and/or interview.	2. Informs the applicant on his/her schedule of examination, demo and/or interview.	None	5 minutes	<i>Staff</i> Recruitment, Selection, and Promotion Unit
		1.4Forwards to the hiring Head/Dean/ Director for shortlisting.	None	3 working days	Staff Recruitment, Selection, and Promotion Unit
		1.3Encodes and screen application.	None	3 working days	<i>Staff</i> Recruitment, Selection, and Promotion Unit
					<i>Staff</i> Recruitment, Selection, and Promotion Unit
					Management or
		presentation of its original copies.			Development and



### **Supply and Property Management Unit**

**External Services** 



# 1. Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Action

The service allows the disposal of used/unserviceable supplies, materials, and equipment upon the approval of required documents.

Office or				
Division:	Supply and Property N	Managemen	t Unit	
Classification:	Highly Technical			
Type of	G2B – Government to	Business		
Transaction: Who may avail:	Business Enterprises			
	REQUIREMENTS		WHERE TO SEC	CURE
	1 Certified Photocopy)	Municipal (		
2. Latest Income Ta	ax Return	Bureau of I	nternal Revenue	
(1 Certified Phot				
3. Sealed Bid Docu			wards Committee	on Disposal
(1 Set Original C	ору)	Secretariat	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. Inquires/	1. Issues bidding	None	30 minutes	Disposal Staff
Secures	documents to interested			Disposal Secretariat
bidding guidelines	bidder/s			Supply and
guidennes	Diddel/3			Property
				Management
				Unit
2. Conducts an	2.1 Assists in the	None	1 working day	Disposal Staff
inspection of	inspection of the			Supply and
the item(s) for disposal	Internal Audit Services (IAS)			Property Management
disposal	and the			Unit
	Commission on			•••••
	Audit (COA) on			
	the item(s) for			
	disposal 2.2 Assists in the	None	2 working dovo	Dianonal Staff
	inspection of the	NONE	3 working days	Disposal Staff Supply and
	prospective			Property
	bidders on the			Management
	item(s) for			Unit
2 Cubroit cooled	disposal	Ness	0 heure	Dido and
3. Submit sealed bid during the	3. Opening and Evaluation of	None	2 hours	Bids and Awards
Public Auction	Bids; Declare the			Committee on
Conference	Winning Bidder			Disposal
	Ŭ			Supply and
				Property
				Management
4. For Winning	4. Receives and	10% Bid	30 minutes	Unit BAC Secretariat
Bidder:	checks the	Bond		Supply and
Proceed to the	submitted OR			Property
Cashiering Unit				Management
for the payment				Unit
of 10% Bid Bond and				
			l	



		-		
submit the of the Official Receipt to the BAC-D Secretariat				
5. Accept and conform with the Notice of Award and Proceed	5. Prepares and Issues Notice of Awards and Proceed to the winning bidder	None	3 working days	Secretariat Bids and Awards Committee Supply and Property Management Unit
<ol> <li>Proceed to the Cashiering Un for the paymen of Bid Amount</li> </ol>	t payment and	Bid Amount	5 working days Note: Upon receipt of Notice of Award and Notice to Proceed	Cashiering Staff Cashiering Unit
7. Submit Official Receipt to the BAC-D Secretariat	7. Receives and records Official Receipt	None	10 minutes	Secretariat Bids and Awards Committee on Disposal Disposal Staff Supply and Property Management Unit
8. Receives the gate pass	8. Prepares and issues gate pass	None	2 working days	<i>Disposal Staff</i> Supply and Property Management Unit
9. Hauling of used/ unserviceable items	9. Checks and verifies the items to ensure they conform to the information provided on the gate pass	None	5 working days Note: Upon full payment	Disposal Staff Supply and Property Management Unit Staff Janitorial and Grounds Services Unit or Staff Civil Security Unit



TOTAL:	Bid Amount	19 working days, 3 hours, & 10 minutes	
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## 2. Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment

The service allows the receiving, inspection, and acceptance of deliveries of supplies, materials, and equipment.

Office or	Supply and Property N	/anagemen	t Unit	
Division: Classification:	Highly Technical	_		
Type of	G2B – Government to	Business E	ntity/ies	
Transaction: Who may avail:	Suppliers/Contractors			
	REQUIREMENTS		WHERE TO SEC	CURE
1. Approved Purcha				
Order (1 Original 2. Invoice/ Delivery				
(1 Original Copy)	-			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Suppliers present a copy of the Purchase Order/ Work Order, and the Invoice/ Delivery Receipt is given to the staff-in-charge upon delivery of goods/ services to the Supply and Property Management Unit.	<ol> <li>Receives and checks the completeness of the documents provided</li> </ol>	None	20 minutes	Supplies and Materials Staff Property, Plant and Equipment Staff Supply and Property Management Unit
2. Delivers the item/s	<ul> <li>2.1 Checks and receives delivery of item/s if it is in conformity with the specifications indicated in the Purchase Order / Work Order; count the items delivered.</li> <li>Note: For cases of non-conformity with the specifications, return item to the supplier.</li> </ul>	None	1 working day	Supplies and Materials Staff Property, Plant and Equipment Staff Supply and Property Management Unit
	2.2 Prepares and issues Request for Inspection-to- Inspection	None	30 minutes	Supplies and Materials Staff



## Supply and Property Management Unit

**Internal Services** 



#### 1. Processing of Request for Physical Inventory of Property Accountabilities

This service allows the client to request a special inventory of property accountabilities.

Office or	Supply and Property Management Unit				
Division: Classification:		vianayemen			
Type of	Complex				
Transaction:	G2G – Government to	Governme	nt		
Who may avail:	End-users/ Accountable Officers				
	REQUIREMENTS	Quanta	WHERE TO SEC		
1. Accomplished Re (1 Original Copy		Downloada	d Property Manage able at the TSU W v.tsu.edu.ph/media	ebsite:	
	sf-06-request-slip.docx				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING		
1. Submit	1.1 Receives,	BE PAID None	TIME 10 minutes	RESPONSIBLE Inventory Staff	
accomplished Request for Inventory to the office of Supply and Property	Records and Approves Request for Inventory	None	TO minutes	Head Supply and Property Management Unit	
Management Unit.	1.2 Prepares checklist/ summary list and set schedule for Inventory	None	10 minutes	Inventory Staff Supply and Property Management Unit	
2. Attends set schedule of Inventory	2.1 Conducts Inventory	None	4 working days	Inventory Staff Supply and Property Management Unit	
	2.2 Prepares report on the conducted Inventory which includes list of Missing Property Accountabilities (if any)	None	2 working day	Inventory Staff Inventory Committee Supply and Property Management Unit	
				Accounting Unit	
3. If there are missing property accountabiliti es: Prepares a Report of Lost, Stolen, Damaged or Destroyed Property/	3. Receives and checks notarized Report of Lost, Stolen, Damaged or Destroyed Property/ Report of Lost, Stolen, Damaged or Destroyed Semi-	None	5 minutes	Inventory Staff Supply and Property Management Unit	



	Report of Lost, Stolen, Damaged or Destroyed Semi- Expendable Property and submits a notarized copy to Supply and Property Management Unit	Expendable Property			
4.	Settles missing property accountabilities to the Cashiering Unit and submits Official Receipts or replacement of lost items as proof of settlement	<ul> <li>4.1 For payment of the lost item(s), receives payment for the assessed amount of missing property accountabilities</li> <li>Note: If the item(s) is replaced, present the item(s) and submit the Official Receipt to the SPMU to verify that the purchased item is equivalent to the lost item(s).</li> </ul>	Assessed amount of missing property accounta bilities	10 minutes	Cashiering Staff Cashiering Unit Inventory Staff SPMU
		4.2 Receives and Records proof of settlement	None	5 minutes	PPE Staff Supply and Property Management Unit
		4.3Drops property in the database/ Inventory Record	None	5 hours	PPE Staff Supply and Property Management Unit
	TOTAL With	out Missing Property Accountabilities:	None	6 Working days and 20 minutes	
т	TOTAL With Missing Accountabilities:		Amount of assesse d missing account ability/ ies	6 Working days, 5 hours and 40 minutes	



#### 2. Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment

The service allows the requisition and issuance of supplies, materials, and equipment to end user/s.

Office or	Supply and Property N	/anagemen	t Unit	
Division: Classification:				
Type of	Complex			
Transaction:	G2G– Government to	Governmen	t	
Who may avail:	Respective End-Users	6		
	REQUIREMENTS		WHERE TO SEC	CURE
<ol> <li>Accomplished Re Slip (RIS)         <ul> <li>(3 Original Copie</li> <li>(1 Photocopy for transferred to oth</li> </ul> </li> </ol>	s) items to be	Downloada https://www	d Property Manage able at the TSU W v.tsu.edu.ph/media ue-slip.docx	ebsite:
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. <b>For</b>	1.1 Receives	BE PAID None	TIME 5 minutes	RESPONSIBLE Receiving Staff
Requisition of Supplies, Materials and PPE: Submits	Requisition Slip for stock availability inquiry	none	5 minutes	Supply and Property Management Unit
accomplished Requisition Slip to the office of	1.2Checks availability of stocks	None	3 hours	Supply And Materials Staff
Supply and Property Management Unit.	SIUCKS			Property, Plant and Equipment Staff
				Supply and Property Management Unit
	1.3 Certifies non- availability of stocks and return to Requisitioning officer the Requisition and Issue Slip for preparation of Purchase Request	None	3 hours and 10 minutes	<i>Head</i> Supply and Property Management Unit
2. For Issuance of Supplies, Materials, and Equipment: Receives notice for available item/s	2. For Supplies and Materials, PPE, and Semi- Expendable PPE: Prepares and issue notice to end-user/s for the availability of	None	1 working day	Supply And Materials Staff Property, Plant and Equipment Staff Supply and Property



	item/s per fund			Management
	cluster			Unit
3. Present duly accomplished Requisition and Issue Slip (RIS) for supplies, materials, and	3.1 Checks, approves, and records the availability of items	None	2 hours	Receiving Clerk Head Supply And Materials Staff Supply and
equipment				Property Management Unit
	3.2 For Construction Materials: Validates items requested for construction/ fabrication/ repairs by administration	None	1 working day	<i>Monitoring &amp; Validation Staff</i> Supply and Property Management Unit
	3.3 For Semi- Expendable PPE and for Semi- Expendable Supplies and Materials: Prepares and signs Inventory Custodian Slip	None	1 working day and 5 hours	Supply And Materials Staff/ PPE Staff Head Property, Plant and Equipment Staff Supply and Property Management Unit
	3.4 For PPE: Prepares and signs Property Acknowledgeme nt Receipt (PAR)	None	2 working days	<i>Head</i> Supply and Property Management Unit
4. Receive the item(s)	4.1 For Supplies and Materials: Issue items to end-user/s	None	1 working day	Supply And Materials Staff Supply and Property Management Unit
	4.2For PPE and Semi- Expendable PPE: Issue items to end-user/s	None	2 working days	Property, Plant and Equipment Staff Supply and Property Management Unit
	4.3 For Supplies, Materials, PPE and Semi- Expendable	None	1 working day	Supply And Materials Staff



	Supplies, Materials and PPE: Post issued items manually and electronically in the property/stock card and supply inventory system			Property, Plant and Equipment Staff Supply and Property Management Unit
	4.4 Prepares and submits a Report of Supplies and Materials Issued and Report of Semi- Expendable Property Issued to the Accounting Office	None	3 hours	Supply And Materials Staff Property, Plant and Equipment Staff SPMU
Total In Sup	plies, And Materials:	None	3 Working Days, 8 Hours, & 10 Minutes	
	Expendable: Supplies d Materials, and PPE:	None	6 Working Days, 3 Hours & 10 Minutes	
Total In Su	Total In Supplies, And Materials (Construction):		4 Working Days, 8 Hours, & 10 Minutes	
	Total In PPE:	None	6 Working Days, 5 Hours, & 10 Minutes	



#### 3. Processing of Request to Condemn Unserviceable Property Accountabilities

This service allows clients to submit requests to condemn unserviceable and/or no longer needed properties.

Office or	Supply and Property N	/anagemen	t Unit		
Division: Classification:	Complex	5			
Type of	•	0	- 1		
Transaction:	G2G – Government to		nt		
Who may avail:	End-users/ Accountab	le Officers			
	REQUIREMENTS		WHERE TO SEC		
(1 Original Copy)	<ol> <li>Accomplished Request Slip (1 Original Copy)</li> </ol>		Supply and Property Management Unit/ Downloadable at the TSU Website <u>https://www.tsu.edu.ph/media/yjufpfkr/tsu-sup-</u> sf-06-request-slip.docx		
2. Fully Accomplish (1 Original Copy)	ed Inspection Report )	-	intenance Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit accomplished Request to Condemn/ Request Slip with attached fully accomplished Inspection Report to the office of Supply and Property Management Unit.	<ul> <li>1.1 Receives, checks, and approves Request to condemn unserviceable properties</li> <li>1.2 Prepares and issue pull out slip to the end-user</li> <li>1.3 Pull out item/s to condemn then</li> </ul>	None	10 minutes 1 working day 1 working day	Receiving Staff Disposal Staff Head Supply and Property Management Unit Disposal Staff Supply and Property Management Unit Disposal Staff	
	transfer the item to the storage room for disposal 1.4 Prepares	None	1 working day	Supply and Property Management Unit Disposal Staff	
	ITR/PTR to the Supply Officer and label the condemn properties using the number indicated on the ITR/PTR			<i>Head</i> Supply and Property Management Unit	
	TOTAL:	None	3 Working Days, & 10 Minutes		



## 4. Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User

The service allows to return the properties that are still serviceable but no longer needed by the end-user to the Supply and Property Management Unit.

Office or Division:	Supply and Property N	Managemer	nt Unit		
Classification:	Simple				
Type of	G2G – Government to	Governme	ent		
Transaction:					
Who may avail:	End-users/ Accountab	le Officers			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
<ol> <li>Accomplished Request Slip (1 Original Copy)</li> </ol>		Supply and Property Management Unit/ Downloadable at the TSU Website <u>https://www.tsu.edu.ph/media/yjufpfkr/tsu-</u> <u>sup-sf-06-request-slip.docx</u>			
2. Fully Accomplish (1 Original Copy	ed Inspection Report )	-	aintenance Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits accomplished	1.1 Receives, checks and	None	10 minutes	Receiving Staff	
Request Slip with attached	Approves Request to			Inventory Staff	
Inspection Report to the	Return properties			Head	
office of Supply				Supply and	
and Property				Property	
Management Unit				Management Unit	
Onit	1.2 Pull out	None	2 working days	Inventory Staff	
	serviceable	None		inventory oran	
	properties to be			Supply and	
	returned			Property	
				Management	
				Unit	
	1.3Prepares	None	1 hour	Inventory Staff	
	Inventory Transfer Depart			Head	
	Transfer Report (ITR)/ Property			Supply and	
	Transfer Report			Property	
	(PTR) to the			Management	
	Supply Officer			Unit	
	and put label on			<b>O</b> m	
	the returned				
	items using the				
	number indicated				
	on the ITR/PTR				
	1.4 Issue a copy of	None	10 minutes	PPE Staff	
	ITR/PTR to new			Supply and	
	end user			Property	
				Management Unit	
			2 Working	Orm	
	TOTAL:	None	Days,		
L		I	,		



	1 Hour, & 20 Minutes	
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#### 5. Processing of Request to Transfer Property Accountabilities

The service allows the proper turn over or transfer of property accountability from one end-user to another end-user.

Office or Division:	Supply and Property N	Managemer	nt Unit	
Classification:	Simple			
Type of Transaction:	G2G – Government to	Governme	ent	
Who may avail:	End-users/ Accountab	le Officers		
	REQUIREMENTS		WHERE TO SE	CURE
<ol> <li>Accomplished Re (1 Original Copy)</li> </ol>	shed Request Slip		d Property Manag able at the TSU W w.tsu.edu.ph/medi request-slip.docx	Vebsite
2. Fully Accomplish (1 Original Copy)	ed Inspection Report	Facility Ma	aintenance Unit	
3. Fully Accomplish Materials/ Equipr	<ol> <li>Fully Accomplished Permit to Bring Materials/ Equipment from One Campus to Another TSU-SUP-SF-51</li> </ol>		Supply and Property Management Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Request to Transfer /Request Slip with attached checklist and/or Property Acknowledgem ent Receipt/ Inventory Custodian Slip	<ul> <li>1.1 Receives, checks and Approves Request to Transfer of Property Accountabilities</li> <li>Note: The end user shall be responsible for transferring the items.</li> <li>If the items are to be transferred to another campus, the new end user prepares a Permit to</li> </ul>	None	10 minutes	Receiving Staff Inventory Staff Head Supply and Property Management Unit
	Bring Materials/Equipment from One Campus to Another TSU- SUP-SF-51 to be approved by the SPMU Head. 1.2 Prepares	None	1 hour	Inventory Staff
	Inventory Transfer Receipt for Semi- Expendable <i>Property, Plant</i> and Equipment and Property			Head Supply and Property Management Unit



	Transfer Receipt			
	for <i>Property</i> ,			
	Plant and			
	Equipment items			
	1.3 Prepares Inventory Custodian Slip for Semi- Expendable <i>Property, Plant</i> <i>and Equipment</i> and Property Acknowledgeme nt Receipt for PPE items to the	None	1hour	Property, Plant and Equipment Staff Head Supply and Property Management Unit
	new End-user			
2. Transfer the accountability to the new end user	<ol> <li>Issue a copy Inventory Custodian Slip/ Property Acknowledgeme nt Receipts to new end user</li> </ol>	None	2 working day	Inventory and Property, Plant and Equipment Staff Supply and Property Management Unit
	TOTAL:	None	2 Working Days 7 Hours & 10 Minutes	



### **Training and Organizational Development Unit**

**Internal Services** 



#### **1. Process of Application for Sabbatical Leave**

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

				namant _
· ·	Office of Human Reso Training and Organiza			
	Highly Technical			
	G2C – Government to	Governmer	nt	
Transaction:				
Who may avail:	TSU Faculty with Twe	ntv-five (25)	Years and Above	Tenure
CHECKLIST OF R			WHERE TO SEC	CURE
1. Accomplished Applica	ation Form for	Training an		Development Unit
Sabbatical Leave TSU		or downloa		
(3 Original Copies)		https://www	v.tsu.edu.ph/media	<u>a/fbgfvg3x/tsu-</u>
		<u>tod-sf-32-a</u>	pplication-for-sabl	patical-leave.docx
2. Proposed Program of	Work	The client w	will provide	
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
	1.1 Receives and	None	1 minute	Clerk
accomplished	verifies			Office of the
Application Form	completeness of			University
with the Proposed	the submitted			President
Program of Work to Office of the	documents.	Nana	1 minuto	Clark
University President.	1.2 Endorses verified documents to	None	1 minute	<i>Clerk</i> Office of the
Oniversity President.	Office of Human			University
	Resource and			President
	Development			riesident
	Management			
	(OHRDM).			
	1.3 Receives and	None	1 minute	Messenger
	endorses the			Office of Human
	documents to the			Resource
	Administrative			Development
	Assistant of			and
	Training and			Management
	Organizational			
	Development Unit.			
1	1.4 Receives and	None	1 minute	Administrative
	endorses the			Assistant II
	documents to the			Training and
	Human Resource			Organizational Development
	and Development Management			Development Unit
	Office (HRDMO)			or
	Director.			UI UI
				Director
				Office of Human
				Resource
				Development
				and
				Management
1	1.5 Convenes and	None	7 working days	Members



			1 1	
	evaluates the applicant's			TSU- Administrative
	proposed program of work.			Council
	1.6 Prepares and accomplishes CSW for Board Confirmation.	None	7 working days	Administrative Assistant II Training and Organizational Development Unit Board of Regents Tarlac State University
2. Receive an update on the status of the application.	<ol> <li>Notifies the applicant on the status of his/her application.</li> <li>If approved, facilitates contract signing.</li> <li>If denied, inform</li> </ol>		3 working days	Administrative Assistant II Training and Organizational Development Unit
	the lacking.			
	TOTAL:	None	17 Working Days & 4 Minutes	

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



#### 2. Process of Filing Cases and Complaints

This service allows TSU employees to file cases and complaints arising in the workplace following due process and procedures.

Office or Division:	Office of Human Resou			
	Training and Organizat	lional Develo	opment Unit (OHR	(DM-TODU)
Classification:	Simple	•		
Type of	G2C – Government to			
Transaction:	G2G – Government to			-
Who may avail:	Faculty Members, Non		Personnel, and sta	keholders of
	Tarlac State University			
	REQUIREMENTS		WHERE TO SEC	CURE
1. Complaint Letter in	0	The client v	will provide	
	cludes the Following			
	copy or 1 Duplicate):			
a. Full name of co	mplainant			
b. Address of com	plainant			
c. Full name of co	mplainee			
d. Address of com	plainee			
e. Position and De	•			
complainee				
· · · · · ·	antaining the Aste or	The alignet	vill provide	
2. Narrative Report C	-	The client v		
Ű,	y Committed by the			
Employee	1 Duplicate)			
(1 Original Copy or		The eligents	vill man viala	
3. Documentary Evide		The client will provide		
the Witness, if any	(1 Certified True Copy)		DDOOFOOINO	DEDOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. Curk resit the	1.1 Deceives the	BE PAID	TIME	RESPONSIBLE
1. Submit the documents to the	1.1 Receives the submitted	None	3 minutes	<i>Clerk</i> Office of the
Office of the	documents and			
University	endorses to the			University President
President.	Office of Human			FIESIGETI
Tresident.	Resource			
	Development and			
	Management			
	through Office of			
	the Vice President			
	for Administration.			
	IOI AUTIIIISITAIIOII.			
		- <u>-</u>		_
	1.2 Initially assesses	None	30 minutes	Director
	and evaluates the	None	30 minutes	Office of Human
	-	None	30 minutes	Office of Human Resource
	and evaluates the	None	30 minutes	Office of Human Resource Development
	and evaluates the	None	30 minutes	Office of Human Resource Development and
	and evaluates the	None	30 minutes	Office of Human Resource Development
	and evaluates the	None	30 minutes	Office of Human Resource Development and
	and evaluates the	None	30 minutes	Office of Human Resource Development and
	and evaluates the	None	30 minutes	Office of Human Resource Development and Management <i>or</i>
	and evaluates the	None	30 minutes	Office of Human Resource Development and Management <i>or</i> Administrative
	and evaluates the	None	30 minutes	Office of Human Resource Development and Management <i>or</i>
	and evaluates the	None	30 minutes	Office of Human Resource Development and Management <i>or</i> Administrative



				Development Unit
	1.3 Informs parties of the schedule of the interview and mediation.	None	2 minutes	Administrative Assistant II Training and Organizational Development Unit
2. Attend the interview and mediation at the Office of Human Resource Development and Management (OHRDM).	2. Interviews the parties involved and facilitates initial mediation and amicable settlement.	None	1 hour	Director Office of Human Resource Development and Management or Administrative Assistant II Training and Organizational Development Unit
3. Wait for the resolution of the case.	3. Submits case report and recommends to the Office of the University President through the Vice President for Administration.	None	2 working days	Director Office of Human Resource Development and Management Vice President Office of the Vice President for Administration President Office of the University President
	TOTAL:	None	2 Working Days, 1 Hour & 35 Minutes	



#### 3. Processing of Request for Thesis/Dissertation Financial Assistance

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

Office or	Office of Human Resourc	•	-	
Division:	Training and Organizatior	nal Developi	ment Unit (OHRD	M-TODU)
Classification:	Highly Technical			
Type of	G2C – Government to Go	overnment		
Transaction:				
Who may avail:	Permanent TSU Personn		g For At Least Two	o (2) Years with
	Defended Research Prop	osal		
CHECKLIST C	OF REQUIREMENTS		WHERE TO SEC	CURE
1. Accomplished R		Training ar	nd Organizational	Development Unit
	ncial Assistance Form	or downloa		
TSU-TOD-SF-33	(3 Original Copies)		v.tsu.edu.ph/media	
			equest-for-financia	
			issertation-1.docx	
	ermit to Study Form			Development Unit
TSU-TOD-SF-2	8 (3 Original Copies)	or downloa		
				a/tfsjek3a/tsu-tod-
			<u>it-to-study.docx</u>	
	mance Commitment and	Training ar	nd Organizational	Development Unit
	y (IPCR) for the Past Two			
(2) years (1 Origi				
	sal Certified by the Dean	The client v	will provide.	
Concerned (1 Or	iginal Copy)			
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
	AGENOTACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit	1.1 Receives and	None	1 minute	Clerk
accomplished	verifies completeness			Office of the
forms and	of the submitted			University
supporting	documents.			President
	1.2 Endorses verified	None	1 minute	Clerk
the Office of the	documents to Office of			Office of the
University	Human Resource			University
President.	Development and			President
	Management			
	(OHRDM).	NL	4	
	1.3 Receives and	None	1 minute	Messenger
	endorses documents			Office of Human
	to the Administrative			Resource
	Assistant of Training			Development
	and Organizational			and
	Development Unit.	Name	7	Management
	1.4 Convenes and	None	7 working days	Administrative
	evaluates if the			Assistant II
	thesis/dissertation is			Training and
	relevant with the			Organizational
	development thrust of			Development
	the University, if			Unit
	affirmative, shall			Members
	endorse the			TSU- Faculty
	application to the			Scholarship
	Budget Office to			Committee
				(FSC)/



			1	
	determine if there are			Non-Academic
	funds available.			Personnel
				Scholarship
				Committee
				(NAPSC)
				Clerk
				Budget
				Management
				Unit
	1.5 Endorses the	None	3 working days	Clerk
	application to the			Office of the
	Office of the University			University
	President for approval.			President
	1.6 Endorses to the	None	1 minute	Messenger
	Administrative			Office of Human
	Assistant of Training			Resource
	and Organizational			Development
	Development Unit.			and
				Management
	1.7 Compiles and	None	5 minutes	Administrative
	endorses all the			Assistant II
	requirements to the			Training and
	Administrative			Organizational
	Services Unit for the			Development
	processing of voucher.			Unit
				Staff
				Administrative
				Service Unit
2. Receive the	2. Notifies the client on	None	1 minute	Administrative
notification	the status of his/her			Assistant II
regarding the	application.			Training and
status of the				Organizational
application				Development
				Unit
			10 Working	
	TOTAL	None	Days & 10	
			Minutes	

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



#### 4. Processing of Application for Scholarship

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

Office or Division:	Office of Human Resource Development and Management –				
	Training and Organizational Development Unit (OHRDM-TODU)				
Classification:	Highly Technical				
Type of	G2C – Government to Government				
Transaction:					
Who may avail:	Permanent employees who have rendered two (2) years and above to				
	the University.				
	REQUIREMENTS		WHERE TO SEC	URE	
1. Letter of Intent Add		The client will provide.			
of the University President with an					
	Endorsement from the College				
Dean/Director and					
President (1 Origin					
	ce from the University	The client w	/ill provide.		
	/she Plans to Enroll				
(1 Original Copy)					
	ive Very Satisfactory				
	ng for the Previous				
IPCR rating period					
(1 Original copy ar					
4. Certificate of Emplo	byment				
(1 Original Copy)	(1.0.)				
5. Medical Certificate	(1 Original Copy)			DEDOON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
1. Submit Letter of	11 Endersee the	BE PAID	TIME	RESPONSIBLE	
		Nono	1 minuto	Clark	
	1.1 Endorses the	None	1 minute	Clerk	
Intent to the Office	letter to the	None	1 minute	Office of the	
Intent to the Office of the University		None	1 minute	Office of the University	
Intent to the Office	letter to the HRDM Office.			Office of the University President	
Intent to the Office of the University	letter to the HRDM Office. 1.2 Endorses to the	None	1 minute 1 minute	Office of the University President Messenger	
Intent to the Office of the University	letter to the HRDM Office. 1.2 Endorses to the Administrative			Office of the University President Messenger Office of Human	
Intent to the Office of the University	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of			Office of the University President <i>Messenger</i> Office of Human Resource	
Intent to the Office of the University	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of Training and			Office of the University President <i>Messenger</i> Office of Human Resource Development	
Intent to the Office of the University	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of Training and Organizational			Office of the University President <i>Messenger</i> Office of Human Resource Development and	
Intent to the Office of the University	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of Training and			Office of the University President <i>Messenger</i> Office of Human Resource Development	
Intent to the Office of the University	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of Training and Organizational Development			Office of the University President <i>Messenger</i> Office of Human Resource Development and	
Intent to the Office of the University	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.	None	1 minute	Office of the University President <i>Messenger</i> Office of Human Resource Development and Management	
Intent to the Office of the University	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit. 1.3 Informs	None	1 minute	Office of the University President <i>Messenger</i> Office of Human Resource Development and Management <i>Administrative</i>	
Intent to the Office of the University	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit. 1.3 Informs requestor of the needed	None	1 minute	Office of the University President <i>Messenger</i> Office of Human Resource Development and Management <i>Administrative</i> <i>Assistant II</i>	
Intent to the Office of the University	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit. 1.3 Informs requestor of the	None	1 minute	Office of the University President <i>Messenger</i> Office of Human Resource Development and Management <i>Administrative</i> <i>Assistant II</i> Training and	
Intent to the Office of the University President.	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit. 1.3 Informs requestor of the needed requirements.	None	1 minute 3 minutes	Office of the University President <i>Messenger</i> Office of Human Resource Development and Management <i>Administrative</i> <i>Assistant II</i> Training and Organizational Development Unit	
Intent to the Office of the University	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit. 1.3 Informs requestor of the needed requirements. 2.1 Receives	None	1 minute	Office of the University President <i>Messenger</i> Office of Human Resource Development and Management <i>Administrative</i> <i>Assistant II</i> Training and Organizational Development	
Intent to the Office of the University President.	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit. 1.3 Informs requestor of the needed requirements. 2.1 Receives submitted	None	1 minute 3 minutes	Office of the University President <i>Messenger</i> Office of Human Resource Development and Management <i>Administrative</i> <i>Assistant II</i> Training and Organizational Development Unit <i>Administrative</i> <i>Assistant II</i>	
Intent to the Office of the University President. 2. Submit the	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit. 1.3 Informs requestor of the needed requirements. 2.1 Receives	None	1 minute 3 minutes	Office of the University President Messenger Office of Human Resource Development and Management Management <i>Administrative</i> Assistant II Training and Organizational Development Unit Administrative Assistant II Training and	
Intent to the Office of the University President. 2. Submit the	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit. 1.3 Informs requestor of the needed requirements. 2.1 Receives submitted	None	1 minute 3 minutes	Office of the University President <i>Messenger</i> Office of Human Resource Development and Management <i>Administrative</i> <i>Assistant II</i> Training and Organizational Development <u>Unit</u> <i>Administrative</i> <i>Assistant II</i> Training and Organizational	
Intent to the Office of the University President. 2. Submit the	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit. 1.3 Informs requestor of the needed requirements. 2.1 Receives submitted	None	1 minute 3 minutes	Office of the University President <i>Messenger</i> Office of Human Resource Development and Management <i>Administrative</i> <i>Assistant II</i> Training and Organizational Development Unit <i>Administrative</i> <i>Assistant II</i> Training and Organizational Development	
Intent to the Office of the University President. 2. Submit the	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit. 1.3 Informs requestor of the needed requirements. 2.1 Receives submitted documents.	None	1 minute 3 minutes 1 minute	Office of the University President Messenger Office of Human Resource Development and Management Management <i>Administrative</i> Assistant II Training and Organizational Development Unit Administrative Assistant II Training and Organizational Development Unit	
Intent to the Office of the University President. 2. Submit the	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit. 1.3 Informs requestor of the needed requirements. 2.1 Receives submitted documents.	None	1 minute 3 minutes	Office of the University President <i>Messenger</i> Office of Human Resource Development and Management <i>Administrative</i> <i>Assistant II</i> Training and Organizational Development Unit <i>Administrative</i> <i>Assistant II</i> Training and Organizational Development Unit <i>Administrative</i>	
Intent to the Office of the University President. 2. Submit the	letter to the HRDM Office. 1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit. 1.3 Informs requestor of the needed requirements. 2.1 Receives submitted documents.	None	1 minute 3 minutes 1 minute	Office of the University President Messenger Office of Human Resource Development and Management Management <i>Administrative</i> Assistant II Training and Organizational Development Unit Administrative Assistant II Training and Organizational Development Unit	



M (C Fa So Ca or Pe So Ca (N Ca th	evelopment and anagement DHRDM), the aculty cholarship ommittee (FSC) Non-Academic ersonnel cholarship ommittee IAPSC) shall onvene to valuate and, if in e affirmative,			Training and Organizational Development Unit <i>Members</i> TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee
th ap O U U P 2.3 F ac C	hall recommend e application for oproval by the ffice of the niversity resident. Prepares and ccomplishes SW for Board onfirmation.	None	3 working days	(NAPSC) <i>President</i> Office of the University <u>President</u> <i>Administrative</i> <i>Assistant II</i> Training and Organizational Development Unit <i>Board of</i>
ap	Notifies the oplicant on the atus of his/her	None	3 working days	Regents Tarlac State University Administrative Assistant II Training and
2.4. ²	oplication. I Facilitates the ontract signing hen approved. TOTAL:	None	13 Working Days & 6 Minutes	Organizational Development Unit

Note: This is a multi-stage process. The Training and Organizational Development Unit only processes and endorses scholarship applications, approval depends on the evaluation of other processing office.



2. Dessive the serve	1.8.1 Once approved, forward the approved Training Request Form to the Records and Archives Unit	Nera	10 minutos	Clork
2. Receive the copy of Approved Request for External Training	2.1 Certifies the Approved Request for External Training and issue a copy to the Training Assistant and Requesting Office	None	10 minutes	<i>Clerk</i> Records and Archives Unit
3. Announce the training details through eDMS.	3.1 Secures a copy of the signed memo.	None	10 minutes	<i>Training</i> <i>Assistant</i> Training and Organizational Development Unit
4. Coordinates training details with the Resource Speakers, and participants and prepares other training logistics (venue, food, equipment, and training materials).	4.1 Prepares necessary training needs before scheduled training or webinar, (Zoom/MS Teams Link, Attendance and Registration Link and Post Training Evaluation)	None	3 working days	Training Assistant Training and Organizational Development Unit
	TOTAL:	None	7 Working Days & 47 minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only approves and endorses requests for In-house training and seminars.



#### 5. Processing of Request for External Training

This service allows Tarlac State University employees to attend training and seminars (Face-to-face or Online) offered and organized by training providers outside the University for personal and professional development.

Office or Division:United of Human Resource Development and Management 2Training and Organizational Development Unit (OHRDM-TODU)External Training (Face-to-Face with Registration Fee and/or TEV) – Highly Technical External Training (Online with Registration Fee) – Highly Technical External Training (Free Online Training) - ComplexType of Transaction:G2G – Government to GovernmentWho may avail:All TSU Plantilla Personnel (Teaching and Non-Teaching)CHECKLIST OF REQUIREMENTSWHERE TO SECURE1. Letter of Invitation, Program of Activities and Other Attachments, <i>if any</i> (1 Original Copy)Training Provider2. Endorsement Form / Letter <i>if any</i> (1 Original Copy)Office of the University President3. Accomplished Request for External Training Form <i>TSU-TOD-SF-22</i> Training and Organizational Development Unit or download at
Classification:Highly Technical External Training (Online with Registration Fee) – Highly Technical External Training (Free Online Training) - ComplexType of Transaction:G2G – Government to GovernmentWho may avail:All TSU Plantilla Personnel (Teaching and Non-Teaching)CHECKLIST OF REQUIREMENTSWHERE TO SECURE1. Letter of Invitation, Program of Activities and Other Attachments, <i>if any</i> (1 Original Copy)Training Provider2. Endorsement Form / Letter <i>if any</i> (1 Original Copy)Office of the University President3. Accomplished Request for ExternalTraining and Organizational Development
Classification:External Training (Online with Registration Fee) – Highly Technical External Training (Free Online Training) - ComplexType of Transaction:G2G – Government to GovernmentWho may avail:All TSU Plantilla Personnel (Teaching and Non-Teaching)CHECKLIST OF REQUIREMENTSWHERE TO SECURE1. Letter of Invitation, Program of Activities and Other Attachments, <i>if any</i> (1 Original Copy)Training Provider2. Endorsement Form / Letter <i>if any</i> (1 Original Copy)Office of the University President3. Accomplished Request for ExternalTraining and Organizational Development
External Training (Free Online Training) - ComplexType of G2G – Government to GovernmentTransaction:Who may avail:All TSU Plantilla Personnel (Teaching and Non-Teaching)CHECKLIST OF REQUIREMENTSWHERE TO SECURE1. Letter of Invitation, Program of Activities and Other Attachments, <i>if any</i> (1 Original Copy)Training Provider2. Endorsement Form / Letter <i>if any</i> (1 Original Copy)Office of the University President3. Accomplished Request for ExternalTraining and Organizational Development
Type of Transaction:G2G – Government to GovernmentWho may avail:All TSU Plantilla Personnel (Teaching and Non-Teaching)CHECKLIST OF REQUIREMENTSWHERE TO SECURE1. Letter of Invitation, Program of Activities and Other Attachments, <i>if any</i> (1 Original Copy)Training Provider2. Endorsement Form / Letter <i>if any</i> (1 Original Copy)Office of the University President3. Accomplished Request for ExternalTraining and Organizational Development
Who may avail:All TSU Plantilla Personnel (Teaching and Non-Teaching)CHECKLIST OF REQUIREMENTSWHERE TO SECURE1. Letter of Invitation, Program of Activities and Other Attachments, <i>if any</i> (1 Original Copy)Training Provider2. Endorsement Form / Letter <i>if any</i> (1 Original Copy)Office of the University President3. Accomplished Request for ExternalTraining and Organizational Development
CHECKLIST OF REQUIREMENTSWHERE TO SECURE1. Letter of Invitation, Program of Activities and Other Attachments, <i>if any</i> (1 Original Copy)Training Provider2. Endorsement Form / Letter <i>if any</i> (1 Original Copy)Office of the University President3. Accomplished Request for ExternalTraining and Organizational Development
1. Letter of Invitation, Program of Activities and Other Attachments, <i>if any</i> (1 Original Copy)Training Provider2. Endorsement Form / Letter <i>if any</i> (1 Original Copy)Office of the University President3. Accomplished Request for ExternalTraining and Organizational Development
and Other Attachments, if any (1 Original Copy)Office of the University President2. Endorsement Form / Letter if any (1 Original Copy)Office of the University President3. Accomplished Request for ExternalTraining and Organizational Development
(1 Original Copy)Office of the University President2. Endorsement Form / Letter <i>if any</i> (1 Original Copy)Office of the University President3. Accomplished Request for ExternalTraining and Organizational Development
2. Endorsement Form / Letter <i>if any</i> Office of the University President         (1 Original Copy)       Training and Organizational Development
(1 Original Copy)3. Accomplished Request for ExternalTraining and Organizational Development
3. Accomplished Request for External Training and Organizational Development
(4 Original Copies) <u>https://www.tsu.edu.ph/media/dtbdfuka/tsu-</u>
tod-sf-22-request-for-external-training.docx
4. Accomplished Training Commitment Form Training and Organizational Development
TSU-TOD-SF-23 (1 Original Copy) Unit
https://www.tsu.edu.ph/media/44wi0wcn/tsu-
tod-sf-23-training-commitment-form.docx
5. Approved Learning and Development Plan <i>TSU-TOD-SF-09</i> (1 Photocopy) Unit or download at
https://www.tsu.edu.ph/media/hsgdyud3/tsu-
tod-sf-09-learning-and-development-
plan.docx
6. For Non-Teaching, Duly Signed and Training and Organizational Development
Approved Individual Career Development Unit or download at
Plan for Non-Teaching TSU-TOD-SF-07 <u>https://www.tsu.edu.ph/media/as4npfwn/tsu-</u>
(1 Photocopy) <u>tod-sf-07-individual-career-development-plan-</u>
for-non-teaching.docx
7. For Teaching, Duly Signed and Approved Training and Organizational Development
Individual Career Development Plan for Unit or download at
Non-Teaching TSU-TOD-SF-08



			or
			<i>Training</i> <i>Assistant</i> Training and Organizational Development Unit
1.2 Screens and evaluate the request and recommend actions and/or adjustment, if needed.	None	10 minutes	<i>Unit Head</i> Training and Organizational Development Unit
1.4 Adds control number and have it signed by the Office of Human Resource Development and Management (OHRDM) Director.	None	5 minutes	Training Assistant Training and Organizational Development Unit Director Office of Human Resource Development and Management
1.5 For External Training (Face- to-Face and Online) with Registration Fee: Endorses signed documents to the Budget Management Unit.	None	1 working day	<i>Training</i> <i>Assistant</i> Training and Organizational Development Unit
<ul> <li>1.6 For External Training (Face- to-Face and Online) with Registration Fee: Receives the signed documents and have it signed by the Budget / Accounting Officer.</li> <li>1.51. Once signed, endorse the document to the concerned Vice President's Office.</li> </ul>	None	1 working day	<i>Clerk</i> Budget and Management Unit <i>Head</i> Budget Management Unit



	1.7 Receives the signed documents and have it signed by the Concerned Vice President	None	1 working day	<i>Clerk</i> Concerned Vice President
	1.6.1. Once signed, endorse the document to the Office of the University President.			
	1.8 Receives the signed documents and have them signed by the University President.	None	2 working days	<i>Clerk</i> Office of the University President
	1.71. Once approved, forward the approved Request for External Training to the Records and Archives Unit			
2. Receives the copy of Approved Request for External Training	2.1 Certify the Approved Request for External Training and issue copy to the Training Assistant and Requesting Office	None	10 minutes	<i>Clerk</i> Records and Archives Unit
3. Confirm attendance through the registration form /link or confirmation form from the training provider and prepare Travel Order. And have it signed by the participants, their Office Heads, their respective VPs, and the President.	3.1 Upon receipt of the approved Request for External Training, notify the client/ requesting office	None	5 minutes	Training Assistant Training and Organizational Development Unit
For Face-to- Face External Training Prepare the Travel Order. Have it signed by		None	2 working days	



the participants,				
their Office				
Heads, their				
respective VPs,				
and the				
President.		N. 1	10	
	.1 Receives the	None	10 minutes	Clerk
Registration Fee: Fill out both	accomplished Disbursement			Budget
Disbursement	Voucher (DV) and			Management Unit
Voucher (DV) and	Obligation Request			Offic
Obligation	and Status (ORS).			
Doguest and	· · · ·			01.1
Status (ORS) for	.2Reviews and	None	10 minutes	Clerk
the payment of the	certifies the			Budget
registration fee	accomplished			Management
and per diem of	Disbursement			Unit
the participants.	Voucher (DV) and Obligation			
	Request and			
	Status (ORS).			
4	.3Forwards the	None	3 working days	Clerk
	certified			Budget
	Disbursement			Management
	Voucher (DV) and			Unit
	Obligation Request			
	and Status (ORS)			
	to the Budget			
	Management Unit.			
4	.4 Process the			Clerk
	remaining			Budget
	signatories until it			Management
	reaches the			Unit
	Cashiering Unit.			
4	.5 Deposit the			<i>Clerk</i>
	registration fee to the account			Cashiering Unit
	provided by the training provider.			
TOTAL TIME FOR EX			10 Working	
	TH REGISTRATION	None	Days & 55	
	FEE AND/OR TEV):	None	Minutes	
TOTAL TIME EX	TERNAL TRAINING		8 Working	
-	NE TRAINING WITH	None	Days & 55	
•	GISTRATION FEE):		Minutes	
	TERNAL TRAINING		3 Working	
	ONLINE TRAINING):	None	Days & 35	
			Minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only approves and endorses requests for training and seminars.



#### 6. Processing of Request for In-House Training or Seminar (Face-to-Face and Online)

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

<u> </u>	,	· · ·	-	
Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Highly Technical		, , , , , , , , , , , , , , , , , , ,	/
Type of	G2G - Government to G	overnment		
Transaction:				
Who may avail:	TSU Employees			
	REQUIREMENTS		WHERE TO SEC	CURF
1. Accomplished Trair		Training ar	nd Organizational	
TSU-TOD-SF-1 (4)	0 1	Unit	ia organizational	Development
			v.tsu.edu.ph/medi	a/dvgf1m0l/tsu-
			aining-request-fo	
2 Approved Learning	and Development Plan		nd Organizational	
TSU-TOD-SF-09 (1		Unit or dow		Bevelopment
	( notocopy)		v.tsu.edu.ph/medi	a/hsgdvud3/tsu-
			earning-and-devel	
		plan.docx		
3. Accomplished Reso	ource Person		nd Organizational	Development
-	Design TSU-TOD-SF-13	Unit		
(1 Original Copy)				
	ning and Development	Training ar	nd Organizational	Development
Instructional Design		Unit	<b>J</b>	
(1 Original Copy)				
	cipants (1 Original Copy)	The client	will provide	
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. Submit Training	1.1 Receives the	None	2 minutes	Front Desk
Request Form	submitted Training			Clerk
(TRF) and other	Request Form with			Office of Human
attachments to	other attachments.			Resource
the Training and				Development
Organizational				and
Development Unit				Management
				or
				Training
				Assistant
				Training and
				Organizational
				Development
	1 2 Daviewa and	Nana		Unit
	1.2 Reviews and	None	15 minutes	Head Training and
	evaluates the			Training and
	submitted Training			Organizational
	Request Form and			Development Unit
	supporting documents.			Unit
	1.3 Adds control	None	5 minutes	Training
	number and have it	INOTIE	5 minutes	Training Assistant



			1906
signed by the Office of Human Resource Development and Management (OHRDM) Director.			Training and Organizational Development Unit <i>Director</i> Office of Human Resource Development and Management
1.4 Endorses signed documents to the Budget Management Unit.	None	5 minutes	<i>Training</i> <i>Assistant</i> Training and Organizational Development Unit
<ul> <li>1.5 Receives the signed documents and have them signed by the Budget Officer.</li> <li>If approved, forward to the Accounting Office.</li> <li>If not, notify the client.</li> </ul>	None	1 working day	<i>Clerk</i> Budget Management Unit
1.6 Receives the signed documents and have them signed by the Accounting Officer. If approved, forward to the concerned Vice President. If not, notify the client.	None	1 working day	<i>Clerk</i> Accounting Unit
1.7 Receives the signed documents and have them signed by the Vice President. Once signed, endorse the document to the Office of the University President.	None	1 working day	<i>Clerk</i> Respective Vice President
1.3 Receives the signed documents and have them signed by the University President.	None	1 working day	<i>Clerk</i> Office of the University President



#### 7. Processing of Request for Scholarship Extension

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

Office or Division:	Office of Human Resource Development and Management –			
	Training and Organiza			
Classification:	Highly Technical			
Type of	G2C – Government to	Governmen	t	
Transaction:				
Who may avail:	Employee-Scholars of	the Universi	ty	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
1. Letter of Intent Add		The client w	/ill provide.	
of the University P				
Endorsement from				
Dean/Director and	concerned Vice			
President				
(1 Original Copy a				
2. Updated Study Plan				
3. Grade Reports (1 C				
	the Adviser Indicating			
	by the Grantee to			
Finish the Degree,	if any.			
(1 Original Copy)		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit Letter of	1.1 Endorses the	None	1 minute	Clerk
Intent to the Office	letter to the Office			Office of the
of the University	Human Resource			University
President (OUP).	Development and			President
	Management.			
Note: Request to	1.2 Endorses to the	None	1 minute	Messenger
extend shall be	Administrative			Office of Human
made one (1)	Assistant of			Resource
month before the	Training and			Development
current semester	Organizational			and
or end of	Development			Management
summer or	Unit.	Nora		A desiration to the state
midyear for the FSC actions and	1.3 Informs	None	3 minutes	Administrative Assistant II
endorsement to	requestor of the needed			Training and
the OUP.	requirements.			Organizational
	requirements.			Development
				Unit
2. Submit the	2.1 Receives	None	1 minute	Administrative
requirements.	submitted			Assistant II
	documents.			Training and
				Organizational
				Development
				Unit



	2.2 Through the	None	7 working days	Technical Staff
	Office of Human	None	7 WORKING days	on Employee
	Resource			Relations
	Development and			Training and
	Management			Organizational
	(OHRDM), the			Development
	Faculty			Unit
	Scholarship			
	Committee (FSC)			Members
	or Non-Academic			TSU- Faculty
	Personnel			Scholarship
	Scholarship			Committee
	Committee			(FSC)/
	(NAPSC) shall			Non-Academic
	convene to			Personnel
	evaluate and, if in			Scholarship
	the affirmative,			Committee
	shall recommend			(NAPSC)
	the request for			
	approval by the			President
	Office of the			Office of the
	University			University
	President.			President
3. Receives	3. Notifies the	None.	2 working days	Administrative
notification on the	applicant on the			Assistant II
status of the	status of his/her			Training and
request.	request, in writing.			Organizational
				Development
				Unit
			9 Working	
	TOTAL:	None	Days & 6	
			Minutes	

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



#### 8. Processing of Request for Scholarship Status of Employee-Scholars

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

Office or Division:	Office of Human Resou		pmont and Manag	omont
Office of Division.	Training and Organizat			
Classification:	Highly Technical			
	G2G – Government to	Governmen	+	
Type of Transaction:	G2G – Government to	Governmen	ι	
	Employee Coholoro of	المعالمة	4. ,	
Who may avail:	Employee-Scholars of REQUIREMENTS	the Universi	WHERE TO SEC	
		The alignet		JUKE
1. Request Letter (20		The client v		
2. Certifications, <i>if ap</i>				
(1 Original copy an				
3. Report of Grades,				
(1 Original copy an				
4. GANNT Chart, <i>if a</i>				
(1 Original copy an				
5. Updated Study Pla				
(1 Original copy ar		FEES TO	DDOCESSING	DEDSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request	1.1 Receives and	None	15 minutes	Administrative
letter together with	checks the request	NONE	15 minutes	Assistant II
the supporting	and documents			Training and
documents, if any,	submitted.			Organizational
to the Training and	Submitted.			Development
Organizational	Note: If the			Unit
Development Unit.	submitted document			Orme
	is incomplete,			
	notifies the scholar			
	and informs about			
	the lacking.			
	1.2 Discusses	None	15 minutes	Administrative
	all the conditions to			Assistant II
	the requestor			Training and
	relating to his/her			Organizational
	request.			Development
				Unit
	1.3 Organizes the	None	3 working days	Administrative
	documents and			Assistant II
	coordinates with the			Training and
	Faculty Scholarship			Organizational
	Committee (FSC)			Development
	or Non-Academic			Unit
	Personnel			
	Scholarship			
	Committee			
	(NAPSC) for the			
	schedule of the			
	meeting.			
	1.4 Through the	None	7 working days	Administrative
	Office of Human			Assistant II
	Resource			



2. Receives the	Development and Management (OHRDM), the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) convenes to evaluate and, if in the affirmative, shall recommend the request for approval by the Office of the University President.	None	3 working days	Training and Organizational Development Unit <i>Members</i> TSU- Faculty Scholarship Committee (FSC)/ or Non-Academic Personnel Scholarship Committee (NAPSC) <i>President</i> Office of the University President Administrative
notification regarding the status of request.	2. Notifies the requestor on the status of his/her request, in writing.	NOTE	5 working days	Administrative Assistant II Training and Organizational Development Unit
	TOTAL:	None	13 Working Days & 30 Minutes	

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



#### 9. Processing of Request for Study Leave Reinstatement of Employee-Scholars

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

		D		
Office or Division:	Office of Human Res		-	-
Classification:	Training and Organiz Highly Technical	allonal Deve		
Type of Transaction		o Governme	nt	
Who may avail:	Employee-Scholars			
	REQUIREMENTS		WHERE TO SEC	CURE
1. Accomplished Let		Training ar	nd Organizational	
Form TSU-TOD-SF-31		Unit or dow		•
(3 Original Copies	)	https://www	v.tsu.edu.ph/medi	a/nmniddjt/tsu-
		tod-sf-31-le	etter-of-reinstatem	ent-form.docx
-	ate from the University	The client v	will provide.	
Where he/she Gra	duated			
(1 Original Copy)				
•	rds (with Special Order			
	ls) (1 Original Copy)	-		
4. Hard Copy of the (1 Original Copy)	Thesis/Dissentation			
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit	1.1 Endorses to the	None	1 minute	Clerk
requirements to	Office of Human			Office of the
the Office of the	Resource			University
University	Development and			President
President.	Management			
	1.2 Endorses to the	None	1 minute	Messenger
	Employee			Office of Human
	Relations Staff.			Resource
				Development
				and
		News	1	Management
	1.3 Receives the	None	1 minute	Administrative
	documents.			Assistant II
				Training and
				Organizational Development
				Unit
	1.4 Through the Office	None	7 working days	Administrative
	of Human			Assistant II
	Resource			Training and
	Development and			Organizational
	Management			Development
	(OHRDM), the			Unit
	Faculty Scholarship			
	Committee (FSC)			Committee
	or Non-Academic			Members
	Personnel			Faculty
	Scholarship			Scholarship
	Committee			Committee
	(NAPSC) shall	1		(FSC)/



	TOTAL:	None	9 Working Days & 3 Minutes	Unit
2. Receive the notification regarding the status of request	<ol> <li>Notifies the applicant on the status of his/her request, in writing.</li> </ol>	None	2 working days	Administrative Assistant II Training and Organizational Development Unit
	evaluate and, if in the affirmative, shall recommend the request for approval by the Office of University President.			Non-Academic Personnel Scholarship Committee (NAPSC) <i>President</i> Office of the University President
	convene to			or Non Assistantia

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



# OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR RESEARCH, INNOVATION AND EXTENSION



### **Center for Community and Local Governance**

### **Studies and Policy Development**

**External Services** 



#### 1. Processing of Center for Community and Local Governance Studies and Policy Development Service Requests

This procedure allows the client to request services on community empowerment and advocacy, local governance, policy development, and technical training of the Center for Community and Local Governance Studies and Policy Development.

Note: This service is a multi-stage process. The timeliness of the service depends on the availability of the group/s involved.

	Contor for Commu	nity and Loca	L Covernance Stu	dias and Policy
Office or Division:		Center for Community and Local Governance Studies and Policy Development (CCLGSPD)		
Classification:	Highly Technical			
Type of	G2G – Governmer	nt to Governm	ent	
Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
<ol> <li>Request Letter a University Presid details (email &amp; r requester (1 Original Copy)</li> </ol>	ent with contact nobile number) of the	The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the signed Request Letter to the Records and Archives Unit.	1.1 Logs and maintains a copy of the received Request Letter and forwards it to the Office of the University President.	None	1 working day	<i>Staff</i> Records and Archives Unit
	1.2 Endorses Request to the Office of Vice President for Research, Development and Extension.	None	1 working day	President, or Officer-in- Charge, or Representative Office of the University President
	1.3 Endorses Request to Center for Community and Local Governance Studies and Policy Development.	None	1 working day	Vice President, or Officer-in- Charge, or Representative Office of the Vice President for Research, Development and Extension
	1.4 Assesses the Request Letter as to the availability of service and endorsement to the Center for Community and	None	15 minutes	<i>Director</i> Center for Community and Local Governance Studies and



<b></b>	1		I	· · · · · · · · · · · · · · · · · · ·
	Local Governance Studies and Policy Development Department Head/s.			Policy Development
	1.5 Reviews the submitted request. <i>Note: If the</i> <i>request is not</i> <i>approved, a</i> <i>notification letter</i> <i>will be sent via</i> <i>email.</i>	None	15 minutes	Department Head/s Center for Community and Local Governance Studies and Policy Development
2. Receive a Notice of Receipt of Service Request via email or text message.	<ul> <li>2.1 Sends Notice of Receipt of Service Request through email and/or mobile number.</li> <li>Note: The Notice of Receipt of Service Request contains a proposed schedule of the initial consultation meeting.</li> </ul>	None	15 minutes	Department Head/s Center for Community and Local Governance Studies and Policy Development
3. Confirm available schedule and attendance at the initial consultation meeting.	<ul><li>3.1 Receives confirmation on the proposed schedule.</li><li>3.2 Organizes the initial consultation meeting.</li></ul>	None	3 working days	Director, Department Head/s, Staff Center for Community and Local Governance Studies and Policy Development
4. Attend to the scheduled initial consultation meeting.	<ul> <li>4.1 Conducts the initial consultation meeting with the client.</li> <li>4.2 Drafts and finalizes the relevant document to the service requested.</li> <li>4.3 Delivers the service activities depending on the</li> </ul>	None	1 working day	Director, Department Head/s, Staff Center for Community and Local Governance Studies and Policy Development



	TOTAL:	None	44 Working Days & 45 Minutes	
5. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.	5.1 Delivers service activities.	None	30 working days Note: The conformity depends on the processing time of each office involved in the project (e.g. LGU, offices, marginalized community, leaders).	Service Providers, Director, Department Head/s, Staff Center for Community and Local Governance Studies and Policy Development
	4.4 Drafts and finalizes relevant documents (e.g. NDA, Project Proposal, Research Proposal, MOA, etc.).	None	7 working days	Director, Department Head/s, Staff Center for Community and Local Governance Studies and Policy Development
	agreed terms and conditions.			



### **Center for Community and Local Governance**

#### **Studies and Policy Development**

**Internal Services** 



## 1. Processing of Client's Service Request as an Extension Proposal from Various Offices and Colleges

This procedure applies when submitting the client's service request from various offices and colleges. It materializes as an extension project/program.

Note: This service is a multi-stage process. The timeliness of the service depends on the availability of the person/s and the processing time of the office/s involved. The unit is only in charge on the receipt of the endorsements up to the organization of the initial consultation.

	Center for Commu	nity and Loca	Governance Stur	ties and Policy
Office or Division:		Center for Community and Local Governance Studies and Policy Development (CCLGSPD)		
Classification:	Highly Technical			
Type of	G2G – Governmer	t to Governm	ent	
Transaction:				
Who may avail:	TSU Offices and C	olleges		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Endorsement S (1 Original Cop	Blip TSU-OUP-SF-01 y)	Office of the	University Preside	ent
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the service request to the concerned office and/or college.	1.1 Receives the third endorsement from various offices and colleges.	None	5 minutes	Clerk or Staff Center for Community and Local Governance Studies and Policy Development
	1.2 Reviews the service request. Note: If the request is not approved, a notification letter will be sent via email.	None	10 minutes	Director Center for Community and Local Governance Studies and Policy Development
	1.3 Logs the third level endorsement addressed to the Department Heads for Action.	None	5 minutes	Clerk or staff, Director Center for Community and Local Governance Studies and Policy Development
2. Receive a Notice of Receipt of Service Request via	2.1 Sends a Notice of Receipt of Service Request containing the proposed schedule of the	None	15 minutes	Department Head/s Center for Community and Local Governance



email or text message.	initial consultation meeting through			Studies and Policy
	email and/or mobile number.			Development
	Note: The Notice of Receipt of			
	Service Request contains a			
	proposed schedule of the			
	initial consultation meeting.			
3. Confirm available	3.1 Receives confirmation on	None	10 working days	Director, Department
schedule and attendance to	the proposed schedule.		Note: The	Head/s, Staff Center for
the initial consultation meeting.	3.2 Organizes the initial consultation		processing time depends on the	Community and Local Governance
meeting.	meeting.		availability of the person/s	Studies and Policy
			involved on the request (e.g.	Development
			LGU Officials, marginalized	
			community leaders,	
			beneficiaries).	
4. Attend to the scheduled	4.1 Conducts the initial consultation	None	5 working days	<i>Clerk</i> Office of
initial consultation	meeting with the client.			University Extension
meeting	4.2 Drafts and			Service
	finalizes the relevant			
	document to the service			
	requested.			
	4.3 Prepares extension			
	documents (Extension			
	Activity Proposal with Supporting			
	Attachments) then, submits to			
	Office of University			
	Extension Services.			
L				



TOTAL:	None	15 Working Days & 35 Minutes	
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### **Center for Engineering and Environmental**

### Research

**Internal Services** 



## 1. Processing of Requests for Geospatial Analysis Support and Related Services

The service allows clients to avail mapping and other geospatial analysis to model location-specific subjects or regions of interest for research and other applications.

Office or Division:	Center for Engineerir	ng and Envi	ronmental Resea	rch
Classification:	Highly Technical			
Type of	G2C – Government t	o Citizen		
Transaction:	G2G - Government to	o Governme	ent	
Who may avail:	TSU Masters Students (Type A Client) TSU Doctorate Students (Type B Client) TSU Faculty Researchers (Type C Client) TSU Undergraduate Students (Type D Client)			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
<ol> <li>Accomplished Geo Operations Requ (1 Original Copy Copy)</li> </ol>	lest Form	Center for Research	Engineering and	Environmental
of Payment for G Support and Rela (1 Duplicate or 1 *Refer to the table b	of Payment for Test beospatial Analysis ated Services Photocopy) elow for charges	TSU Cashiering Unit		
Additional Require 1. Revised Geospa	ment if the Proposal		Approved: will provide.	
Operations Requ Copy and 1 Elect as per the recommendation	lest Form (1 Original tronic Copy) ndation of the Center for vironmental Research			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Geospatial Analysis Operations Request Form	1.1 Receives and verifies the completeness of the submitted documents.	None	2 working days	Staff & Unit Heads Center for Engineering and Environmental Research
to the Center for Engineering and Environmental Research office and electronic copies to ceer@tsu.edu. ph	1.2 Assess the capability of the Geomatics laboratory equipment and software to perform the requested geospatial analysis operations and the availability of staff and supervisors.	None	1 working day	Staff & Unit Heads Center for Engineering and Environmental Research



		r			1906
2.	Receive a notification of the status and recommendatio	<ul> <li>1.3 Assesses, reviews, and gives recommendatio ns, if necessary, before the approval of the request.</li> <li>2. Notifies the client regarding the status and recommendatio</li> </ul>	None	2 working days 5 minutes	Unit Heads Center for Engineering and Environmental Research <i>Staff &amp; Unit Heads</i> Center for Engineering and
	ns regarding the request.	ns of the request through email.			Environmental Research
3.	For Type A-C Clients: Submit the Official Receipt of Payment for Geospatial	3.1 Receives the submitted documents and process the approval of the request	None	5 minutes	Staff Center for Engineering and Environmental Research
	Analysis Support and Related Services to Center for Engineering and Environmental Research office.	3.2 Performs geospatial analysis requested by the client as indicated in the request form and recommendatio ns.	Per Client Type + Operatio n/ Analysis Type	14 working days	Geomatics Lab Staff Center for Engineering and Environmental Research
	For All Client Types: Submit the Revised Geospatial Analysis Operations Request Form to Center for Engineering and Environmental Research office.				
4.	Receive the requested Geospatial Analysis Files/ Visualizations through email or personally from the Center for Engineering	4. Issue the requested documents, geospatial analysis maps, visualizations, and other related files	None	4 hours	Staff Center for Engineering and Environmental Research



and Environmental Research.				
	TOTAL:	Refer to the table below for charges	19 working days, 4 hours, and 10 minutes	

Note: This is a multi-stage process. The Center for Engineering and Environmental Research is only responsible for processing the request for Geospatial Analysis and other services, while the Cashiering Unit is only responsible for assessing and receiving the payment.

	List of Payment					
Geospatial Analysis/ Operations	Type A-C client	Туре D				
Georeferencing/ Custom Mapping	₱500.00/ ROI	Free (Assistance)				
Measurements and Transformations (digitizing)	₱1000.00/ 10sq.km	Free (Assistance)				
Topographical Surveying (GPS/Remote Sensing Method)	₱2000.00/ 10sq.km	Free (Assistance)				
Land Use –Land Cover Mapping Trend	₱5000.00/ 5 years	Free (Assistance)				



### **Center for Natural Products Research**

#### **External Services**



#### 1. Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services

The service allows clients to avail Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other analyses for plant and related samples.

Office or Division:	Center for Natural	Products Rese	arch	
Classification:	Highly Technical			
Type of Transaction:	G2C – Governmer G2B – Governmer G2G – Governmer	ent to Business Entity/ies		
Who may avail:	TSU Faculty Rese TSU Graduate Stu TSU Undergradua Client)	earchers (Type A Client) udents (Type B Client) ate Students and Non-TSU Students (Type C Institutions/Agencies (Type D Client)		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	
A. For Use of Equi	pment Request/s -			
Conditions-to-be (1 Original Copy	ng the Method and -Used )	The client will	provide	
B. For All Client Ty 1. Accomplished R		Center for Natural Products Research or		
	(1 Original Copy)		sting Laboratory	
C. For Type A Clie				
1. Accomplished R Proposal Form s <i>TSU-URO-SF-0</i>	igned by the Dean	Office of University Research and Development, or download at <u>https://www.tsu.edu.ph/media/nrwgfm3v/tsu-</u> ord-sf-01-research-capsule-proposal-new.docx		
2. Accomplished N signed by a Rep University Resea <i>TSU-URO-SF-6</i>	resentative from the arch Office	The client will	provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Proceed to the Center for Natural Products Research facility for an initial meeting or via MS Teams, Messenger, Zoom Teleconferenc ing and other online platforms.</li> </ol>	1.1 Attends the initial meetings and informs all necessary requirements for the requested laboratory analysis or services. Then, logs the client's name on the Laboratory Analyses / Service(s) Log (TSU-PCL-SF- 42).	None	1 hour	<i>Staff-in-Charge</i> Center for Natural Products Research



	None	2 hours	Staff-in-Charge Center for Natural Products Research
If Disapproved:			
Sends notification of disapproval thru online or via			
email or informs clients in person.			



2. For the Proponent/s of TSU Approved Research Proposal/s: Submit	2. Reviews and files the submitted forms.	None	30 minutes	<i>Staff-in-Charge</i> Center for Natural Products Research
requirements for Type A Clients, to the Center for Natural Products Research.				
Note: It MUST be explicitly stated in the Line-Item Budget the specific analyses and laboratory service(s)-to- be requested.				
3. For Client Types B, C, and D: File the Request for Analysis (TSU-PCL- SF-33) and review Line- Item budget of the study (TSU-PCL- SF-48).	3.1 Discusses the compulsory materials that client needs to bring for the analysis or laboratory services requested, proper sampling, and transportation procedures.	None	30 minutes	Staff(s) Center for Natural Products Research
	3.2 Reviews the Request for Analysis, assign necessary Job # and Sample #s to each sample, and calculate total amount-to- be-paid for analysis (For Type A-C clients	Number of Samples x Fees for each Service	1 hour	<i>Staff(s)</i> Center for Natural Products Research
	3.3 Assesses the Line-Item Budget of the study if analyses are listed.	None	4 hours	Staff(s) Center for Natural Products Research



4	Davitha	1 Dessives and	None	1 60.00	Ctoff
4.	Pay the assessed fee at the Cashiering	<ol> <li>Receives and processes the payment</li> </ol>	None	1 hour	<i>Staff</i> Cashiering Unit
	Unit – Main				
5.	Campus. Send a photocopy the receipt or scan the official receipt and send it thru email: <u>natprod@tsu.</u> edu.ph	5. Accepts, reviews, and archives the photocopy of the receipt or the e- copy of the receipt. And communicates the schedule the submission of samples of the Client(s) (thru face-to-face meeting or thru email)	None	30 minutes	Staff(s) Center for Natural Products Research
6.	Deliver the samples to the Center for Natural Products Research office with proper sample	6.1 Receives and reviews the samples. <i>Note: Proper</i> <i>sampling</i> <i>procedures must</i> <i>also be followed.</i>	None	10 minutes	<i>Staff(s)</i> Center for Natural Products Research
	descriptions and labels. <i>Note:</i> <i>Samples must</i>	6.2Labels each sample with assigned laboratory sample number.	None	2 hours	<i>Staff(s)</i> Center for Natural Products Research
	be delivered to the laboratory immediately after sampling. Physico- Chem and Phytochem samples must be placed in a clean	6.3 Conducts the laboratory analysis for various parameters and render requested laboratory service(s).	None	13 working days Note: 1 day per analysis requested or 2-3 days per spectrophoto metric analysis depending on parameter requested.	Staff(s) Center for Natural Products Research
	container (preferably glass amber bottle or plastic container, ≥1000mL) and	6.4 Fills out necessary analysis forms with results from the analyses and/or laboratory services.	None	1 working day	Staff(s) Center for Natural Products Research
	are securely capped. Enough	6.5 Rechecks and encodes the results in the	None	6 hours	Staff(s) Center for



amount of samples must be provided	Results of the Analyses			Natural Products Research
by client.	6.6 Prints and signs the Results of the Analyses.	None	1 hour	<i>Staff(s)</i> Center for Natural Products Research
7. Receive the printed copy of the Results of the Analyses via	<ol> <li>Releases the result to the client(s) via email or face-to-face.</li> </ol>	None		<i>Staff(s)</i> Center for Natural Products Research
email or face- to-face.	For face- to face: Returns excess samples to the client(s)		1 hour	
	If via email: Discusses the implications of the results and make necessary recommendation s thru face-to- face meeting or thru online or via email.		2 hours	
TOTAL FOR	R ONLINE REQUEST:	Number of Samples x Fees for	16 Working Days,1 Hour & 40 Minutes	
TOTAL	FOR FACE-TO-FACE REQUEST:	each Service Table of fees attached	16 Working Days & 40 Minutes	

Note: This is a multi-stage process. The Center for Natural Products Research is responsible for processing the request for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and other services. While the Cashiering Unit is only responsible for assessing and receiving the payment.

#### Center for Natural Products Research Schedule of Analysis and Service Fees

*Payment Matrix for approval of BOR and may be subjected to change upon approval

PHYTOCHEMICAL ANALYSIS				
ANALYSIS	TYPE A CLIENTS	TYPE B CLIENTS	TYPE C/D CLIENTS	
Sample preparation	₱ 225.00	₱ 202.50	₱ 191.25	
Extraction of crude content in water (per liter)	₱ 225.00	₱ 202.50	₱ 191.25	



	<b></b>				
Extraction of crude	₱ 500.00	₱ 450.00	₱ 425.00		
content using rotavap					
(per liter)					
Filtration of sample	₱ 225.00	₱ 202.50	₱ 191.25		
Detection of Carboxylic	₱ 225.00	₱ 202.50	₱ 191.25		
acid					
Antioxidant activity of	₱ 1,000.00	₱ 900.00	₱ 850.00		
plant extract					
(Spectrophotometric)					
Dedical Conversion	<b>B</b> 2 000 00	<b>P</b> 1 000 00	<b>P</b> 1 700 00		
Radical Scavenging	₱ 2,000.00	₱ 1,800.00	₱ 1,700.00		
activity of plant extract					
(Spectrophotometric)					
Sugar content (Brix)	₱ 150.00	₱ 135.00	₱ 127.50		
рН	₱ 150.00	₱ 135.00	₱ 127.50		
Temperature	₱ 150.00	₱ 135.00	₱ 127.50		
Total Solids	₱ 400.00	₱ 360.00	₱ 340.00		
Total Acidity	₱ 400.00	₱ 360.00	₱ 340.00		
Moisture content	₱ 400.00	₱ 360.00	₱ 340.00		
ANTIMICROBIAL ANALYSIS					
Disc-diffusion Method	₱ 600.00	₱ 540.00	₱ 510.00		
Broth dilution method	₱ 600.00	₱ 540.00	₱ 510.00		
Agar dilution method	₱ 600.00	₱ 540.00	₱ 510.00		



### **Center for Natural Products Research**

**Internal Services** 



#### 1. Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services

The service allows clients to avail Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other analyses for plant and related samples.

Office or D	Office or Division: Center for Natural Products Research				
Classificat	tion:	Highly Technical	Highly Technical		
Type of Transactic	on:	G2C – Governmer G2B – Governmer G2G – Governmer	nent to Business Entity/ies		
Who may a	avail:	TSU Graduate Stu TSU Undergradua Client)	earchers (Type A Client) tudents (Type B Client) ate Students and Non-TSU Students (Type C Institutions/Agencies (Type D Client)		
CHECK	LIST OF	REQUIREMENTS		WHERE TO SEC	
A. For Use	of Equi	pment Request/s -			
Explicitl Conditio (1 Origi	y Indicati ons-to-be nal Copy)	)	The client will	provide	
B. For All		equest for Analysis	Center for Na	tural Products Re	search or
		(1 Original Copy)		sting Laboratory	
C. For Typ			, <u>,</u>		
Proposa	<ol> <li>Accomplished Research Capsule Proposal Form signed by the Dean TSU-URO-SF-01 (1 Photocopy)</li> </ol>		Office of University Research and Development, or download at <u>https://www.tsu.edu.ph/media/nrwgfm3v/tsu-</u> ord-sf-01-research-capsule-proposal-new.docx		
signed Univers	by a Repl ity Resea	otice to Proceed resentative from the arch Office 0 (1 Photocopy)	The client will provide		
CLIENT S	TEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Proceed the Cen Natural Product Researd facility f initial m or via M Teams, Messen Zoom Telecor ing and online platform</li> </ol>	iter for ch or an eeting 1S nger, nferenc other	2.1 Attends the initial meetings and informs all necessary requirements for the requested laboratory analysis or services. Then, logs the client's name on the Laboratory Analyses / Service(s) Log (TSU-PCL-SF-	None	1 hour	<i>Staff-in-Charge</i> Center for Natural Products Research



		None	2 hours	Staff_in_Charge
		INUTIE	2 HOUIS	Staff-in-Charge Center for Natural Products
				Research
If Di	sapproved:			
Sena	ds ication of			
onlin	oproval thru le or via il or informs			
	ts in person.			



2. For the Proponent/s of TSU Approved Research Proposal/s:	2. Reviews and files the submitted forms.	None	30 minutes	<i>Staff-in-Charge</i> Center for Natural Products Research
Submit requirements for Type A Clients, to the Center for Natural Products Research.				
Note: It MUST be explicitly stated in the Line-Item Budget the specific analyses and laboratory service(s)-to- be requested.				
3. For Client Types B, C, and D: File the Request for Analysis (TSU-PCL- SF-33) and review Line- Item budget of the study (TSU-PCL- SF-48).	3.1 Discusses the compulsory materials that client needs to bring for the analysis or laboratory services requested, proper sampling, and transportation procedures.	None	30 minutes	Staff(s) Center for Natural Products Research
	3.2 Reviews the Request for Analysis, assign necessary Job # and Sample #s to each sample, and calculate total amount-to- be-paid for analysis (For Type A-C clients	Number of Samples x Fees for each Service	1 hour	Staff(s) Center for Natural Products Research
	3.3 Assesses the Line-Item Budget of the study if analyses are listed.	None	4 hours	Staff(s) Center for Natural Products Research



	Davidha	4 Dessives and	Nama	1	Ctoff
4.	Pay the assessed fee at the	<ol> <li>Receives and processes the payment</li> </ol>	None	1 hour	<i>Staff</i> Cashiering Unit
	Cashiering Unit – Main Campus.				
	Send a photocopy the receipt or scan the official receipt and send it thru email: <u>natprod@tsu.</u> edu.ph	5. Accepts, reviews, and archives the photocopy of the receipt or the e- copy of the receipt. And communicates the schedule the submission of samples of the Client(s) (thru face-to-face meeting or thru email)	None	30 minutes	Staff(s) Center for Natural Products Research
6.	samples to the Center for Natural Products Research	6.1 Receives and reviews the samples. <i>Note: Proper</i> <i>sampling</i>	None	10 minutes	Staff(s) Center for Natural Products Research
	office with proper sample	procedures must also be followed.			
	descriptions and labels. <i>Note:</i> <i>Samples must</i>	6.2 Labels each sample with assigned laboratory sample number.	None	2 hours	<i>Staff(s)</i> Center for Natural Products Research
	be delivered to the laboratory immediately after sampling. Physico- Chem and Phytochem samples must be placed in a clean	6.3 Conducts the laboratory analysis for various parameters and render requested laboratory service(s).	None	13 working days Note: 1 day per analysis requested or 2-3 days per spectrophoto metric analysis depending on parameter requested.	Staff(s) Center for Natural Products Research
	container (preferably glass amber bottle or plastic container, ≥1000mL) and	6.4 Fills out necessary analysis forms with results from the analyses and/or laboratory services.	None	1 working day	<i>Staff(s)</i> Center for Natural Products Research
	are securely capped. Enough	6.5 Rechecks and encodes the results in the	None	6 hours	<i>Staff(s)</i> Center for



amount of samples must be provided	Results of the Analyses			Natural Products Research
by client.	6.6 Prints and signs the Results of the Analyses.	None	1 hour	<i>Staff(s)</i> Center for Natural Products Research
7. Receive the printed copy of the Results of the Analyses via	<ol> <li>Releases the result to the client(s) via email or face-to-face.</li> </ol>	None		<i>Staff(s)</i> Center for Natural Products Research
email or face- to-face.	For face- to face: Returns excess samples to the client(s)		1 hour	
	If via email: Discusses the implications of the results and make necessary recommendation s thru face-to- face meeting or thru online or via email.		2 hours	
TOTAL FOR ONLINE REQUEST:		Number of Samples x Fees for	16 Working Days,1 Hour & 40 Minutes	
TOTAL FOR FACE-TO-FACE REQUEST:		each Service Table of fees attached	16 Working Days & 40 Minutes	

Note: This is a multi-stage process. The Center for Natural Products Research is responsible for processing the request for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and other services. While the Cashiering Unit is only responsible for assessing and receiving the payment.

#### Center for Natural Products Research Schedule of Analysis and Service Fees

*Payment Matrix for approval of BOR and may be subjected to change upon approval

PHYTOCHEMICAL ANALYSIS					
ANALYSIS	TYPE A CLIENTS	TYPE B CLIENTS	TYPE C/D CLIENTS		
Sample preparation	₱ 225.00	₱ 202.50	₱ 191.25		
Extraction of crude content in water (per liter)	₱ 225.00	₱ 202.50	₱ 191.25		



Extraction of crude	₱ 500.00	₱ 450.00	₱ 425.00		
content using rotavap (per liter)					
Filtration of sample	₱ 225.00	₱ 202.50	₱ 191.25		
Detection of Carboxylic acid	₱ 225.00	₱ 202.50	₱ 191.25		
Antioxidant activity of plant extract (Spectrophotometric)	₱ 1,000.00	₱ 900.00	₱ 850.00		
Radical Scavenging activity of plant extract (Spectrophotometric)	₱ 2,000.00	₱ 1,800.00	₱ 1,700.00		
	PHYSICOCHEN	IICAL ANALYSIS			
Sugar content (Brix)	₱ 150.00	₱ 135.00	₱ 127.50		
рН	₱ 150.00	₱ 135.00	₱ 127.50		
Temperature	₱ 150.00	₱ 135.00	₱ 127.50		
Total Solids	₱ 400.00	₱ 360.00	₱ 340.00		
Total Acidity	₱ 400.00	₱ 360.00	₱ 340.00		
Moisture content	₱ 400.00	₱ 360.00	₱ 340.00		
ANTIMICROBIAL ANALYSIS					
Disc-diffusion Method	₱ 600.00	₱ 540.00	₱ 510.00		
Broth dilution method	₱ 600.00	₱ 540.00	₱ 510.00		
Agar dilution method	₱ 600.00	₱ 540.00	₱ 510.00		



## Center for Peace, Indigenous People's Resources

#### and **Development**

**External Services** 



## **1. Processing of Request for Office Consultancy and Assistance**

This service allows clients to request consultation or assistance with the Director and/or Department Head.

Off	ice or Division:	Center for Peace, Indigenous People's Resources and Development				
Cla	ssification:	Simple				
Ту	pe of	G2C – Government to				
	insaction:	G2B – Government to G2G – Government to				
Wh	o may avail:	All	o overnimen	L		
		REQUIREMENTS		WHERE TO SEC		
	Accomplished C	•		Peace, Indigenous		
	Assistance Req			and Developmen	t Office or	
		(2 Original Copies)	Email at <u>ip</u>	rd@tsu.edu.ph		
		e University President				
C	LIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
			<b>BE PAID</b>	TIME	RESPONSIBLE	
	Submit the requirement to the Center for	<ol> <li>Receives submitted requirement/s.</li> </ol>	None	5 minutes	<i>Staff</i> Center for Peace,	
	Peace, Indigenous				Indigenous People's	
	People's Resources				Resources and Development	
	and Development					
	– Lucinda					
	Campus.					
2.	Receive the receiving copy	2.1 Returns the receiving copy of	None	5 minutes	Staff Center for	
	of the	the submitted			Peace,	
	submitted	request and			Indigenous	
	document.	forwards the			People's	
		office's copy to			Resources and	
		the officer-in- charge.			Development	
		2.2 Receives,	None	20 minutes	Officer-in-	
		reviews, and			Charge	
		evaluates			Center for	
		forwarded			Peace,	
		request.			Indigenous People's	
					Resources and	
					Development	
		2.3Creates a	None	1 working day	Staff	
		Schedule for a			Center for	
		Consultation			Peace,	
		and/or Assistance			Indigenous People's	
		Meeting			Resources and	
		, , , , , , , , , , , , , , , , , , ,			Development	



	Receive notification on the schedule of Consultation and/or Assistance Meeting.	3.	Notifies client regarding the schedule of the Consultation and/or Assistance Meeting via Text or Email	None	5 minutes	Staff Center for Peace, Indigenous People's Resources and Development
4.	Attends the Consultancy and/or Assistance Meeting on the scheduled date.	4.		None	1 hour	Director and/or Department Head(s) Staff Center for Peace, Indigenous People's Resources and Development
			TOTAL:	None	1 Working Day, 1 Hour & 35 Minutes	



# **Center for Peace, Indigenous People's Resources**

## and **Development**

**Internal Services** 



### **1. Processing of Request for Office Consultancy and Assistance**

This service allows clients to request consultation or assistance with the Director and/or Department Head.

Office or Division:	Center for Peace, In	digenous Pe	eople's Resources	and		
Classification:	Development Simple	Simple				
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government					
Who may avail:	All					
2. Accomplished C Assistance Requ TSU-IPD-SF-04 *In lieu of the ap	•	Resources Email at <u>ip</u>	WHERE TO SEC Peace, Indigenous and Developmen rd@tsu.edu.ph	s People's t Office or		
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
<ol> <li>Submit the requirement to the Center for Peace, Indigenous People's Resources and Development – Lucinda Campus.</li> </ol>	<ol> <li>Receives submitted requirement/s.</li> </ol>	None	5 minutes	Staff Center for Peace, Indigenous People's Resources and Development		
2. Receive the receiving copy of the submitted document.	2.1 Returns the receiving copy of the submitted request and forwards the office's copy to the officer-in- charge.	None	5 minutes	Staff Center for Peace, Indigenous People's Resources and Development		
	2.2 Receives, reviews, and evaluates forwarded request.	None	20 minutes	Officer-in- Charge Center for Peace, Indigenous People's Resources and Development		
	2.3Creates a Schedule for a Consultation and/or Assistance Meeting	None	1 working day	Staff Center for Peace, Indigenous People's Resources and Development		



3.	Receive notification on the schedule of Consultation and/or Assistance Meeting.	3.	Notifies client regarding the schedule of the Consultation and/or Assistance Meeting via Text or Email	None	5 minutes	Staff Center for Peace, Indigenous People's Resources and Development
4.	Attends the Consultancy and/or Assistance Meeting on the scheduled date.	4.	Conducts the Consultancy and/or Assistance Meeting	None	1 hour	Director and/or Department Head(s) Staff Center for Peace, Indigenous People's Resources and Development
	TOTAL:			None	1 Working Day, 1 Hour & 35 Minutes	



## **Center for Solar and Emerging Technology**

**External Services** 



### 1. Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related services

This service allows clients to avail service/s that combine solar energy expertise with the exploration and utilization of emerging technologies. Specifically, technology assessment and Integration, Research and Development, Pilot projects and Demonstration, Technology transfer and Commercialization, Policy and Regulatory Support, Education and Training, Demand Analysis and Trends, Collaboration and Partnerships.

Office or Division:	Center for Solar and	Emerging T	echnology		
Classification:	Highly technical				
	G2C - Government to	o Citizen			
Type of Transaction:	G2B - Government to	Business I	Entity/ies		
	G2G - Government to	o Governme	ent		
Who may avail:	All				
			WHERE TO SE	CURE	
<ul> <li>CHECKLIST OF REQUIREMENTS</li> <li>1. Duly Signed Letter of Intent addressed to University President thru Center for Solar and Emerging Technology with the following information: (1 Original Copy and Electronic Copy)</li> <li>Full Name of the Client/Requestor</li> <li>Office/Unit/College/Visitor</li> <li>Email Address (for soft copy)</li> <li>Type of Document(s) Requested</li> <li>Specific Document Requested</li> <li>Purpose(s)</li> <li>Signature of the Requestor and Immediate Supervisor</li> </ul>		I he client	will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. For External clients: Submit a hardcopy of the requirement to the Records and Archives Unit – Main Campus and an electronic copy to the Center for Solar and Emerging Technology (cset@tsu.edu.p h)	1.1 For External clients: Receives and forwards the submitted requirement to the Office of the University President.	None	1 working day	Staff Records and Archives Unit	
For Internal clients:	For Internal clients:	None	10 minutes	Staff	



Submit a hardcopy of the requirement to the Center for Solar and Emerging Technology- San Isidro Campus.Receives and endorses the submitted the Director of Center for Solar and Emerging Technology.Center for Solar and Emerging Technology.1.2 For External clients: Receives the submitted requirement and forwards the First Endorsement office of the Office of the Office of the Office of the University President for Research Development and Extension.1 working day torice for the University President office of the University President for Research Development and Extension.2 hoursStaff Office of the University President for Research Development and Extension.1.3 For External clients First Endorsement. Tor Narded requirement and First Endorsement. Then, endorses it to the Center for Solar and Emerging Technology.None tor Research Development and Extension2 hoursStaff Office of the Vice President for Research Development and Extension1.4 Receives and evaluates the forwarded requirement and Second Endorsement to determine the necessary actions to be taken.None taken.2 working days Evaluation Committee Center for Solar and Emerging Technology.1.4 Receives and evaluates the forwarded requirement and Second Endorsement to determine the necessary actions to be taken.None taken.2 working days taken taken.Note: If not approved, inform the client of the reason for disapproval via email.None taken2 working d					
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the Center for Solar and Emerging Technology – San Isidro Campus.		submitted			
Solar and Emerging Technology - San Isidro Campus.       the Director of Center for Solar and Emerging Technology.       None       1 working day       Staff         1.2 For External clients: Receives the submitted requirement and forwards the First Endorsement Form to the Office of the Vice President       None       1 working day       Staff         1.3 For External Clients       None       1 working day       Staff         1.3 For External Clients       None       2 hours       Staff         1.3 For External Clients       None       2 hours       Staff         1.3 For External clients       None       2 hours       Staff         1.4 For External clients       None       2 hours       Staff         1.4 For External clients       None       2 hours       Staff         1.4 Receives forwarded requirement and Emerging Technology.       None       2 working days       Evaluation Committee Center for Solar and Extension         1.4 Receives and evaluates the forwarded requirement to determine the necessary actions to be taken.       None       2 working days       Evaluation Committee Center for Solar and Emerging Technology         1.4 Roceives and evaluates the forwarded requirement to determine the necessary actions to be taken.       None       2 working days       Evaluation Committee Center for Solar and Emerging Technology					reenneregy
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2. Receive notification regarding the schedule of the meeting via email or phone call.	2. Notifies the client via email or phone call regarding the schedule of the meeting to discuss the design and planning related to their approved request.	None	1 hour	Staff, Department Head, & Director Center for Solar and Emerging Technology
3. Attend the meeting on the scheduled date.	<ol> <li>Attends and facilitates the meeting for presentation.</li> <li>Note: Following the meeting, a series of consultations may take place depending on the agreed extent or scope of the request.</li> <li>If approved, implements and monitors the approved request.</li> <li>If not approved, inform the client of the reason for disapproval via email.</li> </ol>	None	4 working days	Staff, Department Head, & Director Center for Solar and Emerging Technology
TOTAL FOR E	XTERNAL CLIENTS:	None	6 Working Days & 3 Hours	
TOTAL FOR INTERNAL CLIENTS:		None	6 Working Days, 1 Hour, & 10 Minutes	

Note: Implementation and Monitoring of the approved request may take from 3 months to 3 years depending on the Memorandum of Agreement, Memorandum of Understanding, or Terms and Regulations agreed by both parties. While the conduct of the Impact Assessment is done up to 3 years after the completion of the implemented project.

Note for External clients: Not all requested documents are being issued, (e.g. manual/s, operation manual/s, process manual/s) but can be viewed and read. Copy of manuals are being given to internal clients for accreditation, audit, assessment, and certification purposes only.



### 1. Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related services

This service allows clients to avail service/s that combine solar energy expertise with the exploration and utilization of emerging technologies. Specifically, technology assessment and Integration, Research and Development, Pilot projects and Demonstration, Technology transfer and Commercialization, Policy and Regulatory Support, Education and Training, Demand Analysis and Trends, Collaboration and Partnerships.

Office or Division:	Center for Solar and	Emorging T		
Classification:	Highly technical		echnology	
	G2C - Government to	Citizen		
Type of	G2B - Government to		Entity/ies	
Transaction:	G2G - Government to		•	
Who may avail:	All			
			WHERE TO SE	CURE
<ul> <li>CHECKLIST OF REQUIREMENTS</li> <li>2. Duly Signed Letter of Intent addressed to University President thru Center for Solar and Emerging Technology with the following information:         <ul> <li>(1 Original Copy and Electronic Copy)</li> <li>Full Name of the Client/Requestor</li> <li>Office/Unit/College/Visitor</li> <li>Email Address (for soft copy)</li> <li>Type of Document(s) Requested</li> <li>Specific Document Requested</li> <li>Purpose(s)</li> <li>Signature of the Requestor and Immediate Supervisor</li> </ul> </li> </ul>		The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For External clients: Submit a hardcopy of the requirement to the Records and Archives Unit – Main Campus and an electronic copy to the Center for Solar and Emerging Technology (cset@tsu.edu.p h)	1.1 For External clients: Receives and forwards the submitted requirement to the Office of the University President.	None	1 working day	Staff Records and Archives Unit
For Internal clients:	For Internal clients:	None	10 minutes	Staff



Submit a hardcopy of the requirement to the Center for Solar and Emerging Technology- San Isidro Campus.Receives and endorses the submitted the Director of Center for Solar and Emerging Technology.Center for Solar and Emerging Technology.1.2 For External clients: Receives the submitted requirement and forwards the First Endorsement office of the Office of the Office of the Office of the Office of the University President for Research Development and Extension.None t working day t working dayStaft Office of the University President for Research Development and Extension.1.3 For External clients First Endorsement Form to the Office of the Office of the Use President for Research Development and Extension.None t working day t working dayStaft Office of the University President for Research Development and Extension.1.3 For External clients forwarded requirement and First Endorsement. Then, endorses it to the Center for Solar and Emerging Technology.None t working days t working daysEvaluation Committee Center for Solar and Extension1.5 Receives and evaluates the forwarded requirement and Second Endorsement to determine the necessary actions to be taken.None t working daysEvaluation Committee Center for Solar and Emerging Technology1.5 Receives and evaluates the forwarded requirement and Second Endorsement to determine the necessary actions to be taken.None t hot and Emerging Technology2 working days Evaluati					
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the client of the reason for disapproval via		approved, inform			
reason for disapproval via					
disapproval via					



2. Receive notification regarding the schedule of the meeting via email or phone call.	2. Notifies the client via email or phone call regarding the schedule of the meeting to discuss the design and planning related to their approved request.	None	1 hour	Staff, Department Head, & Director Center for Solar and Emerging Technology
3. Attend the meeting on the scheduled date.	<ol> <li>Attends and facilitates the meeting for presentation.</li> <li>Note: Following the meeting, a series of consultations may take place depending on the agreed extent or scope of the request.</li> <li>If approved, implements and monitors the approved request.</li> <li>If not approved, inform the client of the reason for disapproval via email.</li> </ol>	None	4 working days	Staff, Department Head, & Director Center for Solar and Emerging Technology
TOTAL FOR E	XTERNAL CLIENTS:	None	6 Working Days & 3 Hours	
TOTAL FOR INTERNAL CLIENTS:		None	6 Working Days, 1 Hour, & 10 Minutes	

Note: Implementation and Monitoring of the approved request may take from 3 months to 3 years depending on the Memorandum of Agreement, Memorandum of Understanding, or Terms and Regulations agreed by both parties. While the conduct of the Impact Assessment is done up to 3 years after the completion of the implemented project.

Note for External clients: Not all requested documents are being issued, (e.g. manual/s, operation manual/s, process manual/s) but can be viewed and read. Copy of manuals are being given to internal clients for accreditation, audit, assessment, and certification purposes only.



# **Center for Solar and Emerging Technology**

**Internal Services** 



### 1. Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related services

This service allows clients to avail service/s that combine solar energy expertise with the exploration and utilization of emerging technologies. Specifically, technology assessment and Integration, Research and Development, Pilot projects and Demonstration, Technology transfer and Commercialization, Policy and Regulatory Support, Education and Training, Demand Analysis and Trends, Collaboration and Partnerships.

Office or Division	Contar for Solar and	Emoraina T		
Office or Division:	Center for Solar and	Emerging I	echnology	
Classification:	Highly technical	Citizon		
Type of	G2C - Government to		Entitudiaa	
Transaction:	G2B - Government to G2G - Government to		•	
Who may avail	All	J Governme	ent	
Who may avail:			WHERE TO SE	
		The client		CORE
<ul> <li>2. Duly Signed Letter of Intent addressed to University President thru Center for Solar and Emerging Technology with the following information: (1 Original Copy and Electronic Copy)</li> <li>Full Name of the Client/Requestor</li> <li>Office/Unit/College/Visitor</li> <li>Email Address (for soft copy)</li> <li>Type of Document(s) Requested</li> <li>Specific Document Requested</li> <li>Purpose(s)</li> <li>Signature of the Requestor and Immediate Supervisor</li> </ul>		The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For External clients: Submit a hardcopy of the requirement to the Records and Archives Unit – Main Campus and an electronic copy to the Center for Solar and Emerging Technology (cset@tsu.edu.p h)	1.1 For External clients: Receives and forwards the submitted requirement to the Office of the University President.	None	1 working day	<i>Staff</i> Records and Archives Unit
For Internal clients:	For Internal clients:	None	10 minutes	Staff



Submit a	Receives and			Center for Solar
hardcopy of the	endorses the			and Emerging
requirement to	submitted			Technology
the Center for	requirement to			reenneregy
Solar and	the Director of			
Emerging	Center for Solar			
Technology –	and Emerging			
San Isidro	Technology.			
Campus.	1.2 For External	None	1 working day	Staff
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	Receives the			University
	submitted			President
	requirement and			Fresiderit
	forwards the			
	First			
	Endorsement			
	Form to the			
	Office of the			
	Vice President			
	for Research			
	Development			
	and Extension.			
	1.3 For External	None	2 hours	Staff
	clients			Office of the
	Receives			Vice President
	forwarded			for Research
	requirement and			Development
	First			and Extension
	Endorsement.			
	Then, endorses			
	it to the Center			
	for Solar and			
	Emerging			
	Technology.			
	1.5 Receives and	None	2 working days	Evaluation
	evaluates the	None	2 working days	Committee
	forwarded			
				Center for Solar
	requirement and			and Emerging
	Second			Technology
	Endorsement to			
	determine the			
	necessary			
	actions to be			
	taken.			
	Note: If not			
	approved, inform			
	the client of the			
	reason for			
	disapproval via			
	email.			



2. Receive notification regarding the schedule of the meeting via email or phone call.	2. Notifies the client via email or phone call regarding the schedule of the meeting to discuss the design and planning related to their approved request.	None	1 hour	Staff, Department Head, & Director Center for Solar and Emerging Technology
3. Attend the meeting on the scheduled date.	<ul> <li>3. Attends and facilitates the meeting for presentation.</li> <li>Note: Following the meeting, a series of consultations may take place depending on the agreed extent or scope of the request.</li> <li>If approved, implements and monitors the approved request.</li> <li>If not approved, inform the client of the reason for disapproval via email.</li> </ul>	None	4 working days	Staff, Department Head, & Director Center for Solar and Emerging Technology
TOTAL FOR E	XTERNAL CLIENTS:	None	6 Working Days & 3 Hours	
TOTAL FOR II	NTERNAL CLIENTS:	None	6 Working Days, 1 Hour, & 10 Minutes	

Note: Implementation and Monitoring of the approved request may take from 3 months to 3 years depending on the Memorandum of Agreement, Memorandum of Understanding, or Terms and Regulations agreed by both parties. While the conduct of the Impact Assessment is done up to 3 years after the completion of the implemented project.

Note for External clients: Not all requested documents are being issued, (e.g. manual/s, operation manual/s, process manual/s) but can be viewed and read. Copy of manuals are being given to internal clients for accreditation, audit, assessment, and certification purposes only.



# Food Technology and Research Center

**External Services** 



### 1. Processing of Food Technology and Research Center Service Requests

This allows the clients to request services on technical training, technical advisory, shared facility, analytical laboratory, research and development, and product standardization which will be delivered through the facilities, equipment, and technical service provider of the Food Technology and Research Center.

Office or Division:	on: Food Technology and Research Center (FTRC)			
Classification:	Highly Technical			
	G2C - Government to	o Citizen		
Type of	G2B - Government to	Business	Entity/ies	
Transaction:	G2G - Government to			
Who may avail:	All			
	REQUIREMENTS		WHERE TO SE	CURE
1. Accomplished FTF	RC Service Request		nnology and Rese	
Form TSU-FTRC-		TSU Web	site or download a	at
(1 Original Copy o	r 1 Electronic Copy)	https://ww	w.tsu.edu.ph/med	lia/fiqpvthv/tsu-ftr-
with the following i		sf-01-ftrc-s	<u>service-request-fo</u>	<u>rm-rev-0.docx</u>
<ul> <li>Full Na</li> </ul>	me of the Client/			
Reques				
	of Client			
	ts and Services			
	t Number			
	Request/ Purpose /			
	of Request			
	re of the Requestor	<b></b>		
2. Approved Request		I he client	will provide	
	the TSU President,			
if any.	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the duly	1.1 Receives and	None	1 working day	Staff
1. Submit the duly accomplished	checks Service	None	1 working day	Statt Records and
-		None	1 working day	
accomplished and signed documents to the	checks Service Request and endorses to the	None	1 working day	Records and
accomplished and signed documents to the Records and	checks Service Request and endorses to the Office of the	None	1 working day	Records and
accomplished and signed documents to the Records and Archives Unit or	checks Service Request and endorses to the Office of the University	None	1 working day	Records and
accomplished and signed documents to the Records and Archives Unit or email at	checks Service Request and endorses to the Office of the	None	1 working day	Records and
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u>	checks Service Request and endorses to the Office of the University President.	None	1 working day	Records and
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i>	None	1 working day	Records and
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i>	None	1 working day	Records and
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i>	None	1 working day	Records and
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i>	None	1 working day	Records and
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i>	None	1 working day	Records and
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i>	None	1 working day	Records and
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i>	None		Records and
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i>		1 working day	Records and Archives
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food			Records and Archives University President Office of the
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and			Records and Archives University President Office of the University
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and Research Center.	None	1 working day	Records and Archives <i>University</i> <i>President</i> Office of the University President
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and Research Center. 1.3 Assesses the			Records and Archives University President Office of the University President Director
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and Research Center. 1.3 Assesses the Service Request	None	1 working day	Records and Archives University President Office of the University President Director Food
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and Research Center. 1.3 Assesses the Service Request Form as to the	None	1 working day	Records and Archives University President Office of the University President Director Food Technology and
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and Research Center. 1.3 Assesses the Service Request	None	1 working day	Records and Archives University President Office of the University President Director Food



	endorses to the Food Technology and Research Center Unit Head. 1.4 Reviews the submitted Service Request Form as to the availability	None	30 minutes	<i>Unit Head</i> Food Technology and Research
	of resources (e.g., schedule of facility uses, and service provider/ food specialists).			Center
2. Receive Notice of Receipt of Service Request.	2. Sends Notice of Receipt of Service Request through email and mobile number.	None	10 minutes	<i>Unit Head</i> Food Technology and Research Center
	Note: Notice of Receipt of Service Request contains proposed schedule of initial consultation meeting.			
3. Confirm available schedule and attendance to the initial consultation meeting.	3.1 Receives confirmation; organizes and conducts the initial consultation meeting.	None	30 minutes	Director, Unit Head, Staff Food Technology and Research Center
	3.2 Drafts and finalizes the relevant document to the service requested.			
	3.3 Delivers the service activities depending on the agreed terms and conditions.			
	3.4 Drafts and finalizes relevant documents (e.g., MOA, TOR, NDA, Service Proposal, Research Proposal, etc.).	None	5 working days	



4. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents	4. Delivers service activities	None	10 working days	Staff, Service Providers Food Technology and Research Center
	TOTAL:	None	17 Working Days, 1 Hour & 20 Minutes	



### 2. Processing of Market-Driven Research Service

This service allows Micro, Small and Medium Enterprises (MSMEs), Students, Faculty, and Researchers to request services related to the processing and delivery of market-driven research services.

	Food Technology and	d Research	Center - Researc	ch and
Office or Division:	Development Unit (F			
Classification:	Highly Technical			
Type of	G2C - Government to			
Transaction:	G2B - Government to		•	
	G2G - Government to			
Who may avail:	Micro, Small, Mediun	n Enterprise	es (MSMEs), Stud	ents, Faculty and
	Researchers			
		Food Took	WHERE TO SE	
1. Accomplished FTF Form <i>TSU-FTRC-</i>		download	nnology and Rese	arch Center of
	r 1 Electronic Copy)		.edu.ph/media/hci	fb0f3/teu_ftr_ef_
with the following i			vice-request-form	
	of the Client /	01-110-301	Neerequestronn	
Requestor				
Nature of (				
	ind Services			
Contact Nu				
	equest/ Purpose /			
Details of I				
	of the Requestor			
- <u>-</u>				
		<b>T</b> I		
2. Approved Reques		The client	will provide	
Endorsement from	t Letter or h the TSU President,	The client	will provide	
Endorsement from if any.	the TSU President,			PERSON
Endorsement from		The client FEES TO BE PAID	will provide PROCESSING TIME	PERSON RESPONSIBLE
Endorsement from if any.	the TSU President, AGENCY	FEES TO	PROCESSING	
Endorsement from <i>if any.</i>	the TSU President, AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE
Endorsement from <i>if any.</i> CLIENT STEPS 1. Submit the duly accomplished and signed	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit:	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff
Endorsement from if any. CLIENT STEPS 1. Submit the duly accomplished and signed documents to the	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
Endorsement from if any. CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
Endorsement from if any. CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
Endorsement from if any. CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement /	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
Endorsement from if any. CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
Endorsement from if any. CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
Endorsement from if any. CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu.	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
Endorsement from if any. CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu. edu.ph or submit	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
Endorsement from if any. CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or pres_office@tsu. <u>edu.ph</u> or submit to the Director's	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
Endorsement from if any. CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu. edu.ph or submit to the Director's Office of Food	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President.	FEES TO BE PAID None	PROCESSING TIME 1 working day	RESPONSIBLE Staff Records and Archives
Endorsement from if any. CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or pres_office@tsu. <u>edu.ph</u> or submit to the Director's	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and Archives
Endorsement from if any. CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu. edu.ph or submit to the Director's Office of Food Technology and	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President. If Submitted to	FEES TO BE PAID None	PROCESSING TIME 1 working day	RESPONSIBLE Staff Records and Archives
Endorsement from if any. CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu. edu.ph or submit to the Director's Office of Food Technology and Research	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President. If Submitted to the Director's	FEES TO BE PAID None	PROCESSING TIME 1 working day	RESPONSIBLE Staff Records and Archives Director, Department
Endorsement from if any. CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu. edu.ph or submit to the Director's Office of Food Technology and Research	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President. If Submitted to the Director's Office:	FEES TO BE PAID None	PROCESSING TIME 1 working day	RESPONSIBLE Staff Records and Archives Director, Department Head, Staff
Endorsement from if any. CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu. edu.ph or submit to the Director's Office of Food Technology and Research	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President. If Submitted to the Director's Office: Accepts and	FEES TO BE PAID None	PROCESSING TIME 1 working day	RESPONSIBLE Staff Records and Archives Director, Department Head, Staff Food
Endorsement from if any. CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu. edu.ph or submit to the Director's Office of Food Technology and Research	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President. If Submitted to the Director's Office: Accepts and checks the	FEES TO BE PAID None	PROCESSING TIME 1 working day	RESPONSIBLE Staff Records and Archives Director, Department Head, Staff Food Technology and
Endorsement from if any. CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu. edu.ph or submit to the Director's Office of Food Technology and Research	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President. If Submitted to the Director's Office: Accepts and checks the completeness of	FEES TO BE PAID None	PROCESSING TIME 1 working day	RESPONSIBLE Staff Records and Archives Director, Department Head, Staff Food Technology and Research



			1
the Records and Archives Unit.			
Note: If submitted form is improperly filled out, return and inform the lacking.			
U	Nieree	<b>4</b>	
1.2 <b>If Submitted to</b> <b>Records and</b> <b>Archives Unit:</b> Endorses the Service Request Form from the Office of the University President to Food Technology and Research Center Director.	None	1 working day	University President Office of the University President
If Submitted to the Director's Office: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President.	None	1 working day	<i>Staff</i> Records and Archives
1.3 <b>If Submitted to</b> <b>Records and</b> <b>Archives Unit:</b> Endorses the Service Request Form from the Director of CFTR to the Department Head of Research and Development.	None	15 minutes	Director Food Technology and Research Center
If Submitted to the Director's Office: Endorses the Service Request Form from the Office of the University President to Food Technology and	None	1 working day	University President Office of the University President



			[	
	Research Center Director. 1.4 If Submitted to Records and	None	30 minutes	Director, Department Head, Staff
	Archives Unit: Assesses the capability of the			Food Technology and Research
	Food Technology and Research Center to deliver the service			Center
	requested.			
		None	15 minutes	Director
	If Submitted to the Director's Office: Endorses the Service Request Form from the Director of CFTR to the Department Head of Research and Development.			Food Technology and Research Center
	1.5 If Submitted to the Director's Office: Assesses the capability of the Food Technology and Research Center to deliver the service requested.	None	30 minutes	Director, Department Head, Staff Food Technology and Research Center
2. Receive notification on the approval or declination of the requested service.	2. Provides a notification through email or through the provided contact number regarding the approval or declination of the requested service.	None	1 working day	Department Head, Staff Food Technology and Research Center
	Note: If the requested service is approved, confirm the availability of the client for an initial and needs assessment meeting.			



3. Confirm the available schedule and attendance to the initial meeting.	<ul> <li>3. Organizes an initial meeting to conduct the needs assessment to determine the details of the requested service.</li> <li>Note: The client and the CFTR must have common time for scheduling the meeting and agree with the mode of meeting (either in-person or via online meeting)</li> </ul>	None	10 minutes	Director, Department Head, Staff Food Technology and Research Center
4. Attend the scheduled needs assessment meeting.	4. Conducts of needs assessment meeting and provides the Target Product Specification Form <i>TSU-FTR-</i> <i>SF-30</i> to the client.	None	2 hours	Director, Department Head, Staff Food Technology and Research Center
5. Fill-out the Target Product Specification Form <i>TSU-FTR-</i> <i>SF-30</i> and submit to Food Technology and Research Center.	<ul> <li>5. Accepts and checks the completeness of the submitted documents.</li> <li>Note: If submitted form is improperly filled out, return and inform the lacking.</li> </ul>	None	5 minutes	Director, Department Head, Staff Food Technology and Research Center
6. Review and conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.	6.1 Prepares the Memorandum of Agreement (MOA), Non-Disclosure Agreement and Research License Agreement which will be signed accordingly.	None	5 working days	Director, Department Head, Staff Food Technology and Research Center
	6.2 Signs the Memorandum of Agreement (MOA), Non-Disclosure Agreement and	None	5 working days	Office of the University President, Office of Vice President for



			1	1906
	Research License Agreement 6.3 Releases Special Order to the designated researcher(s) for the service requested. Creates the Capsule	None	5 working days	Research Extension Services, Food Technology and Research Center, Technology Development Transfer and Commercialization Office Director, Department Head, Staff Food Technology and Research Center
	Research Proposal Form <i>TSU-URO-SF- 01</i> according to <i>TSU-</i> <i>FTR-SF- 30</i> .			
7. Review the research proposal using the External Client Review Form <i>TSU-FTR-</i> <i>SF-31</i> .	7. Forwards the accomplished research proposal and the review form to the client for perusal.	None	1 working day	Department Head, Staff Food Technology and Research Center
8. Participate to the execution of the research and development activities.	8.1 Conducts Research and Development Activities.	None	More than 20 days	Department Head, Staff Food Technology and Research Center
	8.2 Submits Terminal Report.	None	1 working day	Department Head, Staff Food Technology and Research Center
9. Participate in the execution of the Transfer of knowledge and technology through in- person training.	9. Transfer of Knowledge and Technology through in-person training.	None	1 working day	Department Head, Staff Food Technology and Research Center
	L IF SUBMITTED TO	None	9 Working	
RECORDS AN	ID ARCHIVES UNIT:		Days	
	SUBMITTED TO THE RECTOR'S OFFICE:	None	34 Working Days, 3 Hours & 45 Minutes	



## 3. Processing of Shared Facility Services Request

The service allows Micro, Small and Medium Enterprises (MSMEs). Students, Faculty, and Researchers to request services related to usage of machines and equipment through shared facilities related to food processing, food packaging ang co-working space.

Office or Division:	Food Technology and Research Center – Production Services Unit (FTRC-PSU)			
Classification:	Complex			
	G2C - Government to	o Citizen		
Type of	G2B - Government to		ntitv/ies	
Transaction:	G2G - Government to			
	Micro, Small, Mediun			lents. Faculty and
Who may avail:	Researchers			,, <b>,</b> ,
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
A. FOR INTERNAL	CLIENTS			
1. For Internal Clien	t: Accomplished	Food Tech	nology and Rese	arch Center or
Shared Facility Se	rvices Request Form	download a		
TSU-FTR-SF-06	•	https://www	v.tsu.edu.ph/med	lia/jmmhsy4l/tsu-
(1 Original Copy o	r 1 Electronic Copy)	ftrc-sf-06-s	hared-facility-ser	vices-internal-
with the following i	nformation.	client-reque	est-form-rev-1.dc	OCX
Full Na	me of the Client/			
Reques	stor			
Product	ts and Services			
Contact	t Number			
<ul> <li>SFS Set</li> </ul>	ervice Request/			
	e / Details of			
Reques				
<ul> <li>Signatu</li> </ul>	re of the Requestor			
2. For Students:	•	The client v	vill provide	
Certificate of Regis	stration (COR)			
(1 Original Copy o	r 1 Photocopy)			
<b>B. FOR EXTERNAL</b>	CLIENTS			
1. Accomplished Sha	red Facility Services	Food Tech	nology and Rese	arch Center or
Request Form TSL	I-FTR-SF-13	download a	at	
(1 Original Copy or	1 Electronic Copy)	https://www	v.tsu.edu.ph/med	lia/jmmhsy4l/tsu-
with the following in	formation.	ftrc-sf-06-s	hared-facility-ser	vices-internal-
Full Na	me of the Client/	client-reque	est-form-rev-1.dc	<u>)CX</u>
Reques	stor			
Product	ts and Services			
Contact	t Number			
<ul> <li>SFS Set</li> </ul>	ervice Request/			
Purpos	e / Details of			
Reques	st			
Signatu	re of the Requestor			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. For Internal	1.1 Receives and	None	5 minutes	Unit Head &
Client:	verifies the			Staff
Submit duly	completeness of			Food
accomplished	the submitted			Technology and
and signed	documents.			Research
documents and				Center
Certificate of	Note: If submitted			
Registration, if	documents are			
any, to the Food	incomplete and			



documents to the Food       availability of shared facilities       Research center         rechnology and Research Center.       availability of shared facilities       Research cequipment and test's to be conducted. Also, the Production       Research conducted. Also, the Production       Center         Supervisor / Laboratory       Laboratory       Supervisor in- charge who will assist the client.       None       15 minutes       Unit Head 8 Food         alongside with the approval of the Director. Once approved, proceed to the next step.       None       15 minutes       Unit Head 8 Staff         2. Receive request.       2. Notifies client through email or number provided regarding if the request is approved or disapproved (subject for rescheduling)       None       15 minutes       Unit Head 8 Staff         Shared Facility Service request and the required Personal       2. Notifies client through email or number provided       None       15 minutes       Unit Head 8 Staff         Food       request is       3       Research Center       Staff         Protective Equipment / Uniforms that needs to be brought on the scheduled date.       15 minutes       Unit Head 8 Staff	г					
Center.       inform the lacking.         For External Client: Submit the duly accomplished documents to the Food       1.2 Assessment of Request Form: Center.       None       15 minutes       Unit Head & Staff         For External Client: Submit the duly accomplished documents to the Food       1.2 Assessment of Request Form: Center.       None       15 minutes       Unit Head & Staff         For External Counced the Food       including the equipment and test/s to be conducted. Also, the Production Supervisor / Laboratory       Technology and Research       Research         2. Receive notification on the approved Shared Facility Service request.       1.3 Receives and reviews       None       15 minutes       Unit Head & Staff         2. Receive notification on the approved Shared Facility Service request.       2. Notifies client through email or number provided regarding if the regarding if the regarding if the regarding if the rescheduling) Shared Facility Service request and the required Personal Protective Equipment / Uniforms that needs to be brought on the scheduled date.       15 minutes       Unit Head & Staff						
For External Client: Submit the duly accomplished documents to the Food Technology and Research Center.       1.2 Assessment of Request Form: Checks the variability of shared facilities including the equipment and test/s to be conducted. Also, the Production Supervisor / Laboratory Supervisor in- charge who will assist the client.       None       15 minutes       Unit Head 8 Staff         1.3 Receives notification on the approved Shared Facility Service request.       1.3 Receives and number provided regarding if the request is approved or disapproved (subject for rescheduling) Shared Facility Service request and the required Prosonal Protective Equipment / Uniforms that needs to be brought on the scheduled date.       15 minutes       Unit Head 8 Staff         2. Receive notification on the approved or disapproved or disapproved       None       15 minutes       Unit Head 8 Staff         2. Receive notification on the approved or disapproved or disapproved       None       15 minutes       Unit Head 8 Staff         2. Receive notification on the approved or disapproved       2. Notifies client through email or request is approved or disapproved       None       15 minutes       Unit Head 8 Staff         2. Receive notification on the scheduled       15 minutes       Unit Head 8 Staff       Staff         2. Receive notification on the scheduled       15 minutes       Unit Head 8 Staff       Staff         3. Acceive notification on the scheduled       15 minutes       Unit Head 8 Staff       Staff         4. Acceive notification on the scheduled </td <td></td> <td></td> <td>· ·</td> <td></td> <td></td> <td></td>			· ·			
For External Client: Submit the duly accomplished documents to the Food       1.2 Assessment of Request Form: Checks the readiness and availability of shared facilities including the equipment and test/s to be conducted. Also, the Production Supervisor in- charge who will assist the client.       15 minutes       Unit Head & Staft         1.2 Assessment of Food       Submit the duly accomplished       Checks the readiness and availability of shared facilities including the equipment and test/s to be conducted. Also, the Production Supervisor in- charge who will assist the client.       15 minutes       Unit Head & Staft         1.3 Receives notification on the approved Shared Facility Service request.       None       15 minutes       Unit Head & Staft         2. Receive notification on the approved Shared Facility Service request.       2. Notifies client through email or number provided request is approved or disapproved (subject for rescheduling) Shared Facility Service request and the required Personal Protective Equipment / Uniforms that needs to be brought on the scheduled date.       15 minutes       Unit Head & Staft Food		Center.				
Client:       Request Form:       Staff         Submit the duly       Request Form:       Checks the         accomplished       availability of       Technology and         Fechnology and       shared facilities       Research         Center.       conducted. Also,       the equipment and         conducted. Also,       the Production       Supervisor in-         Laboratory       Supervisor in-       charge who will         assist the client.       1.3 Receives and       None       15 minutes         1.3 Receives and       alongside with the       alongside with the       Research         2. Receive       2. Notifies client       None       15 minutes       Staff         proceed to the       next step.       None       15 minutes       Staff         approved,       proceed to the       Research       Center       Staff         approved or       disapproved       request is       approved or       Staff         approved or       disapproved or       disapproved or       Center       Center         approved or       disapproved or       Gisapproved       Center       Center         approved or       disapproved or       Gisapproved       Center       Center      <			0			
Food Technology and Research Center.       shared facilities including the equipment and test's to be conducted. Also, the Production Supervisor / Laboratory Supervisor in- charge who will assist the client.       15 minutes       Unit Head 8 Staff         1.3 Receives and reviews scheduled service's by the Unit Head alongside with the approved, proceed to the next step.       None       15 minutes       Unit Head 8 Staff         2. Receive       2. Notifies client through email or number provided Facility Service request.       None       15 minutes       Unit Head 8 Staff         2. Receive       2. Notifies client through email or number provided facility Service request is approved or disapproved (subject for rescheduling) Shared Facility Service request and the required Personal Protective Equipment / Uniforms that needs to be brought on the scheduled date.       15 minutes       Unit Head 8 Staff         *Incase the       *Incase the       *Incase the       15 minutes       Unit Head 8 Staff		<b>Client</b> : Submit the duly accomplished	Request Form: Checks the readiness and	None	15 minutes	<i>Staff</i> Food Technology and
1.3 Receives and reviews scheduled service/s by the Unit Head alongside with the approval of the Director. Once approved, proceed to the next step.       None       15 minutes       Unit Head & Staff         2. Receive notification on the approved Shared Facility Service request.       2. Notifies client through email or number provided regarding if the request is approved or disapproved (subject for rescheduling) Shared Facility Service request and the required Personal Protective Equipment / Uniforms that needs to be brought on the scheduled date.       15 minutes       Unit Head & Staff         15 minutes       Unit Head & Vertice       15 minutes       Unit Head & Staff		Food Technology and Research	shared facilities including the equipment and test/s to be conducted. Also, the Production Supervisor / Laboratory Supervisor in-			
reviews       scheduled       Staff         service/s by the       Unit Head       Research         Unit Head       alongside with the       Research         alongside with the       approval of the       Center         Director. Once       approved,       Proceed to the         notification on the       number provided       15 minutes       Unit Head &         Facility Service       regarding if the       Food       Fechnology al         request.       2. Notifies client       None       15 minutes       Unit Head &         Staff       number provided       Food       Food       Fechnology al         request is       approved or       Center       Genter       Center         approved or       cluspject for       rescheduling)       Shared Facility       Service request         and the required       Personal       Protective       Equipment /       Uniforms that         needs to be       brought on the       scheduled date.       *Incase the       *Incase the       *Incase the			•			
notification on the approved Shared Facility Service request.through email or number provided regarding if the request is approved or disapproved (subject for rescheduling) Shared Facility Service request and the required Personal Protective Equipment / Uniforms that needs to be brought on the scheduled date.Staff Food Technology al Research Center*Incase the*Incase the			reviews scheduled service/s by the Unit Head alongside with the approval of the Director. Once approved, proceed to the next step.			Food Technology and Research Center
request is disapproved, they will be notified		notification on the approved Shared Facility Service	through email or number provided regarding if the request is approved or disapproved (subject for rescheduling) Shared Facility Service request and the required Personal Protective Equipment / Uniforms that needs to be brought on the scheduled date. *Incase the request is disapproved, they	NOTE	15 minutes	<i>Staff</i> Food Technology and Research



available dates for rescheduling of their request. <i>Note: Client must</i> <i>come on the</i> <i>scheduled time</i> <i>and date.</i>			
3. For Internal Client: Receives and verifies the submitted Certificate of Registration. Note: Services for internal clients (including enrolled students, faculty, and researcher of the University are free of charge.	None	5 minutes	Unit Head & Staff Food Technology and Research Center
3.1 For External Client: Makes quotation amounting the requested Shared Facility Service services and the Production Project Assistant II and sends quotation to the client as agreement for future payment.	None	30 minutes	Director, Unit Head & Staff Food Technology and Research Center
3.2 For External Client: Requests for transaction number to accounting office and send details of payment to the client thru email.	None	30 minutes	<i>Director, Unit Head, Staff</i> Food Technology and Research Center
4. For External Client:	SFS Fees = Machine rate per	15 minutes	<i>Director, Unit Head, Staff</i> Food Technology and
	of their request. Note: Client must come on the scheduled time and date. 3. For Internal Client: Receives and verifies the submitted Certificate of Registration. Note: Services for internal clients (including enrolled students, faculty, and researcher of the University are free of charge. 3.1 For External Client: Makes quotation amounting the requested Shared Facility Service services and the Production Project Assistant II and sends quotation to the client as agreement for future payment. 3.2 For External Client: Requests for transaction number to accounting office and send details of payment to the client thru email. 4. For External	for rescheduling of their request.Note: Client must come on the scheduled time and date.3. For Internal Client: Receives and verifies the submitted Certificate of Registration.NoneNote: Services for internal clients (including enrolled students, faculty, and researcher of the University are free of charge.None3.1 For External Client: Makes quotation amounting the requested Shared Facility Service services and the Production Project Assistant II and sends quotation to the client as agreement for future payment.None3.2 For External Client: Requests for transaction number to accounting office and send details of payment to the client: Requests for transaction number to accounting office and send details of payment to the client:SFS Fees = Machine	for rescheduling of their request.Note: Client must come on the scheduled time and date.3. For Internal Client: Receives and verifies the submitted Certificate of Registration.None5 minutesNote: Services for internal clients (including enrolled students, faculty, and researcher of the University are free of charge.None30 minutes3.1 For External Client: Makes quotation amounting the requested Shared Facility Service services and the Production Project Assistant II and sends quotation to the client as agreement for future payment.None30 minutes3.2 For External Client: Requests for transaction number to accounting office and send details of payment to the client inNone30 minutes4. For External Client:SFS Fees = Machine15 minutes



the University and submit the Official Receipt to the Center for Food Technology and Research Center	Receives and verifies the Official Receipt.	hour x total number of hours used x discount (if applicabl e)		Research Center
		Discount MSMEs = 15% External Student, Research er, and Faculty = 10%		
		*Please see SFS Brochure for the list of machine and equipmen t hourly rates)		
5. Conform to agreed service terms and conditions, and requested activities as stipulated in the Shared Facility Request Quotation.	5.1 Delivers service activities and conducts Shared Facility Service request with the assistance of the Production Supervisor / Laboratory Supervisor.	None	3 working days	Staff Food Technology and Research Center
	5.2 Signs the Rendered Service Form as evidence that the services have been rendered and finished.	None	15 minutes	<i>Staff</i> Food Technology and Research Center
TOTAL FOR IN	NTERNAL CLIENTS:	None	3 Working Days, 1 Hour & 10 Minutes	
TOTAL FOR EX	TERNAL CLIENTS:	SFS Fees = Machin e rate	3 Working Days, 2 Hours & 20 Minutes	



per	
hour x	
total	
number	
of	
hours	
used x	
discou	
nt (if	
applica	
ble)	

### **APPENDIX 1.**

RESEARCH AND					1	1	
DEVELOPMENT SERVICES	SERVICES	L	SCHEDULE	OF FEES	ANALYTE/ ANALYSIS		TESTING FEE (PhP)
The FTRC aims to generate reliable, reli		E00D	PROCESSING FACILIT	v	CHEMICAL & PHYSICO	-CHEMICAL ANALYSIS	Sector Street
knowledge and technologies addressing loc			FROCESSING FACILIT	3	Moisture	Thermo-gravimetric	390.00
issues such as food security, hunger, mainu and food safety though:	rucion: 1000 Mastage	MACHINE /	CAPACITY	SFS FEE per hour	CpH	ADAC 98112	280.00
Innovation of existing products		EQUIPMENT FISH AND MEAT PR	OCESSING	pernour	Water Activity	Water Activity Meter	350.00
Product development	TOOTD QUALITY	Smokehouse Oven	30Kg - Meal, Fish, Poultry 20Kg - Truits, Vegetables	PhP 120.00	Total Titratable Acidity	Titrimetric	540.00
Material value-addition     Enrichment	ASSURANCE	Food Dehydrator	8Kg - Meat, Fish, Poultry SKg - Fruits, Vegetable	PhP 80.00	Peroxide Value	Titrimetric	570.00
Fortification of foods	SERVICES	Medt Grinder	30 Kilograms	PhP 120.00	Thee Fatty Acid	Titrimetric	975.00
Improvement food systems; and	The center aims to	Medt Slicer	20 Kilograms	PhP 120.00	Brix Reading	Refractometer	270.00
Development of sustainable food	otain all the necessary	Bowl Chopper Sausage Linker	30 Kilograms 30 Kilograms	PhP 125.00 PhP 103.00	Color	Colorimetry	360.00
chains equip	ment for the testing of the	Sousage Stuffer	30 Kilograms	PhP 10.00	Crude Fat	Solvent Extraction	920
	l, chemical,	CONCREDE WARRANT AND IN	ABLES PROCESSING	2010/07/07/11	Erude Protein	Kieldahl	950.00
	gical, and sensory	Vegetable Cutter	10Kg - Fruits, Vegetables	PhP 103.00	Ash	Gravimetric	530 m
(oto)	s to ensure the quality and ad standardization of food	Noodle Maker	30Kg - Fruits, Vegetables	PhP 97.00	Turbiditu	Mephelometric	280.00
The FIRC has an	produced by the	Pulverizer [hammer mill]	30Kq - fruits, Vegetables/ Dried	PhP 190.00	Conductivity	Conductivity Meter	280 00
up-to-date and state-of-the-art processing research	ers and the FTRC clients	Pasteurizer	SO Liter	PhP 190.00	Filth	Microscopy	390.00
and analytical laboratories. Istudent	s and food manufacturers).	BAKING AREA			Temperature	Thermometer-SMEWW	190.00
classicians, and naming	alytical services will include- flowing:	Industrial Mixer	20Kg/ Hr	PhP 95.00			910.00
	d Composition Analysis	Industrial Gas Type Ove		PhP 210.10	Total Kjeldahl Nitrogen	Kjeldahl Digestion	380,00
	rysico-chemical, Analysis	Industrial Type Electric- Oven (2-door)	Gas 6Kq/Hr	PhP 186.10	MICROBIOLOGICAL A	NALYSIS	
provide an avenue for	erobiological Analysis	PACKAGING MACHI	NE / FOUIPMENT		Aerobic Plate Count	Pour Plate	530.00
collaboration to other Ser	vices	Vacuum Packaging	180 pecks/ Hr	PhP 125.00	Total Coliform Count	Pour Plate, MPN	530.00
	Sensory Evaluation Services	Continuous Band Sealer	and bearing the	PhP 120.00	E coli Count	MPN	950.00
other resources are being	Product Shelf-Me Testing	Impulse Sealer	900 packs/ Hr	PhP 120.00	Molds and Yeast Count	Spread Plate	530.00
nuximized intolgh d	ervices	Impulse Sealer (Pedal t Vertical Form-Fill-Seal		PhP 125.00 PhP 150.00	Salmonella sp. Detection	Conventional	950.00
systematic-sharing of the faculty researchers, students		Machine	7500 packs/ Hr	PhP DU.	Staphylococcus areus	Spread Plate	760.00
and other FTRC clients		and the second s	ANALYTICAL SERVICE	c	Ecuni	Spread Plate	160(00
	CTION AND		al and Scientific method to evoke		Environmental Swabbing	Luminometer -	530.00
1000	G SERVICES (PMS)		Method measure analyse and interpret those responses	Based		ATP Monitoring System	
	to produce and	1.1	to products as perceived through the senses of sigt	4	Air Sampling	Sedimentation	530.00
	ts from the food research	Anna anna	smell, touch, haste, and he				
etc.) and development projects		Shelf-life Analytica					The Party of the P
This will provide and avenue for		Determination Affective	Method the product, under normal handling and storage, can	Based			
developed and innovated products i	STREET, STREET	the second second	maintain its taste, quality.		1	I Do of the pass in-	En Y
The FTRC has a store in the facada			microbial, chemical, and		10.00	atten	In AND REAL
where customers can avail the TS	Usfood		physical properties, remain wholesome, and meet the		Street, Street		UPP TE
products:	a second second	1	nutritional claims and				all
Tank		1000	declarations that are printe	N			-
SU'S Dianetin	re la ballan		on the label			Car	Sec.
And and a second se		the second s			Street, or other Designation of the local division of the local di		



# Food Technology and Research Center

**Internal Services** 



### 1. Processing of Food Technology and Research Center Service Requests

This allows the clients to request services on technical training, technical advisory, shared facility, analytical laboratory, research and development, and product standardization which will be delivered through the facilities, equipment, and technical service provider of the Food Technology and Research Center.

Office or Division:	Food Technology and	d Research	Center (FTRC)	
Classification:	Highly Technical			
- /	G2C - Government to	o Citizen		
Type of	G2B - Government to		Entity/ies	
Transaction:	G2G - Government to			
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Accomplished FTF			nnology and Rese	
Form TSU-FTRC-	SF-01		site or download a	
(1 Original Copy or 1 Electronic Copy)		https://www.tsu.edu.ph/media/fiqpvthv/tsu-ftr-		
with the following information:		sf-01-ftrc-s	<u>service-request-fo</u>	rm-rev-0.docx
Full Na	me of the Client/			
Reques	stor			
Nature	of Client			
Produce	ts and Services			
	t Number			
Service	e Request/ Purpose /			
	of Request			
	ire of the Requestor			
2. Approved Reques		The client	will provide	
	the TSU President,			
if any.	,			
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CLIENT STEPS 1. Submit the duly accomplished	ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE Staff Records and
CLIENT STEPS 1. Submit the duly accomplished and signed	ACTIONS 1.1 Receives and checks Service Request and	<b>BE PAID</b>	TIME	RESPONSIBLE Staff
CLIENT STEPS 1. Submit the duly accomplished and signed documents to the	ACTIONS 1.1 Receives and checks Service Request and endorses to the	<b>BE PAID</b>	TIME	RESPONSIBLE Staff Records and
CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the	<b>BE PAID</b>	TIME	RESPONSIBLE Staff Records and
CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University	<b>BE PAID</b>	TIME	RESPONSIBLE Staff Records and
CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the	<b>BE PAID</b>	TIME	RESPONSIBLE Staff Records and
CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u>	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President.	<b>BE PAID</b>	TIME	RESPONSIBLE Staff Records and
CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is	<b>BE PAID</b>	TIME	RESPONSIBLE Staff Records and
CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled	<b>BE PAID</b>	TIME	RESPONSIBLE Staff Records and
CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents	<b>BE PAID</b>	TIME	RESPONSIBLE Staff Records and
CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are	<b>BE PAID</b>	TIME	RESPONSIBLE Staff Records and
CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return	<b>BE PAID</b>	TIME	RESPONSIBLE Staff Records and
CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the	<b>BE PAID</b>	TIME	RESPONSIBLE Staff Records and
CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking.	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives
CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking. 1.2 Endorses the	<b>BE PAID</b>	TIME	RESPONSIBLE Staff Records and Archives
CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking. 1.2 Endorses the Service Request	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives
CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking. 1.2 Endorses the Service Request to Food	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives University President Office of the
CLIENT STEPS 1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking. 1.2 Endorses the Service Request	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives



	<ul> <li>1.3 Assesses the Service Request Form as to the availability of the service and endorses to the Food Technology and Research Center Unit Head.</li> <li>1.4 Reviews the</li> </ul>	None	10 minutes 30 minutes	<i>Director</i> Food Technology and Research Center <i>Unit Head</i>
	submitted Service Request Form as to the availability of resources (e.g., schedule of facility uses, and service provider/ food specialists).			Food Technology and Research Center
2. Receive Notice of Receipt of Service Request.	<ol> <li>Sends Notice of Receipt of Service Request through email and mobile number.</li> <li>Note: Notice of Receipt of Service Request contains proposed schedule of initial consultation meeting.</li> </ol>	None	10 minutes	Unit Head Food Technology and Research Center
3. Confirm available schedule and attendance to the initial consultation meeting.	<ul> <li>3.1 Receives confirmation; organizes and conducts the initial consultation meeting.</li> <li>3.2 Drafts and finalizes the relevant document to the service requested.</li> <li>3.3 Delivers the service activities depending on the agreed terms and conditions.</li> </ul>	None	30 minutes	Director, Unit Head, Staff Food Technology and Research Center
	3.4 Drafts and finalizes relevant documents (e.g., MOA, TOR, NDA,	None	5 working days	



4. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant	Service Proposal, Research Proposal, etc.). 4. Delivers service activities	None	10 working days	Staff, Service Providers Food Technology and Research Center
documents	TOTAL:	None	17 Working Days, 1 Hour & 20 Minutes	



## 2. Processing of Market-Driven Research Service

This service allows Micro, Small and Medium Enterprises (MSMEs), Students, Faculty, and Researchers to request services related to the processing and delivery of market-driven research services.

Office or Division:	Food Technology and Development Unit (F		Center - Researc	h and
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to G2B - Government to G2G - Government to	b Business I		
Who may avail:	Micro, Small, Mediun Researchers	n Enterprise	es (MSMEs), Stud	ents, Faculty and
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
with the following i Full Name Requestor Nature of C Products a Contact Nu Service Re Details of F	SF-01 r 1 Electronic Copy) nformation: of the Client / Client and Services umber equest/ Purpose /	download https://tsu	nnology and Rese at <u>.edu.ph/media/hci</u> <u>vice-request-form</u>	fh0f3/tsu-ftr-sf-
2. Approved Request Endorsement from <i>if any.</i>	t Letter or the TSU President,	The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and signed	1.1 If Submitted to Records and Archives Unit:	None	1 working day	Staff Records and
documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u> <u>edu.ph</u> or submit to the Director's Office of Food	Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President.			Archives



	the Records and			
	Archives Unit.			
	Note: If submitted			
	form is improperly			
	filled out, return			
	and inform the			
	lacking.			
	1.2 If Submitted to	None	1 working day	University
	Records and			President
	Archives Unit:			Office of the
	Endorses the			University
	Service Request			President
	Form from the			
	Office of the			
	University			
	President to Food			
	Technology and			
	Research Center			
	Director.			
	If Submitted to	None	1 working day	Staff
	the Director's			Records and
	Office:			Archives
	Receives the			7110111003
	Service Request			
	Form and the			
	Endorsement /			
	Action Form and			
	forwards to the			
	Office of the			
	University			
	President.	News	45	Diversion
	1.3 If Submitted to	None	15 minutes	Director
	Records and			Food
	Archives Unit:			Ta alema la sur a sur d
1				Technology and
	Endorses the			Research
	Service Request			
	Service Request Form from the			Research
	Service Request Form from the Director of CFTR			Research
	Service Request Form from the Director of CFTR to the Department			Research
	Service Request Form from the Director of CFTR to the Department Head of Research			Research
	Service Request Form from the Director of CFTR to the Department Head of Research and			Research
	Service Request Form from the Director of CFTR to the Department Head of Research			Research Center
	Service Request Form from the Director of CFTR to the Department Head of Research and Development.	None	1 working day	Research Center University
	Service Request Form from the Director of CFTR to the Department Head of Research and Development.	None	1 working day	Research Center University President
	Service Request Form from the Director of CFTR to the Department Head of Research and Development. If Submitted to the Director's	None	1 working day	Research Center <i>University</i> <i>President</i> Office of the
	Service Request Form from the Director of CFTR to the Department Head of Research and Development. If Submitted to the Director's Office:	None	1 working day	Research Center <i>University</i> <i>President</i> Office of the University
	Service Request Form from the Director of CFTR to the Department Head of Research and Development. If Submitted to the Director's Office: Endorses the	None	1 working day	Research Center <i>University</i> <i>President</i> Office of the
	Service Request Form from the Director of CFTR to the Department Head of Research and Development. If Submitted to the Director's Office: Endorses the Service Request	None	1 working day	Research Center <i>University</i> <i>President</i> Office of the University
	Service Request Form from the Director of CFTR to the Department Head of Research and Development. If Submitted to the Director's Office: Endorses the Service Request Form from the	None	1 working day	Research Center <i>University</i> <i>President</i> Office of the University
	Service Request Form from the Director of CFTR to the Department Head of Research and Development. If Submitted to the Director's Office: Endorses the Service Request	None	1 working day	Research Center <i>University</i> <i>President</i> Office of the University
	Service Request Form from the Director of CFTR to the Department Head of Research and Development. If Submitted to the Director's Office: Endorses the Service Request Form from the	None	1 working day	Research Center <i>University</i> <i>President</i> Office of the University
	Service Request Form from the Director of CFTR to the Department Head of Research and Development. If Submitted to the Director's Office: Endorses the Service Request Form from the Office of the	None	1 working day	Research Center <i>University</i> <i>President</i> Office of the University
	Service Request Form from the Director of CFTR to the Department Head of Research and Development. If Submitted to the Director's Office: Endorses the Service Request Form from the Office of the University	None	1 working day	Research Center <i>University</i> <i>President</i> Office of the University
	Service Request Form from the Director of CFTR to the Department Head of Research and Development. If Submitted to the Director's Office: Endorses the Service Request Form from the Office of the University President to Food	None	1 working day	Research Center <i>University</i> <i>President</i> Office of the University



				i
	Research Center Director. 1.4 If Submitted to Records and Archives Unit: Assesses the capability of the	None	30 minutes	Director, Department Head, Staff Food Technology and Research
	Food Technology and Research Center to deliver the service requested.			Center
	If Submitted to the Director's Office: Endorses the Service Request Form from the Director of CFTR to the Department Head of Research and Development.	None	15 minutes	Director Food Technology and Research Center
	1.5 <b>If Submitted to</b> <b>the Director's</b> <b>Office:</b> Assesses the capability of the Food Technology and Research Center to deliver the service requested.	None	30 minutes	Director, Department Head, Staff Food Technology and Research Center
2. Receive notification on the approval or declination of the requested service.	2. Provides a notification through email or through the provided contact number regarding the approval or declination of the requested service.	None	1 working day	Department Head, Staff Food Technology and Research Center
	Note: If the requested service is approved, confirm the availability of the client for an initial and needs assessment meeting.			



3. Confirm the available schedule and attendance to the initial meeting.	<ul> <li>3. Organizes an initial meeting to conduct the needs assessment to determine the details of the requested service.</li> <li>Note: The client and the CFTR must have common time for scheduling the meeting and agree with the mode of meeting (either in-person or via online meeting)</li> </ul>	None	10 minutes	Director, Department Head, Staff Food Technology and Research Center
4. Attend the scheduled needs assessment meeting.	4. Conducts of needs assessment meeting and provides the Target Product Specification Form <i>TSU-FTR-</i> <i>SF-30</i> to the client.	None	2 hours	Director, Department Head, Staff Food Technology and Research Center
5. Fill-out the Target Product Specification Form <i>TSU-FTR-</i> <i>SF-30</i> and submit to Food Technology and Research Center.	<ul> <li>5. Accepts and checks the completeness of the submitted documents.</li> <li>Note: If submitted form is improperly filled out, return and inform the lacking.</li> </ul>	None	5 minutes	Director, Department Head, Staff Food Technology and Research Center
6. Review and conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.	6.1 Prepares the Memorandum of Agreement (MOA), Non-Disclosure Agreement and Research License Agreement which will be signed accordingly.	None	5 working days	Director, Department Head, Staff Food Technology and Research Center
	6.2 Signs the Memorandum of Agreement (MOA), Non-Disclosure Agreement and	None	5 working days	Office of the University President, Office of Vice President for



	Research License			Research
	Agreement			Extension
				Services, Food
				Technology and
				Research
				Center,
				Technology
				Development
				Transfer and
				Commercialization
				Office
	6.3 Releases	None	5 working days	Director,
	Special Order to			Department
	the designated			Head, Staff
	researcher(s) for			Food
	the service			Technology and
	requested.			Research
	Creates the			Center
	Capsule			
	Research			
	Proposal Form			
	TSU-URO-SF- 01			
	according to TSU-			
	FTR-SF- 30.			
7. Review the	7. Forwards the	None	1 working day	Department
research	accomplished			Head, Staff
proposal using	research proposal			Food
the External	and the review			Technology and
Client Review	form to the client			Research
Form TSU-FTR-	for perusal.			Center
SF-31.				
8. Participate to the	8.1 Conducts	None		Department
execution of the	Research and			Head, Staff
research and	Development		More than 20	Food
development	Activities.		days	Technology and
activities.				Research
		N.I		Center
	8.2 Submits	None	1 working day	Department
	Terminal Report.			Head, Staff
				Food
				Technology and
				Research
0. Dentisia eta 1. di	0 Trensferraf	N	<b>4</b>	Center
9. Participate in the	9. Transfer of	None	1 working day	Department
execution of the	Knowledge and			Head, Staff
Transfer of	Technology			Food
knowledge and	through in-person			Technology and
technology	training.			Research
through in- person training.				Center
	L IF SUBMITTED TO		9 Working	
	ID ARCHIVES UNIT:	None	Days	
			34 Working	
	SUBMITTED TO THE	None	Days, 3 Hours	
DI	RECTOR'S OFFICE:		& 45 Minutes	



#### 3. Processing of Shared Facility Services Request

The service allows Micro, Small and Medium Enterprises (MSMEs). Students, Faculty, and Researchers to request services related to usage of machines and equipment through shared facilities related to food processing, food packaging ang co-working space.

	· - · - · · ·	· _ · ·		
Office or Division:	Food Technology and (FTRC-PSU)	d Research	Center – Product	ion Services Unit
Classification:	Complex			
Type of	G2C - Government to			
Transaction:	G2B - Government to	o Business E	intity/ies	
	G2G - Government to			
Who may avail:	Micro, Small, Mediun	n Enterprises	s (MSMEs), Stud	ents, Faculty and
	Researchers			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
A. FOR INTERNAL		1		
1. For Internal Clien	•		nology and Rese	arch Center or
-	rvices Request Form	download a	at	
TSU-FTR-SF-06				lia/jmmhsy4l/tsu-
· · · · · · · · · · · · · · · · · · ·	r 1 Electronic Copy)		hared-facility-ser	
with the following i		client-reque	est-form-rev-1.do	<u>ICX</u>
	me of the Client/			
Reques				
Product	ts and Services			
Contac	t Number			
SFS Se	ervice Request/			
Purpos	e / Details of			
Reques	st			
Signatu	ire of the Requestor			
2. For Students:		The client v	vill provide	
Certificate of Regis	stration (COR)			
(1 Original Copy o	r 1 Photocopy)			
<b>B. FOR EXTERNAL</b>	CLIENTS			
1. Accomplished Sha	5		nology and Rese	arch Center or
Request Form TSL		download at		
(1 Original Copy or		https://www.tsu.edu.ph/media/jmmhsy4l/tsu-		
with the following in		ftrc-sf-06-shared-facility-services-internal-		
	me of the Client/	client-reque	est-form-rev-1.do	<u>ICX</u>
Reques				
	ts and Services			
	t Number			
SFS Se	ervice Request/			
Purpos	e / Details of			
Reques				
Signatu	ire of the Requestor			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. For Internal	1.1 Receives and	None	5 minutes	Unit Head &
Client:	verifies the	_		Staff
Submit duly	completeness of			Food
accomplished	the submitted			Technology and
and signed	documents.			Research
documents and				Center
Certificate of	Note: If submitted			
Registration, if	documents are			



<b></b>	1			1
any, to the Food Technology and Research Center.	incomplete and improperly filled out, return and inform the lacking.			
For External Client: Submit the duly accomplished documents to the Food Technology and Research Center.	1.2 Assessment of Request Form: Checks the readiness and availability of shared facilities including the equipment and test/s to be conducted. Also, the Production Supervisor / Laboratory Supervisor in- charge who will assist the client.	None	15 minutes	Unit Head & Staff Food Technology and Research Center
	1.3 Receives and reviews scheduled service/s by the Unit Head alongside with the approval of the Director. Once approved, proceed to the next step.	None	15 minutes	Unit Head & Staff Food Technology and Research Center
2. Receive notification on the approved Shared Facility Service request.	<ol> <li>Notifies client through email or number provided regarding if the request is approved or disapproved (subject for rescheduling) Shared Facility Service request and the required Personal Protective Equipment / Uniforms that needs to be brought on the scheduled date.</li> <li>*Incase the request is disapproved, they will be notified</li> </ol>	None	15 minutes	Unit Head & Staff Food Technology and Research Center



3 For Internal	regarding the available dates for rescheduling of their request. Note: Client must come on the scheduled time and date.	Nono	5 minutos	Linit Hood 9
3. For Internal Client: Confirm the available schedule for the Shared Facility Service Request and submit a copy of Certificate of Registration to Food Technology and Research Center.	3. For Internal Client: Receives and verifies the submitted Certificate of Registration. Note: Services for internal clients (including enrolled students, faculty, and researcher of the University are free of charge.	None	5 minutes	Unit Head & Staff Food Technology and Research Center
For External Client: Confirm the available schedule for the Shared Facility Service Request.	3.1 For External Client: Makes quotation amounting the requested Shared Facility Service services and the Production Project Assistant II and sends quotation to the client as agreement for future payment.	None	30 minutes	Director, Unit Head & Staff Food Technology and Research Center
	3.2 For External Client: Requests for transaction number to accounting office and send details of payment to the client thru email.	None	30 minutes	<i>Director, Unit Head, Staff</i> Food Technology and Research Center
4. For External Client:	4. For External Client:	SFS Fees = Machine	15 minutes	Director, Unit Head, Staff



Pay at the Cashiering unit of the University and submit the Official Receipt to the Center for Food Technology and Research Center	Receives and verifies the Official Receipt.	rate per hour x total number of hours used x discount (if applicabl e)		Food Technology and Research Center
		Discount MSMEs = 15% External Student, Research er, and Faculty = 10%		
		*Please see SFS Brochure for the list of machine and equipmen t hourly rates)		
5. Conform to agreed service terms and conditions, and requested activities as stipulated in the Shared Facility Request Quotation.	5.1 Delivers service activities and conducts Shared Facility Service request with the assistance of the Production Supervisor / Laboratory Supervisor.	None	3 working days	Staff Food Technology and Research Center
	5.2 Signs the Rendered Service Form as evidence that the services have been rendered and finished.	None	15 minutes	<i>Staff</i> Food Technology and Research Center
	NTERNAL CLIENTS:	None	3 Working Days, 1 Hour & 10 Minutes	
TOTAL FOR EX	<b>(TERNAL CLIENTS:</b>	SFS Fees = Machin	3 Working Days, 2 Hours & 20 Minutes	



e rate	
per	
hour x	
total	
number	
of	
hours	
used x	
discou	
nt (if	
applica	
ble)	

#### **APPENDIX 1.**

RESEARCH AND			-			
DEVELOPMENT SERVICES SERVICES	1	SCHEDULE	OF FEES	ANALYTE/ ANALYSIS	METHOD	TESTING FEE (PhP)
The FTRC aims to generate reliable, relevant, and timely				CHEMICAL & PHYSICO	CHEMICAL ANALYS	
knowledge and technologies addressing local and global food	FOOD PR	OCESSING FACILIT	Y	Moisture	CONTRACTOR OF STREET, STRE	390.00
issues such as food security, hunger, malnutrition; food wastage	MACHINE /		SFS FEE		Thermo-gravimetric	
and food safety though:	EQUIPMENT	CAPACITY	per hour	pH	ADAC 98112	280.00
Innovation of existing products	FISH AND MEAT PROC	ESSING		Water Activity	Water Activity Meter	350.00
Product development		OKg - Meat, Fish, Poultry OKg - Fruits, Vegetables	PhP 120.00	Total Titratable Acidity	Titrimetric	540.00
Prochament     ASSURANCE	Food Dehydrator	8Kg - Meat, Fish, Poultry 5Kg - Fruits, Vegetable	PhP 80.00	Peroxide Value	Titrimetric	570.00
Fortification of foods     SERVICES	Medt Grinder	30 Kilograms	PhP 120 00	Free Fotty Acid	Titrimetric	475.00
. Improvement feature and	Medt Slicer	20 Kilograms	PhP 120.00	Brix Reading	Refrectometer	270.00
the certier drifts to	Bowl Chopper	30 Kilograms	PhP 125.00			
color on the receivery	Sausage Linker	30 Kilograms	PhP 103.00	Color	Colorimetry	360.00
chains equipment for the testing of their SHARED physical chemical	Sousage Stuffer	30 Kilograms	PhP 110.00	Crude Fat	Solvent Extraction	920.00
physical, chemical,	FRUITS AND VEGETABL	LES PROCESSING		Crude Protein	Kjeldahl	950.00
TACLITY SERVICES microbiological, and sensory properties to ensure the quality and		90Kg - Fruits, Vegetables	PhP 103.00	Ash	Gravimetric	530.00
hand to contraction there are a factor		30Kg - Fruits, Vegetables	PhP 97.00	Turbidity	Mephelometric	280.00
Ine FIRC has an products produced by the	Pulverizer 3 [hammer_mill]	OKq - fruits, Vegetables/ Dried	PhP 140.00	Conductivity	Conductivity Meter	280.00
state-of-the-art processing researchers and the FIRC clients	Pasteurizer	50 Liter	PhP 190.00	Filth	Microscopy	390.00
and analytical laboratories, Istudents and food manufacturers).	BAKING AREA			Temperature	Thermometer-SMEWW	190.00
classrooms, and training The analytical services will include to provide quality the following:	Industrial Mixer	20Kg/ Hr	PhP 95.00	Total Kjeldahl Nitrogen	Kjeldahl Digestion	930.00
experience to the users, the Following: •Food Composition Analysis	Industrial Gas Type Oven	8Kq/Hr	PhP 210.79	local Merodul Microgen	Netodni Digestion	300
facilities and equipment also Physico-chemical Analysis	Industrial Type Electric-Gas	6Kq/Hr	PhP 186.10	MICROBIOLOGICAL AI	VALYSIS	
provide an avenue for Microbiological Analysis	Oven (2-door)			Aerobic Plate Count	Pour Plate	530.00
collaboration to other Services	PACKAGING MACHINE, Vecuum Peckeging		PhP 125.00	Total Coliform Count	Pour Plate MPN	530.00
institutions. The center will . Sensory Evaluation Services	Continuous Band Sealer	180 pecks/ Hr 600 pecks/ Hr	PhP 120.00			
ensure mot the facility and the Product Shalf-Ma Tarting	Impulse Sealer	900 packs/ Hr	PhP 120.00	E coli Count	MPN	950.00
other resources dre being	Impulse Sealer (Pedal type)		PhP 125.00	Molds and Yeast Count	Spread Plate	530.00
maximized through a systematic sharing of the	Vertical Form-Fill-Seal	7500 packs/ Hr	PhP 150.00	Salmonella sp. Detection	Conventional	950.00
faculty researchers, students	Machine			Staphylococcus areus	Spread Plate	760.00
and other FTRC clients PROTOCTION AND	FOOD AN	ALYTICAL SERVICE	ES	Count		~
outside-researchers,		d Scientific method to evolu od measure, analyse, and	Proposal Based	Environmental Swobbing	Luminometer -	530.00
	And and a second	interpret those responses	2000	Als Comelian	and the second se	530.00
sector of commercialize products from the food research	1.1.1	to products as perceived through the senses of sig		Air Sampling	Sedimentation	550.00
etc.) and development projects of the faculty researchering	Anne gougens	smell, touch, taste, and he	Seal The Read Sector			-
	Shelf-life Analytical and					
This will provide and avenue for showcasing the newly	Determination Affective Metho	handling and storage, can				
developed and innovated products of the University	the second second second	maintain its taste, quality.	(and the second second second	1 1	1 In of the seal	The second
The FTRC has a store in the facade of the building		microbial, chemical, and		1020	ALC: NO	AND RAN
where customers can avail the TSU's food	1 1 1 2 2	physical properties, remai		The second secon	and the	10-11
products:	PT. I. Brand I.	wholesome, and meet the nutritional claims and			E AN E	ENERY'S
products.		declarations that are print	ed	and the second		A CONST
		on the label			000	and a second
20 2 STURFERING	the state of the state of the state					A CONTRACTOR



# **Office of Innovation and Business Development**

**External Services** 



## 1. Processing of Requests for Copyright Deposit Assistance

This service allows clients to avail copyright assistance of the Office of Innovation and Business Development.

Office or Division:	Office of Innovation and Business Development – Intellectual Property Rights Management Department (OIBD-IPRMD) Highly Technical			
Classification:	Highly Technical			
Type of	G2C - Government to			
Transaction:	G2B – Government to			
Who may availy	G2G - Government to All	Government		
Who may avail: CHECKLIST OF I			WHERE TO SE	
<ol> <li>Letter of Intent additional University President information: (1 Original Copy)</li> <li>a. Name/Organization</li> <li>b. Purpose</li> </ol>	ressed to the t with the following	The client w		
2. For External Clien	nts:	Office of Inr	novation and Busir	ness Development
a. Accomplished Se <i>TSU-IBD-SF-01</i> (1	ervice Request Form Original Copy)	or download https://tinyu	d at <u>rl.com/TSU-IBD-S</u>	5 <u>F-01</u>
	Duly Signed Waiver chnology Ownership	Office of Innovation and Business Development or download at https://tinyurl.com/TSU-IBD-SF-09		
<ol> <li>Accomplished and Inventor's/Author's TSU-IBD-SF-18 (1 Original Copy/Ele</li> </ol>	Duly Signed Profile Form	Office of Innovation and Business Development or download at https://tinyurl.com/TSU-IBD-SF-18		
5. Valid ID with 3 Spec (3 Photocopies)	imen Signatures	The client will provide		
6. Copyright/Related R Registered (1 Electr		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Submit Letter of Intent and Accomplished Service Request Form (TSU-IBD- SF-01) to the Records and Archives Unit – Main Campus.</li> </ol>	1.1 Receives from the Office of the Vice President for Research, Innovation, and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department



2.	Submit accomplished and duly signed Waiver and Transfer of Technology Ownership ( <i>TSU</i> -	<ul> <li>2.1 Receives and facilitates notarization of the forms submitted requirements.</li> <li>2.2 Files copyright</li> </ul>	None	1 working day	Staff Intellectual Property Rights Management Department Head/Staff
	<i>IBD-SF-09</i> ) and/or Inventor's/Author' s Profile Form ( <i>TSU-IBD-SF-</i> <i>18</i> ) to the Office of Office of Innovation and Business Development or via email at <u>oibd@tsu.edu.ph</u> .	deposit and submits documentary requirements online via <u>copyright_registr</u> <u>ation@ipophil.go</u> <u>v.ph</u>	NULLE	Zominutes	Intellectual Property Rights Management Department
3.	Pay the corresponding fees on the payment link provided by the Office of Innovation and Business	3.1 Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	PHP 560.00	1 working day	Head/Staff Intellectual Property Rights Management Department
	Development	3.2 Processes and reviews application.	None	1 month	Intellectual Property Office of the Philippines
		3.3 Receives an email and submits it to the Intellectual Property Office of the Philippines (IPOPHL), which requires the submission of the hardcopy requirements.	PHP 300.00	4 working days	Head/Staff Intellectual Property Rights Management Department
		3.4 Sends the certificate of deposit.	None	1 working day	Intellectual Property Office of the Philippines
4.	Receives the Copyright Deposit Certificate.	4. Receives a copy of the Copyright Deposit Certificate, sends it to the client via email or personal delivery, and files records generated relative to the request.	None	1 working day	Head/Staff Intellectual Property Rights Management Department



TOTAL:	PHP 860.00	1 Month, 8 Working Days, & 30 Minutes	
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*Copyright deposit assistance is covered under RA 8293.

Note: This is a multi-stage process. The IPOPHL is the agency that facilitates the processing of the applications. The OIBD is the arm of the university that facilitates the collection and submission of copyright deposit to IPOPHL.



## 2. Processing of Request to Use University Marks Assistance

This service allows clients to use the University Marks Assistance of the office.

Of	fice or Division	Office of Innovatio	n and Rusiness D	evelopment (OIR	וח
	assification:	Complex			0)
		G2C - Governmer	nt to Citizen		
_	pe of	G2B – Governmer		itv/ies	
Tr	ansaction:	G2G - Governmer		119/100	
W	ho may avail:	All			
		REQUIREMENTS	V	VHERE TO SECU	JRE
		addressed to the	The client will pro		
	University Pres	ident with the			
	following inform				
	(1 Original Cop	by)			
	a. Name/Orga	nization Name			
	b. Purpose				
2.	Accomplished I			logy Developmen	
	University Trad			on or download at	
		5 (1 Original Copy)		n/TSU-IBD-SF-15	2
3.	University Pres	Addressed to the	The client will pro	DVIDE	
	(1 Original Cop				
4	Mock-Up for Ea				
-+.	(1 Original Cop				
5	、 <b>3</b>				
5.	5. Valid ID with Three (3) specimen signatures (1 Photocopy)				
	Signatures (11	Потосору)		DDOCESSING	DEDCON
C	LIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research, Innovation, and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Innovation and Business Development
		1.2 Reviews and evaluates the request.	None	10 minutes	Head, Staff Office of Innovation and Business Development
2.	For Approved Requests: Receive notification on the schedule of negotiation and signing of the	<ol> <li>Notifies the client of the result of the evaluated request through the available platform.</li> <li><i>If approved,</i> Notifies the client on the schedule</li> </ol>	None	5 minutes	Staff Office of Innovation and Business Development



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	Licensing Agreement via message/ call.	of negotiation and signing of the Licensing Agreement via message/ call.			
	For Disapproved Requests: Receive notification on the schedule of a meeting and modify the proposal via message/ call.	<i>If disapproved,</i> Notifies the client on the schedule of meeting via message/ call.			
3.	For Approved Requests: Attend negotiation and sign the Licensing Agreement.	3.1 <i>For Approved</i> <i>Requests:</i> Negotiates and completes the licensing agreements.	Depends on the Negotiated Licensing Agreement	2 working days	Director, Department Heads, & Staff Office of Innovation and Business Development
	For Disapproved Requests: Attend meeting to modify the proposal and sign the	For Disapproved Requests: Discusses the metrics of disapproval and modifies the proposal.			
	Licensing Agreement.	3.2 Prepares and have the Memorandum of Agreement signed by all parties involved.	None	2 working days	Director, Department Heads, & Staff Office of Innovation and Business Development
4.	Receive assistance.	4. Facilitates the use of university marks and notarization of the licensing agreement.	None	1 working day	Director, Department Heads, & Staff Office of Innovation and Business Development
5.	Receive approval slip.	5. Provides approval slip and files records generated relative to the request.	None	5 minutes	Director, Department Heads, & Staff Office of Innovation and Business Development



TOTAL:	Pepends on e Negotiated Licensing Agreement	
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Note: As per Office of Innovation and Business Development (OIBD) Manual Chapter 9: University Trademark Policy, "License fee shall be collected, for every product type or activity, from those who will use a trademark for commercial purposes". The table below shall be the basis for the computation of license fee.

License Fees			
	a. 3% for the 1st Php50,000 net sales;		
For Student Councils and University-based Organizations:	b. 2% for the next Php25,000 net sales,		
	c. 1% for the succeeding net sales.		
	a. 2% for the 1st Php50,000 net sales;		
For College-based Organizations:	b. 1% for the succeeding net sales.		
Licensing and Use of University Trademarks by External Entities:	5% per annum of the net sale of the item bearing the trademark.		



#### 3. Process for Technology Transfer and Commercialization Assistance

This service allows clients to avail technology transfer and commercialization assistance of the Office of Innovation and Business Development.

Office or Division:	Office of Innovation and Business Development – Technology Licensing Department (OIBD – TLD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to G2B – Government to G2G - Government to	o Business Er		
Who may avail:	All			
	REQUIREMENTS		WHERE TO SE	CURE
<ol> <li>Letter of Intent a University Presic following informa (1 Original Copy a. Name/Organ b. Purpose</li> </ol>	lent with the ation: /)	The client wi	ll provide	
	ervice Request Form	Office of Inno	ovation and Busir	ess Development
TSU-IBD-SF-01	•			com/TSU-IBD-SF-
(1 Original Copy	)	<u>01</u>		
<ol> <li>Valid ID with Thr Signatures (1 Ph</li> </ol>		The client wi	ll provide	
<b>CLIENT STEPS</b>	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
<ol> <li>Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.</li> </ol>	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research, Innovation, and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	Head or Staff Technology Licensing Department
2. Receive notification on the schedule of negotiation of License Agreement.	<ol> <li>Notifies the client on the schedule of negotiation of License Agreement.</li> </ol>	None	10 minutes	Staff Technology Licensing Department



						1906
3.	For Technology Transfer: Attend negotiation meeting via online or face- to-face.	3.	For Technology Transfer: Negotiates and completes the license agreements.	None	2 working days	<i>Director</i> Office of Innovation and Business Development
	For Commercial- ization: Attend series of meeting together with Department of Science and Technology (DOST).		For Commercial- ization: Facilitates and attends to scheduled meetings and prepare documentary requirements.	None	2 months	<i>Director, Head, &amp; Staff</i> Office of Innovation and Business Development
4.	For Technology Transfer: Receive notification regarding the scheduled signing of Non- exclusive Licensing Agreement.	4.	For Technology Transfer: Informs the client on the schedule of signing of Non- exclusive Licensing Agreement.	None	10 minutes	Staff Technology Licensing Department
	For Commercial- ization: Receive notification regarding the approval of DOST and scheduled signing of Technology Licensing Agreement.		For commercial- ization: Receives approval from DOST and informs client regarding the schedule of signing of Technology Licensing Agreement.	None	1 month	Director, Head, & Staff Office of Innovation and Business Development
5.	Agreement. Attend on the scheduled signing of agreement.	5.	Agreement. Facilitates signing of license agreement; or technology transfer arrangement, Intellectual Property (IP)	None	2 working days	<i>Director, Head, &amp; Staff</i> Office of Innovation and Business Development



	commercial- ization: Pay licensing fee to Tarlac State University (TSU) Note: Royalty fees shall be paid to TSU annually starting on the end of first year and every end of year thereafter.	<ul> <li>transfer, and notarizing of the signed agreement.</li> <li>6. For commercialization: Receives and process the payment</li> </ul>	*Licensing and Royalty fees will depend on the negotiated licensing agreement	1 working day	Staff Cashiering Unit
	Receive copy of Technology Licensing Agreement	<ol> <li>Provides copy of Technology Licensing Agreement and files the copy of the office.</li> </ol>	None	1 hour	Staff Technology Licensing Department
TOTAL FOR TECHNOLOGY TRANSFER:		None	4 Working Days, 1 Hour & 35 Minutes		
TOTAL FOR COMMERCIALIZATION:			Depends on the Negotiated Licensing Agreement	3 Months, 3 Working Days, 1 Hour & 25 Minutes	

*Technology Transfer and commercialization Assistance is covered under RA 10055

Note: This service is a multi-stage process. The Office of Innovation and Business Development is only responsible for providing assistance on Technology Transfer and Commercialization. While the Cashiering Unit is only responsible for receiving and processing of payment.



## 4. Processing of Requests for Trademark Application Assistance

This service allows clients to request and avail of trademark application assistance from the Office of Innovation and Business Development.

	ice or Division:	Office of Innovation and Business Development – Intellectual Property Rights Management Department (OIBD-IPRMD)				
Cla	ssification:	Highly Technical				
	pe of Insaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government				
Wh	Who may avail: All					
1.	CHECKLIST OF Accomplished Servi TSU-IBD-SF-01 (1 (	•	or downlo		siness Development	
3. 4.	<ol> <li>Letter of Intent addressed to the University President with the following information: (1 Original Copy)         <ul> <li>a. Name/Organization Name</li> <li>b. Purpose</li> </ul> </li> <li>Mark to be Registered         <ul> <li>(1 Electronic Copy)</li> </ul> </li> <li>Valid ID with Three (3) specimen signatures (1 Photocopy)</li> </ol>		-	t will provide		
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	Submit Letter of Intent and Accomplished Service Request Form (TSU-IBD- SF-01) to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research, Innovation, and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Innovation and Business Development	
		1.2 Reviews and evaluates the request.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department	
	Receive notification on the schedule of the negotiation of Memorandum of Agreement (MOA).	2. Notifies the client of the schedule of negotiation of the Memorandum of Agreement.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department	



3.	Attend the negotiation of Memorandum of Agreement in the scheduled date.	3. Facilitates the negotiation meeting, completes details of the Memorandum of Agreement, and informs client on the schedule of signing of Memorandum of Agreement.	None	1 working day	Head/Staff Intellectual Property Rights Management Department
4.	Sign the Memorandum of Agreement on the scheduled date and submit valid ID with 3 specimen signatures.	<ul> <li>4. Prepares and have the Memorandum of Agreement signed by all parties involved.</li> <li>Note: Once the Memorandum of Agreement has been duly signed, have it notarized.</li> </ul>	None	1 working day	Staff Intellectual Property Rights Management Department
5.	Submit a copy of mark/s to be registered to the Office of Office of Innovation and Business Development or via email at <u>oibd@tsu.edu.ph</u> .	5. Receives the submitted mark/s to be registered, files trademark application and submits documentary requirements online via <u>https://www.ipophil.</u> <u>gov.ph/etm-file-</u> trademark/	None	45 minutes	Head/Staff Intellectual Property Rights Management Department
6.	Receive the online payment link.	6. Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department
7.	Pay corresponding filing fees and send proof of payment to the Office of	7.1 Receives Official Receipt for trademark application via email or FB Messenger.	Refer to the table below	7 working days	Head/Staff Intellectual Property Rights Management Department
	Innovation and Business Development (OIBD) via email or FB Messenger.	7.2 Processes and examines the application and issues the Notice of Allowance.	None	6 months	Intellectual Property Office of the Philippines
		7.3 Processes the payment for Issuance of	None	25 minutes	Head/Staff



		personal delivery, and files records generated relative to the request. <b>TOTAL:</b>	Refer to Table Below	11 Months, 10 Working Days, 1 Hour, and 35 minutes.	
9.	Receive a copy of the certificate of registration through email or personal delivery.	<ul> <li>9. Receives a copy of the certificate of registration via email from Intellectual Property Office of the Philippines (IPOPHL), sends it to the client through email or</li> </ul>	None	1 working day	Head/Staff Intellectual Property Rights Management Department
		8.3 Issues certificate of registration.	None	3 months	Intellectual Property Office of the Philippines
	and send proof of payment to the Office of Innovation and Business Development (OIBD) via email or FB Messenger.	8.2 Receives the Official Receipt for the Issuance of the Certificate of Registration and Second Publication Fee via email or FB Messenger.	Refer to the table below	2 months	Head/Staff Intellectual Property Rights Management Department
8.	Pay corresponding Issuance of the Certificate of Registration and Second Publication Fee	8.1 Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department
		Certificate of Registration and Second Publication			Intellectual Property Rights Management Department

*Trademark Assistance is covered under R.A. 8293.

Note: This is a multi-stage process. The IPOPHL is the agency that facilitates the processing of the applications. The OIBD is the arm of the university that facilitates the collection and submission of trademark applications to IPOPHL.



TYPE	*SMALL ENTITY	*BIG ENTITY
Filing Fee (per class)	PHP 1,200	PHP 2,592
Claim of Color (per class)	PHP 280	PHP 600
Publication	PHP 900	PHP 960
Issuance of Certificate of Registration	PHP 570	PHP 1,200
Declaration of Actual Use (3rd year)	PHP 900	PHP 1,920
2nd Publication (Publication of Registration)	PHP 900	PHP 960

*Small entity: with 100M worth of assets or less | *Big entity: with more than 100M worth of assets

Note: Total charges may vary depending on the number of claims, classes and embodiments applied. All fees are subject to 1% Legal Research Fund (LRF) as required by R.A. 3870. If the fee is below P 1,000.00, the LRF is P 10.00.



# **Office of Innovation and Business Development**

**Internal Services** 



## **1. Processing of Requests for Copyright Deposit Assistance**

This service allows clients to avail copyright assistance of the Office of Innovation and Business Development.

Office or Division	Office of Innovation an		Development – In	tellectual Property
Office or Division:	Rights Management E (OIBD-IPRMD)	Department		
Classification:	Highly Technical			
Type of	G2C - Government to			
Transaction:	G2B – Government to			
	G2G - Government to	Government	t	
Who may avail:	All			
CHECKLIST OF			WHERE TO SE	CURE
<ol> <li>Letter of Intent add University Presider information: (1 Original Copy)</li> <li>Name/Organiza d. Purpose</li> </ol>	nt with the following	The client w	/ill provide	
2. For External Clier	nts:	Office of Inr	novation and Busi	ness Development
•	a. Accomplished Service Request Form TSU-IBD-SF-01 (1 Original Copy)		d at rl.com/TSU-IBD-S	<u>F-01</u>
3. For Internal Clien	ts:	Office of Inr	novation and Busi	ness Development
Accomplished and	Duly Signed Waiver	or download		
	chnology Ownership	https://tinyurl.com/TSU-IBD-SF-09		
TSU-IBD-SF-09 (5				
4. Accomplished and		Office of Innovation and Business Development		
Inventor's/Author's	Profile Form	or download at		
TSU-IBD-SF-18		https://tinyurl.com/TSU-IBD-SF-18		
(1 Original Copy/El				
5. Valid ID with 3 Spec (3 Photocopies)	cimen Signatures	The client will provide		
6. Copyright/Related R Registered (1 Electr		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Submit Letter of Intent and Accomplished Service Request Form (TSU-IBD- SF-01) to the Records and Archives Unit – Main Campus.</li> </ol>	1.1 Receives from the Office of the Vice President for Research, Innovation, and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department



2.	Submit accomplished and duly signed Waiver and Transfer of Technology Ownership ( <i>TSU</i> -	<ul> <li>2.1 Receives and facilitates notarization of the forms submitted requirements.</li> <li>2.2 Files copyright</li> </ul>	None	1 working day	Staff Intellectual Property Rights Management Department Head/Staff
	<i>IBD-SF-09</i> ) and/or Inventor's/Author' s Profile Form ( <i>TSU-IBD-SF-</i> <i>18</i> ) to the Office of Office of Innovation and Business Development or via email at <u>oibd@tsu.edu.ph</u> .	deposit and submits documentary requirements online via <u>copyright_registr</u> <u>ation@ipophil.go</u> <u>v.ph</u>	NULLE	Zominutes	Intellectual Property Rights Management Department
3.	Pay the corresponding fees on the payment link provided by the Office of Innovation and Business	3.1 Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	PHP 560.00	1 working day	Head/Staff Intellectual Property Rights Management Department
	Development	3.2 Processes and reviews application.	None	1 month	Intellectual Property Office of the Philippines
		3.3 Receives an email and submits it to the Intellectual Property Office of the Philippines (IPOPHL), which requires the submission of the hardcopy requirements.	PHP 300.00	4 working days	Head/Staff Intellectual Property Rights Management Department
		3.4 Sends the certificate of deposit.	None	1 working day	Intellectual Property Office of the Philippines
4.	Receives the Copyright Deposit Certificate.	4. Receives a copy of the Copyright Deposit Certificate, sends it to the client via email or personal delivery, and files records generated relative to the request.	None	1 working day	Head/Staff Intellectual Property Rights Management Department



TOTAL:	PHP 860.00	1 Month, 8 Working Days, & 30 Minutes	
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*Copyright deposit assistance is covered under RA 8293.

Note: This is a multi-stage process. The IPOPHL is the agency that facilitates the processing of the applications. The OIBD is the arm of the university that facilitates the collection and submission of copyright deposit to IPOPHL.



## 2. Processing of Request to Use University Marks Assistance

This service allows clients to use the University Marks Assistance of the office.

Office or Division	: Office of Innovatio	n and Business D	evelopment (OIB	ח)		
Classification:	Complex			0)		
	G2C - Governmer	nt to Citizen				
Type of		G2B – Government to Business Entity/ies				
Transaction:		ent to Government				
Who may avail:	All					
	REQUIREMENTS	V	VHERE TO SECU	IDE		
1. Letter of Intent		The client will pro				
University Pres			JVILLE			
following inform						
(2 Original Co						
c. Name/Orga						
d. Purpose						
2. Accomplished	Request to Use	Office of Techno	logy Developmen	t. Transfer, and		
University Trac	•		on or download at			
5	5 (1 Original Copy)		n/TSU-IBD-SF-15			
3. Letter of Intent		The client will pro				
University Pres						
(1 Original Cop						
4. Mock-Up for Ea	ach Design					
(1 Original Cop	0					
5. Valid ID with T	5. Valid ID with Three (3) specimen					
	signatures (1 Photocopy)					
		FEES TO BE PROCESSING PERSON				
CLIENT STEPS	AGENCY ACTIONS	PAID	TIME	RESPONSIBLE		
1. Submit all	1.1 Receives 2 nd	None	5 minutes	Director/		
necessary	endorsement			Department Head		
requirements	from the Office of			, Office of		
addressed to	the Vice			Innovation and		
the University	President for			Business		
President, to	Research,			Development		
the Records	Innovation, and					
and Archives	Extension					
Unit – Main	(OVPRIE) and					
Campus.	forwards to the					
	unit concerned.					
	1.2 Reviews and	None	10 minutes	Head, Staff		
	evaluates the			Office of		
	request.			Innovation and		
				Business		
				Development		
0 <b>F</b> ar		N I a cara	<b>F</b> we have the s	01-#		
2. For	2. Notifies the client	None	5 minutes	Staff		
Approved	of the result of the evaluated			Office of Innovation and		
<i>Requests:</i> Receive	request through			Business		
notification	the available			Development		
on the	platform.			Development		
schedule of	plation.					
negotiation	If approved,					
negotiation		1	1			
and signing	Notifies the client					
and signing of the	Notifies the client on the schedule					



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	Licensing Agreement via message/ call.	of negotiation and signing of the Licensing Agreement via message/ call.			
	For Disapproved Requests: Receive notification on the schedule of a meeting and modify the proposal via message/ call.	<i>If disapproved,</i> Notifies the client on the schedule of meeting via message/ call.			
3.	For Approved Requests: Attend negotiation and sign the Licensing Agreement.	3.1 <i>For Approved</i> <i>Requests:</i> Negotiates and completes the licensing agreements.	Depends on the Negotiated Licensing Agreement	2 working days	Director, Department Heads, & Staff Office of Innovation and Business Development
	For Disapproved Requests: Attend meeting to modify the proposal and sign the	For Disapproved Requests: Discusses the metrics of disapproval and modifies the proposal.			
	Licensing Agreement.	3.2 Prepares and have the Memorandum of Agreement signed by all parties involved.	None	2 working days	Director, Department Heads, & Staff Office of Innovation and Business Development
4.	Receive assistance.	4. Facilitates the use of university marks and notarization of the licensing agreement.	None	1 working day	Director, Department Heads, & Staff Office of Innovation and Business Development
5.	Receive approval slip.	5. Provides approval slip and files records generated relative to the request.	None	5 minutes	Director, Department Heads, & Staff Office of Innovation and Business Development



TOTAL:	Depends on the Negotiated Licensing Agreement	5 Working Days & 25 Minutes	
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Note: As per Office of Innovation and Business Development (OIBD) Manual Chapter 9: University Trademark Policy, "License fee shall be collected, for every product type or activity, from those who will use a trademark for commercial purposes". The table below shall be the basis for the computation of license fee.

License Fees			
For Student Councils and University-based Organizations:	a. 3% for the 1st Php50,000 net sales;		
	b. 2% for the next Php25,000 net sales,		
	c. 1% for the succeeding net sales.		
	a. 2% for the 1st Php50,000 net sales;		
For College-based Organizations:	b. 1% for the succeeding net sales.		
Licensing and Use of University Trademarks by External Entities:	5% per annum of the net sale of the item bearing the trademark.		



#### 3. Process for Technology Transfer and Commercialization Assistance

This service allows clients to avail technology transfer and commercialization assistance of the Office of Innovation and Business Development.

Office or Division:	Office of Innovation and Business Development – Technology Licensing Department (OIBD – TLD)			
<b>Classification:</b>	Highly Technical			
Type of Transaction:	( = 2B = (= 0)/(200)/(200)			
Who may avail:	All			
	REQUIREMENTS		WHERE TO SE	CURE
<ol> <li>Letter of Intent a University Presid following informa (2 Original Copy c. Name/Organ d. Purpose</li> </ol>	dent with the ation: /)	The client wi	II provide	
	ervice Request Form	Office of Inno	ovation and Busir	ness Development
TSU-IBD-SF-01				com/TSU-IBD-SF-
(1 Original Copy	)	<u>01</u>		
<ol> <li>Valid ID with The Signatures (1 Pt</li> </ol>		The client will provide		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
<ol> <li>Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.</li> </ol>	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research, Innovation, and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	Head or Staff Technology Licensing Department
2. Receive notification on the schedule of negotiation of License Agreement.	2. Notifies the client on the schedule of negotiation of License Agreement.	None	10 minutes	Staff Technology Licensing Department



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3.	For Technology Transfer: Attend negotiation meeting via online or face- to-face.	3. For Technolog Transfer: Negotiates completes license agreement	and the	2 working days	Director Office of Innovation and Business Development
	For Commercial- ization: Attend series of meeting together with Department of Science and Technology (DOST).	For Commerci ization: Facilitates attends to scheduled meetings a prepare documenta requiremer	and None and ary	2 months	<i>Director, Head, &amp; Staff</i> Office of Innovation and Business Development
4.	For Technology Transfer: Receive notification regarding the scheduled signing of Non- exclusive Licensing Agreement.	4. For Technolog Transfer: Informs the client on th schedule o signing of I exclusive Licensing Agreement	e ie of Non-	10 minutes	Staff Technology Licensing Department
	For Commercial- ization: Receive notification regarding the approval of DOST and scheduled signing of Technology Licensing Agreement.	For commerci ization: Receives approval fr DOST and informs clie regarding t schedule o signing of Technology Licensing Agreement	om ent the of y	1 month	<i>Director, Head, &amp; Staff</i> Office of Innovation and Business Development
5.	Agreement. Attend on the scheduled signing of agreement.	5. Facilitates signing of license agreement technology transfer arrangeme Intellectual Property (I	None ;; or ; ent,	2 working days	<i>Director, Head, &amp; Staff</i> Office of Innovation and Business Development



		-		[]	
		transfer, and notarizing of the signed agreement.			
6.	For commercial- ization: Pay licensing fee to Tarlac State University (TSU) Note: Royalty fees shall be paid to TSU annually starting on the end of first year and every end of year thereafter.	6. For commercial- ization: Receives and process the payment	*Licensing and Royalty fees will depend on the negotiated licensing agreement	1 working day	Staff Cashiering Unit
7.	Receive copy of Technology Licensing Agreement	<ol> <li>Provides copy of Technology Licensing Agreement and files the copy of the office.</li> </ol>	None	1 hour	Staff Technology Licensing Department
TOTAL FOR TECHNOLOGY TRANSFER:		None	4 Working Days, 1 Hour & 35 Minutes		
TOTAL FOR COMMERCIALIZATION:		Depends on the Negotiated Licensing Agreement	3 Months, 3 Working Days, 1 Hour & 25 Minutes		

*Technology Transfer and commercialization Assistance is covered under RA 10055

Note: This service is a multi-stage process. The Office of Innovation and Business Development is only responsible for providing assistance on Technology Transfer and Commercialization. While the Cashiering Unit is only responsible for receiving and processing of payment.



## 4. Processing of Requests for Trademark Application Assistance

This service allows clients to request and avail of trademark application assistance from the Office of Innovation and Business Development.

	fice or Division:	Office of Innovation and Business Development – Intellectual Property Rights Management Department (OIBD-IPRMD)				
Cla	assification:	Highly Technical				
	rpe of ansaction:	itizen Business Ei Governmen	•			
W	ho may avail:	All				
		REQUIREMENTS		WHERE TO S		
5.	Accomplished Servi TSU-IBD-SF-01 (1 (	•	or downlo		siness Development	
7.	<ol> <li>Letter of Intent addressed to the University President with the following information: (1 Original Copy)</li> <li>Name/Organization Name</li> <li>Purpose</li> <li>Mark to be Registered (1 Electronic Copy)</li> <li>Valid ID with Three (3) specimen signatures (1 Photocopy)</li> </ol>		I he clien	t will provide		
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Submit Letter of Intent and Accomplished Service Request Form (TSU-IBD- SF-01) to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research, Innovation, and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Innovation and Business Development	
		1.2 Reviews and evaluates the request.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department	
2.	Receive notification on the schedule of the negotiation of Memorandum of Agreement (MOA).	2. Notifies the client of the schedule of negotiation of the Memorandum of Agreement.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department	



					1906
3.	Attend the negotiation of Memorandum of Agreement in the scheduled date.	3. Facilitates the negotiation meeting, completes details of the Memorandum of Agreement, and informs client on the schedule of signing of Memorandum of Agreement.	None	1 working day	Head/Staff Intellectual Property Rights Management Department
4.	Sign the Memorandum of Agreement on the scheduled date and submit valid ID with 3 specimen signatures.	<ul> <li>4. Prepares and have the Memorandum of Agreement signed by all parties involved.</li> <li>Note: Once the Memorandum of Agreement has been duly signed, have it notarized.</li> </ul>	None	1 working day	Staff Intellectual Property Rights Management Department
5.	Submit a copy of mark/s to be registered to the Office of Office of Innovation and Business Development or via email at <u>oibd@tsu.edu.ph</u> .	5. Receives the submitted mark/s to be registered, files trademark application and submits documentary requirements online via <u>https://www.ipophil.</u> <u>gov.ph/etm-file-</u> trademark/	None	45 minutes	Head/Staff Intellectual Property Rights Management Department
6.	Receive the online payment link.	6. Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department
7.	Pay corresponding filing fees and send proof of payment to the Office of	7.1 Receives Official Receipt for trademark application via email or FB Messenger.	Refer to the table below	7 working days	Head/Staff Intellectual Property Rights Management Department
	Innovation and Business Development (OIBD) via email or FB Messenger.	7.2 Processes and examines the application and issues the Notice of Allowance.	None	6 months	Intellectual Property Office of the Philippines
		7.3 Processes the payment for Issuance of	None	25 minutes	Head/Staff



		through email or personal delivery, and files records generated relative to the request. <b>TOTAL:</b>	Refer to Table	11 Months, 10 Working Days, 1 Hour, and 35	
9.	Receive a copy of the certificate of registration through email or personal delivery.	<ol> <li>Receives a copy of the certificate of registration via email from Intellectual Property Office of the Philippines (IPOPHL), sends it to the client</li> </ol>	None	1 working day	Head/Staff Intellectual Property Rights Management Department
		8.3 Issues certificate of registration.	None	3 months	Intellectual Property Office of the Philippines
	and send proof of payment to the Office of Innovation and Business Development (OIBD) via email or FB Messenger.	8.2 Receives the Official Receipt for the Issuance of the Certificate of Registration and Second Publication Fee via email or FB Messenger.	Refer to the table below	2 months	Head/Staff Intellectual Property Rights Management Department
8.	Pay corresponding Issuance of the Certificate of Registration and Second Publication Fee	Fee. 8.1 Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department
		Certificate of Registration and Second Publication			Intellectual Property Rights Management Department

*Trademark Assistance is covered under R.A. 8293.

Note: This is a multi-stage process. The IPOPHL is the agency that facilitates the processing of the applications. The OIBD is the arm of the university that facilitates the collection and submission of trademark applications to IPOPHL.



TYPE	*SMALL ENTITY	*BIG ENTITY
Filing Fee (per class)	PHP 1,200	PHP 2,592
Claim of Color (per class)	PHP 280	PHP 600
Publication	PHP 900	PHP 960
Issuance of Certificate of Registration	PHP 570	PHP 1,200
Declaration of Actual Use (3rd year)	PHP 900	PHP 1,920
2nd Publication (Publication of Registration)	PHP 900	PHP 960

*Small entity: with 100M worth of assets or less | *Big entity: with more than 100M worth of assets

Note: Total charges may vary depending on the number of claims, classes and embodiments applied. All fees are subject to 1% Legal Research Fund (LRF) as required by R.A. 3870. If the fee is below P 1,000.00, the LRF is P 10.00.



### Office of the Vice President for Research,

### **Innovation and Extension**

**Internal Services** 



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

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

	·			
(1 Photocopy) CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed endorsement to the Office of The Vice President for Research, Innovation and Extension.	<ul> <li>1.1 Receives and reviews the contents of the endorsement.</li> <li>1.2 Assigns concerned heads / staff to take charge of endorsement and signs the endorsement form.</li> </ul>	None	2 minutes 3 working days	Staff Office of The Vice President for Research, Innovation and Extension Vice President Office of The Vice President for Research, Innovation and Extension
	1.3 Forwards endorsement to the concerned office/s.	None	1 hour	Staff Office of The Vice President for Research, Innovation and Extension
	TOTAL:	None	3 Working Days, 1 Hour & 2 Minutes	



#### 2. Processing of Inter-office Communication and Transaction

This allows for processing of inter-office communications and transactions such as request to serve meals, letter requests, travel order, and Individual Performance Commitment And Review (IPCR)/ Department Performance Commitment And Review (DPCR)/ Office Performance Commitment And Review (OPCR).

	Office of The Vice	President f	or Research Inno	wation and
Office or Division:	Extension (OVPR			
Classification:	Complex	/		
Type of Transactio	n: G2G - Governme	nt to Govern	ment	
Who may avail:	TSU Colleges, Of	fices and Ur	nits	
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	CURE
A. For Request Letter				
1. Request Letter (3	Original Copies)	The client	will provide	
B. For Request to Ser	ve Meals			
1. Notice of Meeting Letter/Endorseme		The client	will provide	
C. For Travel Order				
1. Approved letter (1 Original Copy)         The client will provide				
2. Endorsement, <i>if a</i> (1 Original Copy)	applicable			
3. Student Authority applicable (1 Orig				
D. For Individual Perf Performance Com and Review (OPCR	nitment and Review			
1. Accomplishment (1 Original Copy)	Report, <i>if applicable</i>	The client	will provide	
2. Certificate in Sem (1 Original Copy)	inars if applicable			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Office of The Vice President for Research, Innovation and Extension.	1.1 Receives and reviews the completeness of the submitted documents. <i>Note: If submitted documents are incomplete, return and inform the lacking.</i>	None	2 minutes	Staff Office of The Vice President for Research, Innovation and Extension
	1.2 Signs or acts on the inter-office communication and/or transaction.	None	3 working days	Vice President Office of The Vice President for Research, Innovation and Extension



2. Receive the action or signed inter- office communication and/or transaction.	2. Log-out of outgoing communication and/or transaction from another office	None	5 minutes	Staff Office of The Vice President for Research, Innovation and Extension
	None	3 Working Days & 7 Minutes		



## Office of University Extension Service External Services



#### **1. Processing of Request for Extension Documents**

The service allows acknowledging and serving the request for extension documents by the internal and external interested parties.

Office or Division	Office of University	Office of University Extension Service (OUES)				
Classification:	Simple					
Type of Transaction:	G2B – Governmen	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government				
Who may avail:	Faculty, Students, Colleges, Guests	s, Partner-Beneficiaries, State Universities and				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE		
Request Form	Extension Document TSU-OES-SF-23	https://www.	le from TSU Webs tsu.edu.ph/media/ ocument-request-fo	yamha4px/sf23-		
(2 Original Cop		FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
<ol> <li>Submit the accomplished request form at the Office of University</li> </ol>	1.1 Acknowledges and stamps the filled-out request form.	None	5 minutes	<i>Clerk</i> Office of University Extension Service		
Extension Service – Lucinda Campus.	1.2 Reviews the submitted request form.	None	10 minutes	Department Head Office of University Extension Service		
	1.3 Approves or disapproves the request.	None	10 minutes	Director Office of University Extension Service		
2. Receive the approval/ disapproval notification.	<ol> <li>Notifies the requesting person about the result of request.</li> </ol>	None	1 working day	Department Head Office of University Extension Service		
3. Receive or claim the requested extension documents (if approved).	<ol> <li>Serves the request upon approval.</li> </ol>	None	1 working day	<i>Clerk</i> Office of University Extension Service		
	TOTAL:	None	2 Working Days & 25 Minutes			



		T				-
			result of			Extension
			processing/			Service
			evaluation			
			(approved or			
			· · ·			
			disapproved)			
2.	Receive	2.	Endorses /	None	30 minutes	Clerk
	approved/		Transmits			Office of
	disapproved		approved/			University
	extension		disapproved			Extension
	documents		extension			Service
			documents			
					3 Working	
	TOTAL:			None	Days, 4 Hours,	
			_	_	& 45 Minutes	



## Office of University Extension Service Internal Service



#### 1. Processing and Evaluation of Extension Proposal

The service allows the processing and evaluation of extension proposals (both with funding requests and without funding requests) submitted by various colleges, centers, and offices. It covers from receiving the extension proposal to the endorsement/transmittal of approved/disapproved extension documents.

Office or Division:	Office or Division: Office of University Extension Service (OUES)				
Classification:	Complex				
Type of	G2G - Government	to Governm	nent		
Transaction:				ningl Otaff, and	
Who may avail:	Extension Chairpers Extension Service P		ge Extension Tech	nical Staff, and	
CHECKLIST OF F	EQUIREMENTS WHERE TO SECURE				
1. Endorsement For		Office of t	he University Pres		
2. Accomplished Ex			able from TSU We		
Request Form TS	SU-OES-SF-01	https://ww	<u>/w.tsu.edu.ph/med</u>	ia/eehh2v5f/sf01-	
(1 Original Copy)		extension	-service-request-fo	orm.docx	
3. Request letter ad		The client	will provide		
	ent (1 Original Copy)		•		
4. Accomplished Ex Proposal Form 73		Office of t	he University Exte	nsion Services	
(2 Original Copies					
5. Activity program (		The client	will provide		
6. Accomplished Ex			he University Exte	nsion Services	
	and Endorsement		•		
Form TSU-OES-S	SF-03				
(1 Original Copy)					
CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON	
	ACTIONS	PAID	TIME	RESPONSIBLE	
1. Submit extension	1.1 Receives and	None	15 minutes	Clerk	
documents	conducts initial			Office of	
(Extension	assessment of			University	
Activity Proposal	extension			Extension	
with Supporting	documents	Neee		Service	
Attachments) to Office of	1.2 Reviews and evaluates	None	2 working days	Department Head/s	
University	extension			Office of	
Extension	documents			University	
Service at the				Extension	
Lucinda				Service	
Campus.	1.3 Sends	None	1 working day	Department	
	notification			Head/s	
	regarding the			Office of	
	result of review, or if			University Extension	
	with concerns			Service	
	on the				
	submitted				
	extension				
	documents				
	1.4 Prepares	None	1 hour	Department	
	evaluation			Head/s	
	report and			Office of	
1				University	



			1906
Work Order / Special Order			Extension Service
1.5 Encodes proposal details in Performance Monitoring,	None	1 hour	<i>Technical Staff</i> Office of University Extension Service
1.6 Reviews and signs evaluation report	None	30 minutes	Director Office of University Extension Service
1.7 For With Funding Request: Endorses extension documents and evaluation report to Accounting Office for fund Certification.	None	30 minutes	<i>Clerk</i> Office of University Extension Service
For without Funding Request: Endorses extension documents and evaluation report to Office of the Vice President for Research, Development, and Extension (OVPRDE) for recommending approval.			
1.8 Asks for feedback or status about the endorsed/ transmitted extension proposals and other supporting documents	None	30 minutes	Department Head/s Office of University Extension Service
1.9 Notifies concerned College, Offices regarding the	None	30 minutes	<i>Department</i> <i>Head/s</i> Office of University



r		1				
			result of			Extension
			processing/			Service
			evaluation			
			(approved or			
			· · ·			
			disapproved)			
2.	Receive	2.	Endorses /	None	30 minutes	Clerk
1	approved/		Transmits			Office of
	disapproved		approved/			University
	extension		disapproved			Extension
	documents		extension			Service
			documents			
					3 Working	
	TOTAL:			None	Days, 4 Hours,	
					& 45 Minutes	



#### 2. Processing of Request for Extension Documents

The service allows acknowledging and serving the request for extension documents by the internal and external interested parties.

Office or Division	Office of University	Office of University Extension Service (OUES)				
Classification:	Simple					
Type of Transaction: Who may avail:	G2G – Governmen Faculty, Students,	nt to Business Entity/ies				
	Colleges, Guests					
	REQUIREMENTS		WHERE TO SEC			
•	Extension Document TSU-OES-SF-23		le from TSU Webs tsu.edu.ph/media/			
(2 Original Cop			ocument-request-f			
		FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
2. Submit the accomplished request form at the Office of University	1.1 Acknowledges and stamps the filled-out request form.	None	5 minutes	<i>Clerk</i> Office of University Extension Service		
Extension Service – Lucinda Campus.	1.2 Reviews the submitted request form.	None	10 minutes	Department Head Office of University Extension Service		
	1.3 Approves or disapproves the request.	None	10 minutes	Director Office of University Extension Service		
2. Receive the approval/ disapproval notification.	<ol> <li>Notifies the requesting person about the result of request.</li> </ol>	None	1 working day	Department Head Office of University Extension Service		
3. Receive or claim the requested extension documents (if approved).	<ol> <li>Serves the request upon approval.</li> </ol>	None	1 working day	<i>Clerk</i> Office of University Extension Service		
	TOTAL:	None	2 Working Days & 25 Minutes			



## **Office of University Research Development**

### **External Services**



#### **1. Processing of Request for Test of Similarity Index**

The service allows TSU employees, students, and external clients' research work to be tested to ensure the originality and integrity of their papers (capstones, theses, and dissertations).

Office or Division		Office of the University Research Development- Data Analytics Unit				
Classification:	Simple					
Type of	G2C – Governmen	t to Citizen				
Transaction:	G2B – Governmen		Entity/ies			
in an out of the	G2G – Governmen					
Who may avail:	TSU Undergraduat					
, , , , , , , , , , , , , , , , , , , ,		gree Students ( <b>Type B Clients</b> )				
	TSU Doctoral Degr		· · · /			
		nterested institutions/agencies (Type D Clients)				
CHECKLIST O	F REQUIREMENTS		WHERE TO SEC			
	Furnitin Run Request	Office of Re		nent or download		
Form TSU-OR	•	at				
(1 Original Cop			<u>.tsu.edu.ph/medi</u>	a/1bofemib/tsu-		
	y)		Irnitin-run-request			
2. Official Receipt	of Payment for Test of	TSU Cashie				
Similarity Index	-					
(1 Duplicate/ 1						
· · ·	e below for charges					
3. Manuscript/Arti		The client v	vill provide			
•	t (1 Electronic Copy)					
		FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit the	1. Receives and	None	30 minutes	Engr. Rommel		
electronic	checks the			G. Gadia		
copy of the	completeness of			Unit Head, DAU		
manuscript	submitted			,		
(Chapters 1 to	documents					
5) together						
with the other						
requirements						
to						
ursc@tsu.edu.						
ph						
2. Receive	2. Uploads the	None	2 working days	Engr. Rommel		
notification	manuscript/			G. Gadia		
regarding the	article to Turnitin			Unit Head, DAU		
result of	software for			,		
similarity index	similarity check.					
(ASI) (%) and	If the result is					
a scanned	within and/or					
copy of paper	exceeds the					
for reference.	university					
	allowable					
	similarity index					
	(ASI) (%),					
	informs the client					
	via email. And					
	gives a copy of					
	the scanned	1	1	1		



	paper for reference.			
3. Receives the Certificate of Compliance (via email)	<ul> <li>Release and send the result of the Certificate of Compliance once the manuscript or article passes the Allowable Similarity Index (ASI) (via email).</li> <li>Note: If the manuscript/article still did not pass the ASI on the 5th attempt, the client will repeat the process from Step 1.</li> <li>Type A Client:</li> </ul>	None	30 minutes	Engr. Rommel G. Gadia Unit Head, DAU
	Have three chances to run the Turnitin for a one-time			
	payment. <b>Type B, C, and</b> <b>D Clients:</b> Have two chances to run the Turnitin for a one-time payment.	Pofor to		
	TOTAL:	Refer to the table below for charges	2 Working Days and 1 Hour	

List of Payment					
Type A	TSU Undergraduate Students	PHP 150.00			
Type B	TSU Master's Degree Students	PHP 250.00			
Type C	TSU Doctoral Degree Students	PHP 350.00			
Type D	Other interested institutions/agencies	PHP 500.00			



# 2. Processing of Request for Water Analysis and Other Laboratory Services for External Client(s)

The service allows external clients to avail physico-chemical, microbiological analyses of drinking water and wastewater samples and use of certain laboratory equipment(s).

Office or	Office of the University	v Posoarch	Dovelopment (OL	חח
Division:	Office of the Universit Analytical Testing Lab			JKD)
Classification:	Highly Technical		<b>-</b> /	
	G2C – Government to	Citizen		
Type of	G2B – Government to	Business E	ntity/ies	
Transaction:	G2G – Government to		•	
	Any Interested Individ	ual(s) (non-	TSU) –Type A Cli	ient(s)
Who may avail:	Undergraduate Stude		roved Request Le	etter (High School
	and College) – Type	C Client(s)		
	REQUIREMENTS		WHERE TO SE	
1. For All Client T		Analytical	Testing Laboratory	y
	equest for Analysis /			
	nt Form ( <i>TSU-ATL-</i>			
S <i>F-01)</i> (1 Origina	ai Copy)			
Accomplished B	illing Form <i>(for</i>			
	s, TSU-ATL-SF-02) (1			
Original copy)	$\frac{1}{2}$			
2. For Type C Clie	ent(s) –	OUP / VPF	RIE / VPAA / OUR	D
	Action Form (TSU-			
OUP-SF-09) (1 (	Driginal Copy) with			
attached Approv	ed Request Letter			
••	ent(s) (if applicable)–	Analytical Testing Laboratory		
Approved Reque				
Laboratory Servi	()			
	approved fees, TSU-			
ATL-SF-03)				
•	ipment Request/s -	The client	will provide	
	Research Paper			
	ng the Method and			
Conditions-to-be	-Used			
(1 Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Proceed to the	1. Attends initial	None	2 hours	ATL Personnel(s)
Analytical	meetings with			
Testing	the client(s) to discuss the			
Laboratory facility for an	specifics of the			
initial meeting	request and			
or through	other necessary			
online	requirements for			
platforms (MS	the requested			
Teams, Zoom	laboratory			
Teleconferenci	analysis or			
ng, Google	laboratory			
Meet).	service(s) and			
	logs the client(s)'			
	name onto the			



		1				
			aboratory nalyses /			
			Services Log			
			TSU-ATL-SF-			
1		```	4).			
2.	If approved:		eviews the			
<u>∠</u> .	Receive a		equest and			
	notification to		equest and			
	proceed to the		ppropriate			
	•		ctions			
	next step. <i>If</i>		Approval or			
			• •			
	<i>Disapproved:</i> Receive a		Disapproval of			
	notification of		equest). f <b>approved:</b>			
			• •			
	the disapproval		dvise client(s)			
	of the request		o proceed to the			
1	in person,		ext step.			
	online, or by email.		f <b>Disapproved:</b> Sends			
		-	otification of			
			isapproval			
			nrough online/			
			mail or informs			
1						
2	File the		lients in person. Receive the	None	30 minutes	ATL
J.			ocuments and	NULLE	SU MINULES	
1	Request for Analysis / Use		iscuss other			Personnel(s)
1	of Equipment					
1	( <i>TSU-ATL-SF-</i>		ecessary			
1	(130-ATL-SF- 01) and Billing		equirements for ne analysis or			
1	Form ( <i>TSU</i> -		aboratory			
1	<i>ATL-SF-02</i> ) or		ervices			
1	Request for		equested, and			
	Free		roper sampling			
1	Laboratory		nd delivery			
1	Service(s)		rocedures.			
1	Form (TSU-		Reviews the	None	30 minutes	ATL
	ATL-SF-03).		Request for			Personnel(s)
			nalysis / Use of			
			quipment,			
			ssign			
			ecessary Job #			
1			nd Sample #s			
			b each sample,			
			nd calculate			
			otal amount-to-			
			e-paid for			
			nalysis (For			
			equest(s) with			
			pproved fees).			
			Send a summary	None	30 minutes	ATL
			f fees to the			Personnel(s)
			ccounting			1 013011101(3 <i>)</i>
			Office via MS			
			eams or email			
			or Fee			



-					
		Assessment. (For request(s) with approved fees).			
		3.4 Assess the requested laboratory services (For request(s) with approved fees)	None	4 hours	In-charge of Assessment Accounting Unit
4	Pay assessed laboratory analysis and/or laboratory service fees at the Cashier, photocopy the receipt or scan the official receipt and send it thru email: <u>atlnprc@tsu.ed</u> <u>u.ph</u> .	<ul> <li>a. Accepts, reviews, and archives the photocopy of the receipt or the e- copy of the receipt.</li> <li>Schedule the submission of samples of the Client(s) (through face-to- face meeting or through email)</li> </ul>	Number of Samples x Fees for each Service * Table of fees attached	30 minutes	ATL Personnel(s)
5	Deliver the samples to the Analytical Testing Laboratory with proper sample descriptions and labels. Samples must	5.1 Receives and reviews the samples.	None	30 minutes	ATL Personnel(s)
	be delivered to the laboratory immediately after sampling.	5.2 Labels each sample with assigned laboratory sample number.	None	1 hour	ATL Personnel(s)
	Properly sampling procedures <b>MUST</b> also be followed. <b>Physico-Chem</b> <b>samples</b> must be placed in a clean container (preferably glass amber bottle or plastic container, ≥1000mL) and are securely capped.	5.3 Conducts the laboratory analysis for various parameters and render requested laboratory service(s).	None	10 working days maximum for laboratory analysis requests and/or 4 days maximum for use of equipment requests (Note: 1 day per requested analysis or 2 days per spectrophotom etric analysis requested. For	ATL Personnel(s)



				1906
Microbiology samples must be placed in a sterilized- sample bags (≥400mL).			water potability analysis request(s), 4 consecutive days are required).	
Samples must be transported inside a cooler with internal temperature of ≤6 °C but above freezing.	5.4 Fill out necessary analysis forms with results from the analyses and/or laboratory services (not applicable for use of equipment request(s)).	None	1 working day	ATL Personnel(s)
	5.5 Rechecks and encodes the results in the Results of the Analyses (not applicable for use of equipment request(s)).	None	6 hours	ATL Personnel(s)
	5.6 Print and sign the Results of the Analyses (TSU-ATL-SF-11 for Physico- chemical tests and/or TSU-ATL- SF-12 for microbiological test(s), not applicable for use of equipment request(s)).	None	1 hour	ATL Personnel(s)
6 Receive the printed copy of the Results of the Analyses from the Analytical Testing Laboratory through face- to-face meeting or receive a scanned copy through email (not applicable for use of equipment request(s)).	6.1 Release the result to the client(s) by printing the Results of the Analyses and giving it to the Client(s) or scan it and send it to the email address provided by the Client(s) (not applicable for use of equipment request(s)).	None	1 hour	ATL Personnel(s)



TOTAL FOR USE OF EQUIPMENT REQUEST(S)	Number of Samples x Fees for each	4 Working Days, 9 Hours & 30 minutes	
TOTAL FOR LABORATORY ANALYSIS REQUEST(S)	Service * Table of fees attached	11 Working Days, 7 Hours & 30 Minutes	

Note: One working day is equivalent to 10 hours.

This is a multi-stage process. The Analytical Testing Laboratory is responsible for processing the request for water analysis and other laboratory services. While the Cashiering Unit is only responsible for assessing and receiving the payment.

# **TSU-ATL-NPRC** Schedule of Analysis and Services Fees (Board of Regents Resolution No. 29, s. 2019)

WATER ANALYSIS	TYPE A CLIENTS		TYPE B CLIENTS		TYPE C CLIENTS	
	PH	YSICO-CHEN	IICAI	L_		
Color (Apparent)	₽	150.00	₽	135.00	₽	127.50
Color (True)	₽	200.00	₽	180.00	₽	170.00
Turbidity	₽	150.00	₽	135.00	₽	127.50
Temperature	₽	150.00	₽	135.00	₽	127.50
рН	₽	150.00	₽	135.00	₽	127.50
Conductivity	₽	150.00	₽	135.00	₽	127.50
Total Suspended Solids (TSS)	₽	450.00	₽	405.00	₽	382.50
Total Dissolved Solids (TDS, Electrometric)	₽	100.00	₽	90.00	₽	85.00
Total Solids	₽	450.00	₽	405.00	₽	382.50
Total Hardness	₽	500.00	₽	450.00	₽	425.00
Calcium Hardness	₽	400.00	₽	360.00	₽	340.00
Chlorosity	₽	300.00	₽	270.00	₽	255.00
Salinity	₽	300.00	₽	270.00	₽	255.00
Total Alkalinity	₽	400.00	₽	360.00	₽	340.00
P-Alkalinity	₽	250.00	₽	225.00	₽	212.50
M-Alkalinity	₽	250.00	₽	225.00	₽	212.50
Hydroxides	₽	250.00	₽	225.00	₽	212.50



Carbonates	₽	250.00	₽	225.00	₽	212.50	
Bicarbonates	₽	250.00	₽	225.00	₽	212.50	
Total CO ₂	₽	250.00	₽	225.00	₽	212.50	
Free CO ₂	₽	250.00	₽	225.00	₽	212.50	
Chloride	₽	400.00	₽	360.00	₽	340.00	
Sulfate	₽	600.00	₽	540.00	₽	510.00	
Phosphorus	₽	350.00	₽	315.00	₽	297.50	
Chromium hexavalent	₽	500.00	₽	450.00	₽	425.00	
Wastewater-COD	₽	950.00	₽	855.00	₽	807.50	
Dissolved Oxygen	₽	200.00	₽	180.00	₽	170.00	
Oil and Grease	₽	1,000.00	₽	900.00	₽	850.00	
	I	Microbiologi	cal				
E. coli	₽	500.00	₽	450.00	₽	425.00	
Total Coliforms	₽	500.00	₽	450.00	₽	425.00	
Fecal coliforms	₽	500.00	₽	450.00	₽	425.00	
Total Plate Count	₽	500.00	₽	450.00	₽	425.00	
Water Potability	₽	700.00	₽	630.00	₽	595.00	
Sterilized bottle	₽	65.00	₽	58.50	₽	55.25	
Use of Equipment							
Incubator (per hour)	₽	5.00	₽	4.50	₽	4.25	
Autoclave (per hour)	₽	60.00	₽	54.00	₽	51.00	
Furnace (per hour)	₽	150.00	₽	135.00	₽	127.50	
Oven (per hour)	₽	24.00	₽	21.60	₽	20.40	
Laminar Flow Hood (per hour)	₽	20.00	₽	18.00	₽	17.00	



## **Office of University Research Development**

### **Internal Services**



#### 1. Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication

The service can be availed of by TSU faculty and non-teaching personnel whose research has been published and cited in Scopus, ISI, Thompson Reuters, and other refereed journals. Also, faculty and non-teaching personnel who have presented their research output at regional, national, and international conferences, including awards from conferences, are eligible for the grant of research output incentives.

The services also increase the research publication and presentation outputs of TSU. The university shoulders the registration fee of researchers who will present at international, national, and regional conferences and forums, as well as the publication fee for research that will be published in Scopus, International Scientific Indexing (ISI), Thompson Reuters, and other refereed journals.

	Office of Liniversity R	accorch and Dovelopment				
Office or	Office of University Research and Development – Research Publication, Information and Communication Unit					
Division:	(RPICU)					
Classification:	Complex					
Type of						
Transaction:	G2G – Government to	Government				
Who may avail:	TSU Faculty Researc	hers				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE				
I. For Request f	for Research Outpo	ut Incentives				
A. FOR PUBLICAT	ION INCENTIVE					
1. Accomplished Re	quest for Incentive of	Office University Research and Development				
Research Publica	tion TSU-ORD-SF-56	or download at				
(3 Original Copies	5)	https://tsu.edu.ph/media/tm2ndx3m/tsu-ord-				
		sf-56-request-for-incentive-of-research-				
		publication.docx				
2. Journal Article Inc	5	The client will provide				
(Triplicate Copies						
3. Copyright Page (						
	nd Table of Contents					
of the Journal (Tri						
5. If the paper has		Office of University Research and				
authors, Accomp		Development or download at				
Consent Form TS		https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-				
(Triplicate Copies	)	49-authors-declaration-consent-form.docx				
B. FOR CITATION	INCENTIVE					
1. Accomplished Re	quest for Incentive of	Office of University Research and				
	TSU-ORD-SF-54	Development or download at				
(3 Original Copies	3)	https://tsu.edu.ph/media/djsjxyye/tsu-ord-sf-				
		54-request-for-incentive-of-research-citation-				
		1.docx				
2. Copy of the citing (Triplicate Copies		The client will provide				
3. If the paper has		Office of University Research and				
authors, Accomp		Development or download at				
Consent Form TS		https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-				
(Triplicate Copies	)	49-authors-declaration-consent-form.docx				



C. FOR PRESENTATION INCENTIVE	o <i>m</i> (11 1 5 5
1. Accomplished Request for Incentive of	Office of University Research and
Research Presentation	Development or download at
TSU-ORD-SF-55 - (3 Original Copies)	https://tsu.edu.ph/media/jlvd0e2v/tsu-ord-sf-
	55-request-for-incentive-of-research-
	presentation-1.docx
2. Copy of the paper (Triplicate Copies)	The client will provide
3. Invitation to the presentation	
(Triplicate Copies)	
4. Program of the Conference	
(Triplicate Copies)	-
5. Certificate of Appearance	
(Triplicate Copies)	
6. Certificate of participation	
(Triplicate Copies)	
7. Travel order (If applicable)	
(Triplicate Copies)	
6. If the paper has multiple TSU	Office of University Research and
authors, Accomplished Authors'	Development or download at
Consent Form TSU-ORD-SF-49	https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-
(Triplicate Copies)	49-authors-declaration-consent-form.docx
D. FOR WINNERS IN A RESEARCH CO	MPETITION/ORAL PRESENTATION
1. Accomplished Request for Incentive as	Office of University Research and
Winner in Research Competition /	Development or download at
Presentation Form TSU-ORD-SF-57	https://tsu.edu.ph/media/5jopoax0/tsu-ord-sf-
(3 original copies)	57-request-for-incentive-as-winner-in-
	research-competition_presentation.docx
2. Copy of the Paper (Triplicate Copies)	The client will provide
3. Invitation to the presentation	
(Triplicate Copies)	
4. Program of the conference	
(Triplicate Copies)	
5. Certificate of appearance	
(Triplicate Copies)	
6. Certificate of recognition	
(Triplicate Copies)	
7. If the paper has multiple TSU	Office of University Research and
<i>authors,</i> Accomplished Authors'	Development or download at
Consent Form TSU-ORD-SF-49	https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-
(Triplicate Copies)	49-authors-declaration-consent-form.docx
II. For Funding Request for Resea	rch Paper Presentation and Research
	rch Paper Presentation and Research
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<ul> <li>II. For Funding Request for Resea Publication</li> <li>A. FOR FUNDING OF RESEARCH PRES</li> <li>1. Accomplished Request for Funding of</li> </ul>	rch Paper Presentation and Research ENTATION Office of University Research and
<ul> <li>II. For Funding Request for Resea Publication</li> <li>A. FOR FUNDING OF RESEARCH PRES</li> <li>1. Accomplished Request for Funding of Paper Presentation TSU-ORD-SF-42</li> </ul>	rch Paper Presentation and Research ENTATION Office of University Research and Development or download at
<ul> <li>II. For Funding Request for Resea Publication</li> <li>A. FOR FUNDING OF RESEARCH PRES</li> <li>1. Accomplished Request for Funding of</li> </ul>	rch Paper Presentation and Research ENTATION Office of University Research and Development or download at https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-
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<ul> <li>II. For Funding Request for Resea Publication</li> <li>A. FOR FUNDING OF RESEARCH PRES</li> <li>1. Accomplished Request for Funding of Paper Presentation <i>TSU-ORD-SF-42</i> (3 original copies)</li> </ul>	rch Paper Presentation and Research ENTATION Office of University Research and Development or download at https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf- 42-request-for-funding-of-paper-presentation- 1.docx
<ul> <li>II. For Funding Request for Resea Publication</li> <li>A. FOR FUNDING OF RESEARCH PRES</li> <li>1. Accomplished Request for Funding of Paper Presentation <i>TSU-ORD-SF-42</i> (3 original copies)</li> <li>2. Full Copy of the Paper</li> </ul>	rch Paper Presentation and Research ENTATION Office of University Research and Development or download at <u>https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-</u> <u>42-request-for-funding-of-paper-presentation-</u>
<ul> <li>II. For Funding Request for Resea Publication</li> <li>A. FOR FUNDING OF RESEARCH PRES</li> <li>1. Accomplished Request for Funding of Paper Presentation <i>TSU-ORD-SF-42</i> (3 original copies)</li> <li>2. Full Copy of the Paper (Triplicate Copies)</li> </ul>	rch Paper Presentation and Research ENTATION Office of University Research and Development or download at https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf- 42-request-for-funding-of-paper-presentation- 1.docx
<ul> <li>II. For Funding Request for Resea Publication</li> <li>A. FOR FUNDING OF RESEARCH PRES</li> <li>1. Accomplished Request for Funding of Paper Presentation <i>TSU-ORD-SF-42</i> (3 original copies)</li> <li>2. Full Copy of the Paper</li> </ul>	rch Paper Presentation and Research ENTATION Office of University Research and Development or download at https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf- 42-request-for-funding-of-paper-presentation- 1.docx



4. Endorsement fro	m any TSU Office/	TSU Offic	e/College		
College (Triplica	te Copies)		-		
	OF RESEARCH PUBLI				
	quest for Funding of	Office of University Research and			
Paper Presentation	Development or download at				
(Triplicate Copies	)		.edu.ph/media/fbn		
		<u>1.docx</u>		aper-presentation-	
2. Full Copy of the F	Paper		will provide		
(3 Photocopies) 3. Editorial Board of	the Journal				
(Triplicate Copies					
	s of the Journal Which				
Will Prove That th Included in That J					
(Triplicate Copies					
5. Cover of the Publ	ishing Journal	1			
(Triplicate Copies					
journal (Triplicate	r from the publishing e Copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Submit complete requirements,	1.1 Receives and checks the	None	10 minutes	Prof. Maria Sheila G.	
as stated in the	completeness of			Medina,	
Checklist of	the submitted			Unit Head,	
Requirements,	documents			RPICU	
to the Office of	1.2 Attaches	None	10 minutes	Prof. Maria	
University Research and	Approval of Funding Form			Sheila G. Medina,	
Development at	Funding Form			Unit Head,	
the TSU				RPICU	
Lucinda	1.3 For Research	None	2 working days	Prof. Maria	
Campus (hard	Output			Sheila G.	
copies).	Incentives:			Medina,	
	Evaluates the			Unit Head,	
	request for incentive as to			RPICU	
	the correctness				
	and reliability of				
	the attached				
	documents or				
	evidence. Once				
	the request				
	passed the evaluation, it will				
	be approved by				
	Office of				
	University				
	Research and				
	Development Director				
	Director.				
	For Funding				
	Request for				



Research Paper			
Presentation			Prof. Maria
and Research			Sheila G.
Publication:			Medina,
Evaluates the			Unit Head,
research			RPICU
whether it is			
already			
-			
presented in the			
University's In-			
House Review.			
Also, the Office			
of University			
Research and			
Development			Dr. Rogel L.
Director will			Quilala
check the			Director, OURD
correctness and			
verify the attached			
documents or			
evidence. Once			
the request			
passed the			
evaluation, it will			
be approved by			
the Office of			
University			
Research and			
Development			
Director.			
1.4 Reviews the	Nono	1 working dov	Chief Einenee
	None	1 working day	Chief Finance
requested			Officer
amount of			Finance Office
incentive as to			
the availability of			
funds. Once fund			
is available, the			
accounting office			
will approve the			
request.			
1.5 Reviews and	None	3 working days	Dr. Erwin P.
evaluates the			Lacanlale
incentive by Vice			Office of the
President for			Vice President
Research,			for Research,
Innovation, and			Innovation, and
Extension and			Extension
Vice President			
Administration for			
further approval			
and by the			Dr. Arnold E.
University			Velasco
President for final			Office of the
approval.			University
αρριυναι.			President



	TOTAL:	None	6 Working Days, 1 Hour & 50 Minutes	
<ol> <li>Receive a Notification Slip on the approval/ disapproval of the request (via email).</li> </ol>	2. Sends Notification slip to the applicant/client indicating that his/her voucher is already at the Budget office (via email).	None	30 minutes	Prof. Maria Sheila G. Medina, Unit Head, RPICU
	1.7 Forwards the prepared voucher to the Budget Office for processing.	None	30 minutes	<i>Medina,</i> Unit Head, <u>RPICU</u> <i>Prof. Maria</i> <i>Sheila G.</i> <i>Medina,</i> Unit Head, RPICU
	1.6 Prepares the voucher for the	None	30 minutes	Prof. Maria Sheila G.



#### 2. Processing of Request for Test of Similarity Index

The service allows TSU employees, students, and external clients' research work to be tested to ensure the originality and integrity of their papers (capstones, theses, and dissertations).

	fice or Division:	Office of the University Research Development- Data Analytics Unit						
Cl	assification:	Simple						
	vpe of	G2C – Governmen	t to Citizen					
	ansaction:	G2B – Governmen		Entity/ies				
		G2G – Governmen						
W	ho may avail:	TSU Undergraduat						
		•	TSU Master's Degree Students ( <b>Type B Clients</b> )					
		TSU Doctoral Degr						
		Other interested ins			ients)			
	CHECKLIST OF	REQUIREMENTS		WHERE TO SEC				
Λ		urnitin Run Request	Office of Re		nent or download			
4.	Form TSU-ORD	•	at	esearch Developi				
				v.tsu.edu.ph/media	o/1bofomib/tou			
	(1 Original Copy	)		irnitin-run-request				
5	Official Pacaint	of Payment for Test of	TSU Cashie					
5.		of Payment for Test of						
	Similarity Index/							
	(1 Duplicate/ 1 F	137						
0	*Refer to the table			بالل معمد بالم				
6.		le in .docx or .pdf	The client w	nii provide				
	Format (1 Electr	onic Copy)		DDOOECOINO	DEDOON			
С	LIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING				
4	Cub mit the	4 Dessives and	BE PAID	TIME 30 minutes	RESPONSIBLE			
4.	Submit the electronic	<ol> <li>Receives and checks the</li> </ol>	None	30 minutes	Engr. Rommel G. Gadia			
	copy of the	completeness of submitted			Unit Head, DAU			
	manuscript	documents						
	(Chapters 1 to	documents						
	5) together with the other							
	requirements							
	to		1	1	1			
1	ursc@tsu.edu.							
5	<u>ph</u>	5 Uploads the	Nono	2 working days	Engr Rommol			
5.	ph Receive	5. Uploads the	None	2 working days	Engr. Rommel			
5.	ph Receive notification	manuscript/	None	2 working days	G. Gadia			
5.	ph Receive notification regarding the	manuscript/ article to Turnitin	None	2 working days	-			
5.	ph Receive notification regarding the result of	manuscript/ article to Turnitin software for	None	2 working days	G. Gadia			
5.	ph Receive notification regarding the result of similarity index	manuscript/ article to Turnitin software for similarity check.	None	2 working days	G. Gadia			
5.	ph Receive notification regarding the result of similarity index (ASI) (%) and	manuscript/ article to Turnitin software for similarity check. If the result is	None	2 working days	G. Gadia			
5.	ph Receive notification regarding the result of similarity index (ASI) (%) and a scanned	manuscript/ article to Turnitin software for similarity check. If the result is within and/or	None	2 working days	G. Gadia			
5.	ph Receive notification regarding the result of similarity index (ASI) (%) and a scanned copy of paper	manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the	None	2 working days	G. Gadia			
5.	ph Receive notification regarding the result of similarity index (ASI) (%) and a scanned	manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the university	None	2 working days	G. Gadia			
5.	ph Receive notification regarding the result of similarity index (ASI) (%) and a scanned copy of paper	manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the university allowable	None	2 working days	G. Gadia			
5.	ph Receive notification regarding the result of similarity index (ASI) (%) and a scanned copy of paper	manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the university allowable similarity index	None	2 working days	G. Gadia			
5.	ph Receive notification regarding the result of similarity index (ASI) (%) and a scanned copy of paper	manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the university allowable similarity index (ASI) (%),	None	2 working days	G. Gadia			
5.	ph Receive notification regarding the result of similarity index (ASI) (%) and a scanned copy of paper	manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the university allowable similarity index (ASI) (%), informs the client	None	2 working days	G. Gadia			
5.	ph Receive notification regarding the result of similarity index (ASI) (%) and a scanned copy of paper	manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the university allowable similarity index (ASI) (%), informs the client via email. And	None	2 working days	G. Gadia			
5.	ph Receive notification regarding the result of similarity index (ASI) (%) and a scanned copy of paper	manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the university allowable similarity index (ASI) (%), informs the client	None	2 working days	G. Gadia			



	paper for reference.			
6. Receives the Certificate of Compliance (via email)	<ul> <li>6. Release and send the result of the Certificate of Compliance once the manuscript or article passes the Allowable Similarity Index (ASI) (via email).</li> <li>Note: If the manuscript/article still did not pass the ASI on the 5th attempt, the client will repeat the process from Step 1.</li> </ul>	None	30 minutes	Engr. Rommel G. Gadia Unit Head, DAU
	<b>Type A Client:</b> Have three chances to run the Turnitin for a one-time payment.			
	Type B, C, and D Clients: Have two chances to run the Turnitin for a one-time payment.			
	TOTAL:	Refer to the table below for charges	2 Working Days and 1 Hour	

List of Payment						
Type A	TSU Undergraduate Students	PHP 150.00				
Type B	TSU Master's Degree Students	PHP 250.00				
Type C	TSU Doctoral Degree Students	PHP 350.00				
Type D	Other interested institutions/agencies	PHP 500.00				



# 3. Processing of Request for Water Analysis and Other Laboratory Services for External Client(s)

The service allows external clients to avail physico-chemical, microbiological analyses of drinking water and wastewater samples and use of certain laboratory equipment(s).

Office or	Office of the University	Dessereb	Development (OL	חחו	
Office or Division:	Office of the Universit Analytical Testing Lab		• •	JRD)	
Classification:	Highly Technical		<b>_</b> /		
Turne of	G2C – Government to	Citizen			
Type of Transaction:	G2B – Government to	Business E	ntity/ies		
	G2G – Government to				
	Any Interested Individ		<i>,</i> <b>, ,</b>	• /	
Who may avail:	Undergraduate Stude		proved Request Le	etter (High School	
	and College) – Type ( REQUIREMENTS	Client(s)	WHERE TO SE		
5. For All Client T		Analytical	Testing Laborator		
	equest for Analysis /	Analytical		y	
	nt Form ( <i>TSU-ATL-</i>				
<i>SF-01</i> ) (1 Origin					
•	Accomplished Billing Form (for				
	s, TSU-ATL-SF-02) (1				
Original copy)	nt(c)		RIE / VPAA / OUR	Π	
6. For Type C Clie	Action Form ( <i>TSU</i> -			U	
	Original Copy) with				
, ,	red Request Letter				
	ent(s) (if applicable)-	Analytical Testing Laboratory			
Approved Reque		5			
Laboratory Serv	ice(s) Form (for				
requests without	t approved fees, TSU-				
ATL-SF-03)					
8. For Use of Equ	ipment Request/s -	The client will provide			
	Research Paper				
	ing the Method and				
Conditions-to-be	e-Used				
(1 Copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
4 Dressed to the	4 Attende initial	BE PAID	TIME	RESPONSIBLE	
4. Proceed to the Analytical	1. Attends initial meetings with	None	2 hours	ATL Personnel(s)	
Testing	the client(s) to				
Laboratory	discuss the				
facility for an	specifics of the				
initial meeting	request and				
or through					
online requirements for					
platforms (MS	the requested				
Teams, Zoom Teleconferenci	laboratory				
ng, Google	analysis or laboratory				
Meet).	service(s) and				
	logs the client(s)'				
	name onto the				



		T		1	,
		Laboratory Analyses /			
		Services Log			
		(TSU-ATL-SF-			
		04).			
5	If approved	/	_		
5.	If approved:				
	Receive a	request and			
	notification to	executes			
	proceed to the	appropriate			
	next step.	actions			
	lf Dia ammuna da	(Approval or			
	Disapproved:	Disapproval of			
	Receive a	request).			
	notification of	If approved:			
	the disapproval	Advise client(s)			
	of the request	to proceed to the			
	in person,	next step.			
	online, or by email.	<i>If Disapproved:</i> Sends			
	email.	notification of			
		disapproval			
		through online/			
		email or informs			
6	File the	clients in person.	None	30 minutes	ATL
б.		a. Receive the	none	30 minutes	
	Request for	documents and discuss other			Personnel(s)
	Analysis / Use				
	of Equipment	necessary			
	(TSU-ATL-SF-	requirements for			
	01) and Billing	the analysis or			
	Form (TSU-	laboratory			
	ATL-SF-02) or	services			
	Request for Free	requested, and			
		proper sampling			
	Laboratory Service(s)	and delivery procedures.			
	Form (TSU-	3.3 Reviews the	None	30 minutes	ATL
	ATL-SF-03).		none	30 minutes	
	ATE-31-03).	Request for			Personnel(s)
		Analysis / Use of Equipment,			
		assign necessary Job #			
		and Sample #s			
		•			
		to each sample, and calculate			
		total amount-to-			
		be-paid for			
		•			
		analysis (For			
		request(s) with			
		approved fees). 5.7 Send a summary	None	30 minutes	ATL
		of fees to the	INDITE		Personnel(s)
					r 6130111161(3)
		Accounting Office via MS			
		Teams or email			
1		for Fee			



		Assessment. (For request(s) with approved fees).			
		5.8 Assess the requested laboratory services (For request(s) with approved fees)	None	4 hours	In-charge of Assessment Accounting Unit
lab ana lab ser the pho rec the rec ser em <u>atlr</u>	nprc@tsu.ed	<ul> <li>a. Accepts, reviews, and archives the photocopy of the receipt or the e- copy of the receipt.</li> <li>Schedule the submission of samples of the Client(s) (through face-to- face meeting or through email)</li> </ul>	Number of Samples x Fees for each Service * Table of fees attached	30 minutes	ATL Personnel(s)
sar Ana Tes Lat pro des and	liver the mples to the alytical sting poratory with oper sample scriptions d labels. mples must	5.2 Receives and reviews the samples.	None	30 minutes	ATL Personnel(s)
be the imr afte	delivered to laboratory mediately er sampling.	6.2 Labels each sample with assigned laboratory sample number.	None	1 hour	ATL Personnel(s)
sar pro MU folle <b>Ph</b> sar be clea (pro gla bot cor ≥10 are	operly mpling ocedures <b>JST</b> also be owed. <b>ysico-Chem</b> <b>mples</b> must placed in a an container eferably ss amber ttle or plastic ntainer, 000mL) and e securely oped.	7.3 Conducts the laboratory analysis for various parameters and render requested laboratory service(s).	None	10 working days maximum for laboratory analysis requests and/or 4 days maximum for use of equipment requests (Note: 1 day per requested analysis or 2 days per spectrophotom etric analysis requested. For	ATL Personnel(s)



				1906
Microbiology samples must be placed in a sterilized- sample bags (≥400mL). Samples must	7.4 Fill out	None	water potability analysis request(s), 4 consecutive days are required). 1 working day	ATL
be transported inside a cooler with internal temperature of ≤6 °C but above freezing.	necessary analysis forms with results from the analyses and/or laboratory services (not applicable for use of equipment request(s)).			Personnel(s)
	7.5 Rechecks and encodes the results in the Results of the Analyses (not applicable for use of equipment request(s)).	None	6 hours	ATL Personnel(s)
	7.6 Print and sign the Results of the Analyses (TSU-ATL-SF-11 for Physico- chemical tests and/or TSU-ATL- SF-12 for microbiological test(s), not applicable for use of equipment request(s)).	None	1 hour	ATL Personnel(s)
7 Receive the printed copy of the Results of the Analyses from the Analytical Testing Laboratory through face- to-face meeting or receive a scanned copy through email (not applicable for use of equipment request(s)).	6.2 Release the result to the client(s) by printing the Results of the Analyses and giving it to the Client(s) or scan it and send it to the email address provided by the Client(s) (not applicable for use of equipment request(s)).	None	1 hour	ATL Personnel(s)



TOTAL FOR USE OF EQUIPMENT REQUEST(S)	Number of Samples x Fees for each	4 Working Days, 9 Hours & 30 minutes	
TOTAL FOR LABORATORY ANALYSIS REQUEST(S)	Service * Table of fees attached	11 Working Days, 7 Hours & 30 Minutes	

Note: One working day is equivalent to 10 hours.

This is a multi-stage process. The Analytical Testing Laboratory is responsible for processing the request for water analysis and other laboratory services. While the Cashiering Unit is only responsible for assessing and receiving the payment.

# **TSU-ATL-NPRC** Schedule of Analysis and Services Fees (Board of Regents Resolution No. 29, s. 2019)

WATER ANALYSIS	(	TYPE A CLIENTS	TYPE B CLIENTS		TYPE C CLIENTS	
	PH	YSICO-CHEN		L		
Color (Apparent)	₽	150.00	₽	135.00	₽	127.50
Color (True)	₽	200.00	₽	180.00	₽	170.00
Turbidity	₽	150.00	₽	135.00	₽	127.50
Temperature	₽	150.00	₽	135.00	₽	127.50
рН	₽	150.00	₽	135.00	₽	127.50
Conductivity	₽	150.00	₽	135.00	₽	127.50
Total Suspended Solids (TSS)	₽	450.00	₽	405.00	₽	382.50
Total Dissolved Solids (TDS, Electrometric)	₽	100.00	₽	90.00	₽	85.00
Total Solids	₽	450.00	₽	405.00	₽	382.50
Total Hardness	₽	500.00	₽	450.00	₽	425.00
Calcium Hardness	₽	400.00	₽	360.00	₽	340.00
Chlorosity	₽	300.00	₽	270.00	₽	255.00
Salinity	₽	300.00	₽	270.00	₽	255.00
Total Alkalinity	₽	400.00	₽	360.00	₽	340.00
P-Alkalinity	₽	250.00	₽	225.00	₽	212.50
M-Alkalinity	₽	250.00	₽	225.00	₽	212.50
Hydroxides	₽	250.00	₽	225.00	₽	212.50



Carbonates	₽	250.00	₽	225.00	₽	212.50	
Bicarbonates	₽	250.00	₽	225.00	₽	212.50	
Total CO ₂	₽	250.00	₽	225.00	₽	212.50	
Free CO ₂	₽	250.00	₽	225.00	₽	212.50	
Chloride	₽	400.00	₽	360.00	₽	340.00	
Sulfate	₽	600.00	₽	540.00	₽	510.00	
Phosphorus	₽	350.00	₽	315.00	₽	297.50	
Chromium hexavalent	₽	500.00	₽	450.00	₽	425.00	
Wastewater-COD	₽	950.00	₽	855.00	₽	807.50	
Dissolved Oxygen	₽	200.00	₽	180.00	₽	170.00	
Oil and Grease	₽	1,000.00	₽	900.00	₽	850.00	
	I	Microbiologi	cal				
E. coli	₽	500.00	₽	450.00	₽	425.00	
Total Coliforms	₽	500.00	₽	450.00	₽	425.00	
Fecal coliforms	₽	500.00	₽	450.00	₽	425.00	
Total Plate Count	₽	500.00	₽	450.00	₽	425.00	
Water Potability	₽	700.00	₽	630.00	₽	595.00	
Sterilized bottle	₽	65.00	₽	58.50	₽	55.25	
Use of Equipment							
Incubator (per hour)	₽	5.00	₽	4.50	₽	4.25	
Autoclave (per hour)	₽	60.00	₽	54.00	₽	51.00	
Furnace (per hour)	₽	150.00	₽	135.00	₽	127.50	
Oven (per hour)	₽	24.00	₽	21.60	₽	20.40	
Laminar Flow Hood (per hour)	₽	20.00	₽	18.00	₽	17.00	



#### 4. Processing of Research Evaluation

The service allows TSU Faculty Researchers and TSU Non-Teaching Personnel to request for research evaluation.

1. Accomplished Res Proposal <i>TSU-OF</i>						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submits accomplished form to the Office of University Research and	1.1 Receives and checks the completeness of the submitted document.	None	10 minutes	<i>Ms. Angel Mikaela Z. Noveda</i> Unit Head, RMCBU		
Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email	1.2 Research Evaluation (University Wide Research Colloquium).	None	7 working days	Research Committee Tarlac State University <i>External</i> <i>Research</i> <i>Evaluator</i>		
<u>rmcbu@tsu.edu.</u> ph.	1.3 Consolidates the ratings and recommendation during the research evaluation.	None	7 working days	Ms. Angel Mikaela Z. Noveda Unit Head, RMCBU		
2. Receive the result of the initial evaluation via email.	2. Releases the results of the evaluation to all concerned researchers.	None	3 working days	<i>Ms. Angel Mikaela Z. Noveda</i> Unit Head, RMCBU		
	TOTAL:	None	17 Working Days & 10 Minutes			



## 5. Processing of Research Proposal (Initial Evaluation of Research Proposals)

The service can be availed of by faculty researchers and TSU non-teaching personnel who pursue conduct of research. The service is a pre-requisite process for the university to fund research implemented by faculty and non-teaching personnel.

Office or	Office of University Re	esearch and	Development –	
Division:	Research Management and Capacity Building Unit (RMCBU)			RMCBU)
Classification:	Highly Technical			,
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Faculty Research			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Accomplished Re Proposal <i>TSU-OF</i>	search Capsule	Office of University Research and Development or download at <u>https://tsu.edu.ph/media/nrwgfm3v/tsu-ord-sf-</u> 01-research-capsule-proposal-new.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form to the Office of University Research and Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email to rmcbu@tsu.edu. ph.	<ul> <li>1.1 Receives and checks the completeness of the submitted documents.</li> <li>1.2 Initial Evaluation of the submitted research proposals</li> </ul>	None	10 minutes 7 working days	Ms. Angel Mikaela Z. Noveda Unit Head, RMCBU Ms. Angel Mikaela Z. Noveda Unit Head, RMCBU Dr. Rogel L. Quilala Director, OURD
2. Receive the result of the initial evaluation via email	2. Releases the results of the initial evaluation to all concerned researchers via email.	None	2 Working days	<i>Ms. Angel Mikaela Z. Noveda</i> Unit Head, RMCBU
	TOTAL:	None	9 Working Days & 10 Minutes	



## **Research Ethics Review Committee**

**Internal Services** 



## **1. Processing of Application for Ethics Review**

This service aims to assess, determine, and categorize (Exempted, Expedited or Full Board) the type of review for the research documents submitted by the TSU graduate students and faculty/personnel through initial study protocol of Tarlac State University Research Ethics Review Committee.

Office or Division:	Dessereb Ethics Day	iour Committee (DEDC)	
Office of Division:		iew Committee (RERC)	
Classification:	For Exempted from Review: Complex For Expedited Review: Highly Technical		
Glassification.			
Turne of	For Full Board Review: Highly Technical G2C - Government to Citizen		
Type of Transaction:	G2G - Government to		
Who may avail:	TSU Faculty and Gra		
	REQUIREMENTS	WHERE TO SECURE	
	ON FOR INITIAL REV		
1. Accomplished App		Office of the Research Ethics Review	
TSU-ERC-SF-07 (	2 Original Copies)	Committee or download at	
		https://www.tsu.edu.ph/media/a4pbem0f/tsu-	
		erc-sf-07-application-form-for-ethics-review-	
	<u> </u>	of-research-protocols.docx	
2. For Faculties, Ad	•	Office of the University Research	
	ommendations for	Development	
Ethics Review (1	Photocopy)		
Assemblished	d Dudy Clave ed	Office of the Decearch Ethics Deview	
Accomplished and		Office of the Research Ethics Review	
Certificate of End		Committee or download at	
130-ERC-3F-012	2 (1 Original Copy)	https://www.tsu.edu.ph/media/rysfyamh/tsu- erc-sf-12-certificate-of-endorsement-form-for-	
		student-researchers.docx	
3. Informed Consent	t Document	Office of the Research Ethics Review	
	English and Filipino	Committee or download at	
Version (1 Origina	•	https://www.tsu.edu.ph/media/vcpclwam/tsu-	
	ar copy)	erc-sf-42-informed-consent-document.docx	
4. Accomplished Info	ormed Assent Form	Office of the Research Ethics Review	
	English and Filipino	Committee or download at	
	es Involving Minors	https://www.tsu.edu.ph/media/m4wna2le/tsu-	
and Relevant Pop		erc-sf-48-informed-assent-form-template-for-	
Incompetent to Si		minors-or-children-12-to-under-15-years-	
Consent Form (1	•	old.docx	
5. Cover Letter Requ	uest Letter to the	The client will provide	
Chairperson (2 O	riginal Copies)		
6. Research Protoco	bl		
The protocol mus	t include the		
following:			
a. Title			
	of the Study		
	e of the Study		
d. Literature F			
e. Methodolog			
f. Procedures			
	n of the Study		
Population	nclusion Criteria		
i. Data Analy	515 FId11		



j. Ethical Considerations	
(1 original copy)	
<ol> <li>Study Tools which includes the following:</li> </ol>	
a. survey questionnaires	
b. interview guide, case report	
form	
c. posters/advertisements for	
recruitment, etc.	
(1 Original Copy per Document)	
8. Curriculum Vitae of the Researcher/s	
(1 Original Copy)	
9. <i>For Students,</i> Adviser's Curriculum	
Vitae for students (1 Original Copy) B. FOR RESUBMITTED RESEARCH PROTOCO	
REVIEW)	
	ce of the Research Ethics Review
	nmittee or download at s://www.tsu.edu.ph/media/a4pbem0f/tsu-
	sf-07-application-form-for-ethics-review-
	esearch-protocols.docx
	ce of the Research Ethics Review
	mittee or download at
	s://www.tsu.edu.ph/media/vcpclwam/tsu-
	sf-42-informed-consent-document.docx
3. Revised Informed Assent Form Office	ce of the Research Ethics Review
5 1	nmittee or download at
	s://www.tsu.edu.ph/media/m4wna2le/tsu-
	sf-48-informed-assent-form-template-for-
	ors-or-children-12-to-under-15-years-
4. Review of Resubmitted Protocol Offic	ce of the Research Ethics Review
	mittee or download at
	s://www.tsu.edu.ph/media/etnh5ish/tsu-
	sf-40-review-of-resubmitted-protocol-
	n.doc
5. Revised Research Protocol The	client will provide
(2 Original Copies)	
C. FOR FINAL REVIEW APPROVAL	
	ce of the Research Ethics Review
( 5 1 )	mittee or download at
	s://www.tsu.edu.ph/media/a4pbem0f/tsu-
	sf-07-application-form-for-ethics-review-
	esearch-protocols.docx ce of the Research Ethics Review
	mittee or download at
	s://www.tsu.edu.ph/media/i5upnnnw/tsu-
	sf-30-final-report-form.docx
	client will provide
(1 Original Copy)	
4. Final Manuscript for Students	
(1 Original Copy)	
5. Signed Informed Consent Document	
English and Filipino Version	
(3 Original Copies)	



6. Signed Informed Assent English and	
Filipino Version (3 Original Copies)	

		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
A. For Application	for Initial Review			
1. Submit study documents for initial review to TSU Research Ethics Review Committee.	<ul> <li>1.1 Receives and evaluates the completeness of the submitted study documents as well as other related requirements as per checklist for submission for initial review.</li> <li>1.2 Informs Principal Investigator on the completeness of the documents.</li> <li>Note: If submitted documents are incomplete, return</li> </ul>	None	20 minutes	Secretariat Research Ethics Review Committee
	the documents to the Principal Investigator for completion. 1.3 Secures submitted			
	documents and materials. 1.4 Stamps, signs and indicates the date of receipt on the cover letter to acknowledge acceptance of the documents.			
2. Receive photocopies of the submitted documents.	2. Issues a photocopy of the submitted complete documents to the Principal Investigator for their record and secures original copies.	None	15 minutes	Secretariat Research Ethics Review Committee
3. Assessment and Categorization of the Study	3.1 Assesses and	None	Exempted from Review: 30 minutes	Chairperson Research Ethics



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Protocol Type of Review	categorizes the study protocol's type of review. 3.2 Conducts assessment and		Expedited Review: 3 hours Full Board	Review Committee
	categorization of the study protocol type of review.		Review: 3 hours	
	Note: Documents may be categorized as Exempted from Review, Expedited or Full Review.			
4. Review of Research Protocols.	4. Reviews the Research Protocol by the Primary Reviewer.	None	Exempted from Review: 3 working days	Chairperson Research Ethics Review Committee
5. Action on the reviewed research protocol	5. Drafts the ethical clearance whether the study is exempted from the review/ expedited/ full board review based on returned reviews.	None	15 minutes	Chairperson & Secretariat Research Ethics Review Committee
6. Updates the status of the initial review of protocol.	<ol> <li>Receives an update about the status of the initial review of research protocol</li> </ol>	None	5 minutes	Principal Investigator & Secretariat Research Ethics Review Committee
7. Receives Ethical Clearance.	7. Releases Ethical Clearance. Note: Upon completion of the process, the research protocol may be exempted from expedited and full board review as per metric stated at the last portion of the process.	None	5 minutes	Secretariat Research Ethics Review Committee
8. For Expedited and Full Board Review: Resubmit Revised Research Protocols and	8.1 Receives and evaluates the completeness of the submitted study documents and other related requirements as per checklist for	None	15 minutes	<i>Secretariat</i> Research Ethics Review Committee



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other pertinent documents.	submission for initial review.			
	8.2 Informs Principal Investigator on the completeness of submitted documents. Note: If submitted documents are incomplete, return the documents to the Principal Investigator for completion.	None		
	8.3 Secures submitted documents and materials.	None		
	8.4 Reviews the research protocol.	None		
9. For Expedited and Full Board Review: Review of the resubmitted revised research protocols	9. Reviews the research protocol by the Primary Reviewer.	None	Expedited: 14 working days Full Board Review: 21 working days	Primary Reviewer/s & All members Research Ethics Review Committee
10. Action on the reviewed resubmitted research protocol	<ul> <li>10.1 Drafts the Ethical Clearance forwarded from Expedited/ Full Board research protocol based on returned reviews.</li> <li>10.2 Signs the Ethical Clearance.</li> </ul>	None	20 minutes	Chairperson & Secretariat Research Ethics Review Committee
11. Updates the status of the resubmitted protocol.	11. Receives an update about the status of the resubmitted research protocol.	None	5 minutes	Principal Investigator & Secretariat Research Ethics Review Committee
12. Receives Ethical Clearance	12. Release Ethical Clearance	None	5 minutes	Principal Investigator & Secretariat Research Ethics Review Committee



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13. For Final Report: Submit final report with the final research paper and other pertinent documents.	<ul> <li>13.1 Receives and evaluates the completeness of the submitted study documents and other related requirements as per checklist for submission for initial review.</li> <li>13.2 Informs Principal Investigator on the completeness of submitted documents.</li> <li>13.3 Secures</li> </ul>	None	15 minutes	Secretariat Research Ethics Review Committee
	submitted			
	documents and materials.			
	13.4 Reviews the Protocol.			
14. Review of the Final Report	14. Reviews the research protocol by the Primary Reviewer.	None	7 days	Chairperson
15. Action on the reviewed Final Report	<ul> <li>15.1 Drafts the Final Report Approval letter forwarded from expedited review/ full board review based on returned reviews.</li> <li>15.2 Signs the Final Report Approval.</li> </ul>	None	20 minutes	Chairperson Secretariat Research Ethics Review Committee
16. Receives Final Report Approval	16. Release the Final Report Approval.	None	5 minutes	Principal Investigator & Secretariat Research Ethics Review Committee
TOTAL FO	R EXEMPTED FROM REVIEW:	None	3 Days, 1 Hour & 10 Minutes	
TOTAL OF E	EXPEDITED REVIEW:	None	21 Days, 5 Hours & 25 Minutes	
TOTAL OF FU	LL BOARD REVIEW:	None	28 Days, 5 Hours & 25 Minutes	

* **Exemption from Review** – protocols which involve less than minimal risk falls under this category. Minimal risk would be defined as one which may be anticipated as harm or discomfort not greater than that encountered in routine daily life activities of general



population or during the performance of routine physical or psychological examinations or tests etc.

* **Expedited Review** – protocols that (1) do not entail more than minimal risk to the study participants, and (2) do not have study participants belonging to a vulnerable group, and (3) does not generate vulnerability. Protocols involving no more than minimal risk and maybe for minor changes in approved research, annual renewals of approved projects, approval of protocol amendments, research conducting health record review, and for confirming changes required by the TSURERC for approval of the protocol (PNHRS, 2011).

* **Full Board Review** – A full review shall be conducted when a proposed study entails more than minimal risk to study participants, or when study participants belong to vulnerable groups, or when a study generates vulnerability to participants. Such a protocol shall be deliberated and decided upon during a regular meeting, preferably within three weeks after submission of required documents and upon recommendation of a primary reviewers.

DR. ÁRNOLD E. VELASCO President Tarlac State University



FEEDBACK AND C	COMPLAINTS MECHANISM
How to send feedback	<ul> <li>A. Face-to-face Transactions <ol> <li>Accomplish the Client Satisfaction <ul> <li>Measurement (CSM) Survey form and</li> <li>drop it at CSM box available at various</li> <li>offices or at the designated Public</li> <li>Assistance Complaints Desk (PACD), or</li> </ul> </li> <li>Scan the CSM QR Code posted at the <ul> <li>Citizen's Charter Information Billboard</li> <li>(CCIB) of various offices.</li> </ul> </li> </ol></li></ul>
	<ul> <li>B. Online Transactions</li> <li>1. Click the Client Satisfaction Measurement (CSM) link to be provided by the transacting Office.</li> </ul>
How feedbacks are processed	Client Satisfaction Measurement (CSM) Survey forms are collected, generated & summarized by the Quality Management Unit on a monthly basis.
	The generated reports are transmitted to the offices of the University President, Vice Presidents, and Office of Human Resource Development and Management to take appropriate actions based on the reported summary result.
How to file a complaint	A. To file a complaint, accomplish the online Citizen/Client Complaint (Reklamo) form link posted at the CCIB of various offices.
	B. Complaints can be also filed through a letter of complaint. Submit a <b>complaint letter</b> (must be subscribed and sworn) to the Office of the University President with the following details:
	<ul> <li>Full name and address of the complainant,</li> <li>Full name and address of the person complained of as well as his or her position and designation at the university,</li> <li>Narrative of the relevant and material facts which show the acts or omissions allegedly committed by the employee</li> <li>Certified True Copies of documentary evidence and affidavits of his witness (if any)</li> </ul>



How complaints are processed	<ul> <li>A. Data Controller from the Quality Management Unit will open the online Client Complaint (Reklamo) form through Microsoft form on a daily basis and starts the review of each complaint.</li> <li>Upon review, the Data Controller will communicate the received complaint through a transmittal letter to the Office of Human Resource Development and Management (OHRDM). OHRDM will endorse the complaint received to the concerned office through Action/Intervention Notification Form together with the Client</li> </ul>
	Feedback Processing Form. The Data Controller will give feedback to the client.
	B. The Office of the University President endorses the complaint letter to the OHRDM
	Upon the initial assessment and evaluation of the case, the OHRDM interviews the parties involved and facilitates initial mediation and amicable settlement. After the concern has been addressed, the OHRDM shall submit a case report and recommend to the Office of the University President, for appropriate action.
Contact Information of:	
Contact Center ng Bayan (CCB)	Text 0908 881-6565 or Call 1-6565
Presidential Complaint Center (PCC)	8888 8736-8645 or 8736-8603 8736-8606 or 8736-8629
Anti-Red Tape Authority (ARTA)	8475-5091 or 8478-5093 or 8478-5099 <u>complaints@arta.gov.ph</u>



## LIST OF OFFICES

OfficeAddressContact InformationAccounting Unit2nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8150Administration Office2nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8154Anti-Red Tape Unit3rd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8184Budget Management Unit3rd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8151Budget Management Unit1st floor, Admin. Bldg., TSU Main Career Education and Job Placement Services Unit Binauganan, Tarlac City(045) 606-8151Cashiering Unit (Disbursement)2nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8167Cashiering Unit (Disbursement)1st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8167Center for Community and Local Governance Studies and Policy DevelopmentGround floor, NSTP Bldg., TSU Binauganan, Tarlac City(045) 606-8253Center for Engineering and 2nd floor, RED Bldg., TSU(045) 606-8253(045) 606-8253
Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8154Administration Office2nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8154Anti-Red Tape Unit3rd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8184Budget Management Unit1st floor, Admin. Bldg., TSU Main Carneus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8151Career Education and Job Placement Services Unit2nd floor, Student Center Bldg., TSU Lucinda Campus, Binauganan, Tarlac Cityjobplacement@tsu.edu.phCashiering Unit (Collection)1st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8167Cashiering Unit (Disbursement)1st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8152Center for Community and Local Governance Studies and Policy DevelopmentGround floor, NSTP Bldg., TSU Lucinda Campus, Binauganan, Tarlac City(045) 606-8253
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Cashiering Unit (Collection)1st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8167Cashiering Unit (Disbursement)1st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8152Center for Community and Local Governance Studies and Policy DevelopmentGround floor, NSTP Bldg., TSU Lucinda Campus, Binauganan, Tarlac City(045) 606-8253
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(Disbursement)Campus, Romulo Boulevard, San Vicente, Tarlac CityCenter for Community and Local Governance Studies and Policy DevelopmentGround floor, NSTP Bldg., TSU Lucinda Campus, Binauganan, Tarlac City(045) 606-8253
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Center for Engineering and2nd floor, RED Bldg., TSUceer@tsu.edu.phEnvironmental ResearchLucinda
Campus, Binauganan, Tarlac City
Center for Natural Products 1 st floor, RED Bldg., TSU Lucinda 0939 925 3625
Research Campus, Binauganan, Tarlac City
Center for Peace, Indigenous 2 nd floor, RED Bldg., TSU <u>iprd@tsu.edu.ph</u>
People's Resources and Lucinda
Development Campus, Binauganan, Tarlac City
Center for Solar and TSU San Isidro cset@tsu.edu.ph
Emerging Technology Campus, San Isidro, Tarlac City
Civil Security Unit 1 st floor, Admin. Bldg., TSU Main (045) 606-8166
Campus, Romulo Boulevard, San (Office)
Vicente, Tarlac City
College of Architecture and CAFA Bldg., TSU San Isidro (045) 606-8170
Fine Arts Campus, San Isidro, Tarlac City
College of Arts and Social 2 nd floor, Smith Hall, TSU Main (045) 606-8171
Sciences Campus, Romulo Boulevard, San
Vicente, Tarlac City
College of Business and 2 nd floor, CBA Bldg., TSU Main (042) 606-8172
Accountancy Campus, Romulo Boulevard, San
Vicente, Tarlac City
College of Computer CCS Bldg., TSU San Isidro (045) 606-8173
Studies Campus, San Isidro, Tarlac City
StudiesCampus, San Isidro, Tarlac CityCollege of Criminal Justice1st floor, CCJE Bldg., TSU(045) 606-8168
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	Binauganan, Tarlac City	
College of Engineering	1 st floor, CET Bldg., TSU Main	(045) 606-8175
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
College of Industrial	TSU San Isidro	<u>cit_dean@tsu.edu.ph</u>
Technology	Campus, San Isidro, Tarlac City	
College of Public	1 st floor, CPAG Bldg., TSU Main	(045) 606-8177
Administration and	Campus, Romulo Boulevard, San	
Governance	Vicente, Tarlac City	
College of Science	1st floor, COS Bldg., TSU	(045) 606-8178
	Lucinda	
	Campus, Binauganan, Tarlac City	
Office of Facilities	3 rd Floor, Business Center Bldg.,	(045) 606-8160
Development and	TSU Main Campus, Romulo	
Management	Boulevard, San Vicente, Tarlac	
5	City	
Dental Unit	CET Compound, TSU Main	(045) 606-8137
Dentar Onit	Campus, Romulo Boulevard, San	(043) 000-0137
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Economia Enternrias	Vicente, Tarlac City	0932 157 2999
Economic Enterprise	2 nd floor, Student Center Bldg.,	0932 157 2999
Development Unit	TSU Lucinda Campus,	
	Binauganan, Tarlac City	
Facilities Maintenance Unit	3 rd Floor, Business Center Bldg.,	(045) 606-8158
	TSU Main Campus, Romulo	
	Boulevard, San Vicente, Tarlac	
	City	
Food Technology and	1 st floor, FTRC Bldg., TSU	(045) 606-8251
Research Center	Lucinda Campus, Binauganan,	(
	Tarlac City	
Guidance & Counseling Unit	2 nd floor, Student Affairs and	(045) 606-8130
	Services (SAS) Bldg., TSU Main	
	Campus, Romulo Boulevard, San	
	• •	
	Vicente, Tarlac City	
International, Differently-	1 st floor, Student Center, TSU	sas_idsimss@tsu.edu.ph
Abled, Indigenous and	Lucinda	
Marginalized Student	Campus	
Services		
Janitorial and Grounds	3 rd Floor, Business Center Bldg.,	(045) 606-8158
Services Unit	TSU Main Campus, Romulo	
	Boulevard, San Vicente, Tarlac	
	City	
Lucinda Campus Library	Jose V. Yap Library Bldg., TSU	(045) 606-8140
. ,	Lucinda Campus, Binauganan,	、 /
	Tarlac City	
Medical Services Unit	1 st floor, Admin. Bldg., TSU Main	(045) 606-8136
	Campus, Romulo Boulevard, San	
	Vicente Tarlac City	
Monitoring Llait	Vicente, Tarlac City	(0.4E) sos steo
Monitoring Unit	3rd Floor, Business Center Bldg.,	(045) 606-8160
Monitoring Unit	3 rd Floor, Business Center Bldg., TSU Main Campus, Romulo	(045) 606-8160
Monitoring Unit	3rd Floor, Business Center Bldg.,	(045) 606-8160
Monitoring Unit	3 rd Floor, Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	
Monitoring Unit Motorpool Unit	3 rd Floor, Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac	(045) 606-8160 (045) 606-8143
	3 rd Floor, Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	
	3 rd Floor, Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City TSU Main,	



Registration	Registration Bldg., TSU Main	
	Campus, Romulo Boulevard,	
	San Vicente, Tarlac City	
Office of Alumni Affairs	Alumni Center, TSU Lucinda	(045) 606-8141
	Campus, Binauganan, Tarlac City	(0+3) 000 0141
Office of Business Affairs and	1 st floor Business Center Bldg.,	(045) 606-8153
Auxiliary Services	TSU Main Campus, Romulo	
	Boulevard, San Vicente, Tarlac	
Office of Culture, Arts and	City 3 rd floor, Student Center Bldg.,	dcferrer@tsu.edu.ph
Languages	TSU Lucinda Campus,	deletter @t3d.edd.pri
	Binauganan, Tarlac City	
Office of Gender and	1st floor, GAD Bldg., TSU Main	(045) 606-8196
Development	Campus, Romulo Boulevard, San Vicente, Tarlac City	
Office of Human Resource	Mezzanine floor, Admin. Bldg.,	(045) 606-8155
Development Management	TSU Main Campus, Romulo	
	Boulevard, San Vicente, Tarlac	
	City	
Office of Innovation and	1 st floor, FTRC Bldg., TSU	(045) 606-8193
Business Development	Lucinda Campus, Binauganan, Tarlac City	
Office of Internal Audit	Mezzanine floor, Admin. Bldg.,	(045) 606-8122
Service	TSU Main Campus, Romulo	
	Boulevard, San Vicente, Tarlac	
	City	
Office of International Affairs and Linkages	3 rd floor, TSU Hotel, TSU Lucinda	<u>oia@tsu.edu.ph</u>
and Linkages	Campus, Binauganan, Tarlac City	
Office of Library Management	3 rd floor, CBA Bldg., TSU Main	(045) 606-8138
and Services	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Office of Management	2 nd floor, Mixed-use Bldg., TSU	(045) 606-8127
Information Systems	Main Campus, Romulo	
	Boulevard, San Vicente, Tarlac City	
Office of Planning	3rd floor, Mixed-use Bldg., TSU	(045) 606-8126
Ĭ	Main Campus, Romulo	
	Boulevard, San Vicente, Tarlac	
Office of Public Affairs	City 1 st floor, Admin. Bldg., TSU Main	(045) 606-8123
	Campus, Romulo Boulevard, San	(043) 000-0123
	Vicente, Tarlac City	
Office of Quality Assurance	1 st floor, CPAG Bldg., TSU Main	(045) 606-8124
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	<u> </u>
Office of Student Affairs Services	2 nd floor, Student Affairs and Services (SAS) Bldg., TSU	(045) 606-8130
00111662	Lucinda Campus, Binauganan,	
	Tarlac City	
Office of University Board	2 nd floor, Admin. Bldg., TSU Main	(045) 606-8121
Secretary	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	



Office of the University Legal	1st floor, Mixed-use Bldg., TSU	oulc@teu odu ph
Counsel	Main Campus, Romulo	oulc@tsu.edu.ph
Couriser	Boulevard, San Vicente, Tarlac	
	City	
Office of the University	2 nd floor, Admin. Bldg., TSU Main	(045) 606-8201
President	Campus, Romulo Boulevard, San	( ),
	Vicente, Tarlac City	
Office of the Vice President	2 nd floor, Admin. Bldg., TSU Main	(045) 606-8115
for Academic Affairs	Campus, Romulo Boulevard, San	( ),
	Vicente, Tarlac City	
Office of the Vice President	2 nd floor, Admin. Bldg., TSU Main	(045) 606-8112
for Administration	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Office of the Vice President	2 nd floor, Admin. Bldg., TSU Main	(045) 606-8111
for Research, Innovation and	Campus, Romulo Boulevard, San	
Extension	Vicente, Tarlac City	
Office of TSU National	2 nd floor, NSTP Bldg., TSU	(045) 606-8181
Service Training Program	Lucinda Campus,	
	Binauganan, Tarlac City	
Office of University	2 nd floor, FTRC Bldg., TSU	(045) 606-8250
Extension Services	Lucinda Campus, Binauganan,	
	Tarlac City	
Office of University	2 nd floor, RED Bldg., TSU	(045) 606-8190
Research Development	Lucinda	
	Campus, Binauganan, Tarlac City	
Payroll Services Unit	2 nd floor, Admin. Bldg., TSU Main	(045) 606-8154
-	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Planning and Design Unit	3 rd Floor, Business Center Bldg.,	(045) 606-8160
	TSU Main Campus, Romulo	
	Boulevard, San Vicente, Tarlac	
	City	
Pollution Control and Safety	TSU Main,	(045) 606-8183
Unit	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Procurement Unit	2 nd floor, Motorpool Bldg., TSU	(045) 606-8157
	Main Campus, Romulo	
	Boulevard, San Vicente, Tarlac	
	City	
Quality Management Unit	3 rd floor, Mixed-use Bldg., TSU Main Campus, Romulo	(045) 606-8184
	Boulevard, San Vicente, Tarlac	
	City	
Records and Archives Unit	1 st floor, Admin. Bldg., TSU Main	(045) 606-8156
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Research, Ethics and	2 nd floor, RED Bldg., TSU	rerc@tsu.edu.ph
Review Committee	Lucinda	
	Campus, Binauganan, Tarlac City	
School of Law	2 nd floor, Multi-purpose	(045) 606-8176
	Commercial Bldg., TSU Main	. ,
	Campus, Romulo Boulevard,	
	San	
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Scholarship and Financial Assistance UnitStudent Center, TSU Lucinda Campus(045) 606-8132Sports Development Management UnitMulti-purpose Commercial Bldg., TSU Main Campus, Romulo(045) 606-8134Student Development Services2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8131Student Discipline Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Citystudentdisciplineunit@ts u.edu.phStudent Organization Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Citystudentorg@tsu.edu.phStudent Publication Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Citystudentorg@tsu.edu.phSupply and Property Management Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Cityspusas@tsu.edu.phSupply and Property Management Unit3rd floor, Student Affairs and Services (SAS) Bldg., TSU Main, Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8159Testing, Evaluation, and Measurement Services3rd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8135			
Sports Development Management UnitMulti-purpose Commercial Bldg., TSU Main Campus, Romulo(045) 606-8134Student Development Services2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8131Student Discipline Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Citystudentdisciplineunit@ts u.edu.phStudent Organization Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Citystudentorg@tsu.edu.phStudent Organization Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Citystudentorg@tsu.edu.phStudent Publication Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Cityspusas@tsu.edu.phSupply and Property Management Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8159Supply and Property Management Unit3rd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8135Testing, Evaluation, and Measurement Services3rd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8135	•	Student Center, TSU Lucinda	(045) 606-8132
Management UnitTSU Main Campus, RomuloStudent Development Services2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8131Student Discipline Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Citystudentdisciplineunit@ts u.edu.phStudent Organization Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Citystudentorg@tsu.edu.phStudent Organization Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Citystudentorg@tsu.edu.phStudent Publication Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Cityspusas@tsu.edu.phStudent Publication Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Cityspusas@tsu.edu.phSupply and Property Management Unit3rd floor, Student Affairs and Vicente, Tarlac City(045) 606-8159Testing, Evaluation, and Measurement Services3rd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8135	Assistance Unit	Campus	
Student Development Services2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8131Student Discipline Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Citystudentdisciplineunit@ts u.edu.phStudent Organization Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Citystudentorg@tsu.edu.phStudent Organization Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Citystudentorg@tsu.edu.phStudent Publication Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Cityspusas@tsu.edu.phStudent Publication Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Cityspusas@tsu.edu.phSupply and Property Management UnitCampus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8159Testing, Evaluation, and Measurement Services3rd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8135	Sports Development	Multi-purpose Commercial Bldg.,	(045) 606-8134
ServicesServices (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac CityStudent Discipline Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Citystudentdisciplineunit@ts u.edu.phStudent Organization Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Citystudentorg@tsu.edu.phStudent Organization Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Citystudentorg@tsu.edu.phStudent Publication Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Cityspusas@tsu.edu.phSupply and Property Management Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8159Testing, Evaluation, and Measurement Services3rd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8135	Management Unit	TSU Main Campus, Romulo	
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Campus, Romulo Boulevard, San Vicente, Tarlac CityStudent Discipline Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac CityStudentdisciplineunit@ts u.edu.phStudent Organization Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac CityStudentorg@tsu.edu.phStudent Organization Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac CityStudentorg@tsu.edu.phStudent Publication Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac CitySpusas@tsu.edu.phSupply and Property Management UnitTSU Main, Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8159Testing, Evaluation, and Measurement Services3rd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8135	Services	Services (SAS) Bldg., TSU Main	
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Campus, Romulo Boulevard, San Vicente, Tarlac Citystudent Organization Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Citystudentorg@tsu.edu.phStudent Publication Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Cityspusas@tsu.edu.phStudent Publication Unit2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac Cityspusas@tsu.edu.phSupply and Property Management UnitTSU Main, Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8159Testing, Evaluation, and Measurement Services3rd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City(045) 606-8135		Services (SAS) Bldg., TSU Main	
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