ISABELA STATE UNIVERSITY

PEOPLE | NATURE | ENTREPRENEURSHIP | INNOVATION

CITIZEN'S CHARTER

2026 (1ST EDITION)

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ISABELA STATE UNIVERSITY

CITIZEN'S CHARTER

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I. University Profile:

The University charter was laid down by two Presidential Decrees, P.D. 1434 and P.D. 1437. On June 10, 1978, then President Ferdinand E. Marcos issued P.D. 1434 which established the Isabela State University by merging the Isabela State College of Agriculture (ISCA) at Echague, the Cagayan Valley Institute of Technology (CVIT) at Cabagan, and absorbing the college courses of the Isabela School of Arts and Trades (ISAT) in Ilagan, Roxas Memorial Agricultural and Industrial School (RMAIS) in Roxas, San Mateo Vocational and Industrial School (SMVIS) in San Mateo and Jones Rural School (JRS) in Jones, Isabela. The merger, likewise, identified Echague to serve as the main campus and administrative site.

In 1999, the CHED Memorandum Order No. 18, s. 1999 which provides the guidelines for the integration of CHED Supervised Institutions (CSIs) to SUCs was enacted. Pursuant to this Order, the first CHED-supervised Institution that was integrated to the University is the Cauayan Polytechnic College at Cauayan, Isabela. In 2002, two CSIs were again merged into the system, namely: Delfin Albano Memorial Institute of Agriculture and Technology (DAMIAT) in San Mariano; and the Angadanan Agro-Industrial College (AAIC) in Angadanan, Isabela. Responding on the request of the provincial government of Isabela, the University extended its academic programs in Palanan effective first semester of Academic Year 2005-2006. Not long after, and through the collaborative efforts of University officials and the local governments of the City of Santiago.

To date, the Isabela State University system maintains nine campuses and three satellite extension campuses (with the addition of the Aurora Extension Unit) that are strategically positioned in Isabela, the second largest province in the country, comprising of 34 municipalities and 3 cities: 1 independent and 2 component cities. These campuses are also straddling along the Region’s “Midrib-Peripheral Growth Centers and Socio-Economic Development Zone” where the major urban and commercial centers of the region ply their trades. This is aside from having an edge of strategic proximity to the site of the Regional Agro-Industrial Center in Cauayan City, and its accessibility to Santa Ana in Cagayan, a special economic zone and entry point of International trade in Cagayan Valley. Likewise, the campuses lie within the periphery of Tuguegarao and Santiago Cities, respectively.

Forty years since its inception, the University has undoubtedly metamorphosed into a highly credible Higher Education Institution (HEI).

Its enrollment is remarkably and consistently increasing, though its momentum was interrupted by the implementation of the K-to-12 Program. It is, likewise, continuously producing national topnotchers in licensure examinations. The Isabela State University

(ISU) is a SUC Level IV Higher Education Institution (HEI) situated in North-eastern Philippines, particularly in the Cagayan Valley-Region 02. It is a certified ISO 9001:2015-Quality Management System for the Provision of Instruction, Research and Development for Higher and Advanced Education, by TÜV SÜD Asia Pacific.

The University also banners compliance to the Freedom-of-Information. At the same time, ISU houses the Special Economic Zone (SEZ) Institute for Region 02. The University envisions as one of the leading research universities in the ASEAN Region by 2024. The University as well faithfully embarks in its mission to develop globally competitive human, technological resources and services through quality instruction, innovative research, responsive community engagement and viable resource management programs for inclusive growth and sustainable development.

II. Mandate:

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

III. Vision:

By 2030, ISU is a model Smart-Green University internationally recognized for positive societal transformation.

IV. Mission:

The Isabela State University is committed to developing lifelong and future-ready professionals empowered to become generators of knowledge and agents of positive change for the inclusive and sustainable transformation of communities and viable resource generation management through paramount Smart-Green higher education experience.

V. Service Pledge:

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

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

We believe that we are:

"University for People, Nature, Entrepreneurship, and Innovation!"

VI. Quality Policy

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

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

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

VII. Core Values

ONE ISU FOR QUALITY AND RELEVANCE

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

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RESOURCE GENERATION & MANAGEMENT OFFICE
(External Services)

1. Rental of Stalls: Food Court and Ambulant

Office or Division:	Resource Generation Management Office			
Classification:	Complex Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Interested Applicants			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Intent		RGM Office		
Stall Requirements: Mayor's Permit, DTI, Health Certificate, Sanitary Permits, Cedula, Solid Waste Management (Photocopy)				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Letter of Intent and stall requirements to RGMO	Receive the letter of Intent and stall requirements and check the available stalls Contact the prospective lessee if approved /disapproved	None	3 days	Dimple A. Miranda **Administrative Staff**
2. Attend orientation	Orient the prospective lessee for the terms & conditions for the stall rentals	None	2 hours	Dimple A. Miranda **Administrative Staff** Jonalyn L. Ramones **Campus RGMO Director**
3. Sign the Contract	Finalize and sign the contract	None	3 days	Dimple A. Miranda **Administrative Staff** Jonalyn L. Ramones **Campus RGMO Director**

				Engr. Alfonso R. Simon **Executive Officer**
	TOTAL	**None**	**5 days and 2 hours**	

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

Office or Division:	Resource Generation Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Interested Applicants			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Intent		Executive Office		
Official Receipt		RGMO Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Request Letter address to Executive Officer through Campus RGMO Director	Receive the approved request letter and verify the availability of the facilities	None	3 minutes	Regin S. Sambu **Administrative Staff of Executive Officer**
2. Pay for the Rental fee at RGMO Cashiers office	Receive the payment and issue Official Receipt	Amphitheater-P12,000 De Venecia-P8,000 Climate Change-P8,000 Biazon Hostel-P8,000 Open Gymnasium-P6,000	1 minute	N/A

3. Submit the copy of the Approved Request Letter & Official Receipt to Security Guard and General Services Office			10 minutes	**Security & GSO Personnel**
	TOTAL	**Amphitheater-P12,000 De Venecia-P8,000 Climate Change-P8,000 Biazon Hostel-P8,000 Open Gymnasium-P6,000**	**14 minutes**	

3. Issuance of ID to Incoming Freshmen Students

Office or Division:	Resource Generation Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Freshmen Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Enrollment Form		Registrar's Office		
Official Receipt		Cashier's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Assessment Form and Official Receipt	Verify if payment of ID was included in the assessment form	None	1 min	Ma. Eliza L. Santos **Administrative Staff**
2. Fill-up ID Application Form and picture taking	Verify the completeness of filled data and picture taking	None	1 min	Christopher C. Sequiran **Administrative Staff**
3. Signs for specimen signature	Print and releases the ID	None	2 mins	Christopher C. Sequiran **Administrative Staff**
	TOTAL	**None**	**4 minutes**	

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

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

Office or Division:	Resource Generation Management Office
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Incoming Freshman/Transferees/Continuing students/Old Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit of Loss	Notary Public
2. Official Receipt	Cashier's Office
3. Damaged ID (For replacement of damaged ID)	Student Copy

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OR and Affidavit of Loss for verification	Receive and check the OR and Affidavit of loss/damaged ID	Affidavit of Loss – P20.00	1 min	Ma. Eliza L. Santos **Administrative Staff**
2. Picture taking	Picture Taking	None	1 min	Christopher C. Sequiran **Administrative Staff**
3. Sign for specimen signature	Print and release the ID	None	2 mins	Christopher C. Sequiran **Administrative Staff**
	TOTAL	**P20.00**	**4 minutes**	

5. Rental of Cap and Gown

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

Office or Division:	Resource Generation Management Office			
Classification:	Simple transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Graduating Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Official Receipt		RGMO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Pay the rental fee and deposit at RGMO	Receive payment and issue Official Receipt	Rental Fee – P300.00 Deposit – P500.00	2 mins	Ma. Clarissa Ressurecion **Administrative Staff**
2. Present Official Receipt	Verify and record OR number of students	None	1 min	Dimple A. Miranda Christopher C. Sequiran Caren M. Jamilo Ma. Eliza L. Santos **Administrative Staff**
3. Fit the cap and gown	Assist the student in the fitting of the cap-and gown Release the cap and gown	None	5 mins	Dimple A. Miranda Christopher C. Sequiran Caren M. Jamilo Ma. Eliza L. Santos **Administrative Staff**

4. After the Graduation ceremony, return the cap and gown	Validates the OR, receive the cap and gown, and disburse the deposit paid by students	None	2 mins	Ma. Clarissa Ressurecion Dimple A. Miranda Christopher C. Sequiran Caren M. Jamilo Ma. Eliza L. Santos **Administrative Staff**
TOTAL		**P800.00**	**10 minutes**	

6. Printing of College Diploma (Second Copy and with Correction)

Office or Division:	Resource Generation Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Graduates			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved Request Letter Authorization Letter		Office of the Executive Officer Registrar Resource Generation Management Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present approved request letter	Evaluate the completeness of request letter and print the diploma	None	3 minutes	Dimple A. Miranda Christopher C. Sequiran Caren M. Jamilo Ma. Eliza L. Santos **Administrative Staff**
2. Pay Diploma printing	Issue official receipt and Release the Diploma	P 65.00	2 minutes	Ma. Clarissa Ressurecion **Administrative Staff**
3. Receive the diploma	Release the diploma	None	1 minute	Dimple A. Miranda Christopher C. Sequiran Caren M. Jamilo Ma. Eliza L. Santos **Administrative Staff**
	TOTAL	**P 65.00**	**6 minutes**	

7.Printing jobs (form/s, commencement and recognition program, diploma for graduation and other printing jobs)

Office or Division:	Resource Generation Management Office			
Classification:	Complex Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Graduates			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved Request letter Authorization Letter		Office of the Executive Office/Registrar Resource Generation Management Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the digital and printed sample output of the job request	Evaluate the completeness of printing job order	None	2 minutes	Dimple A. Miranda Christopher C. Sequiran Caren M. Jamilo Ma. Eliza L. Santos **Administrative Staff**
2. Fill up Logbook/record book of job order	Compute for the printing job cost	None	2 minutes	Dimple A. Miranda Christopher C. Sequiran Caren M. Jamilo Ma. Eliza L. Santos **Administrative Staff**
3. Wait for the call or message regarding the availability of the request printing jobs	Desktop Staff message or call the Client for the availability of his/her printing jobs	None	3 days	Ma. Clarissa Ressurecion Dimple A. Miranda Christopher C. Sequiran Caren M. Jamilo Ma. Eliza L. Santos **Administrative Staff**

4. Receive the printing job/s and billing statement from Desktop staff to be used in processing payment	Release the printing job/s and issue billing statement	None	3 minutes	Dimple A. Miranda Christopher C. Sequiran Caren M. Jamilo Ma. Eliza L. Santos **Administrative Staff**
5. Pay the job order at RGMO	Receive the payment and issue official receipt	None	3 minutes	Ma. Clarissa Ressurecion **Administrative Staff**
	TOTAL	**None**	**3 days & 10 minutes**	

RESOURCE GENERATION MANAGEMENT OFFICE
(Internal Services)

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

Office or Division:	Resource Generation Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Appointment Papers/Contract of Employment 2. Official Receipt		Human Resource Management Office RGMO Cashier's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**AGENCY ACTIONS**	**CLIENT STEPS**
1. Present Assessment Papers/ Contract of Employment and Official Receipt	Receives payment and take picture for the ID	P200.00	2 mins	Ma. Eliza L. Santos **Administrative Staff**
2. Signs for specimen signature	Print and release the ID	None	2 mins	Christopher C. Sequiran **Administrative Staff**
	TOTAL	**P200.00**	**4 minutes**	

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

Office or Division:	Resource Generation Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Notice to Report for work (Orginal/Photocopy)		Human Resource Management Officer		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the data information (name, plantilla position, birthdate, TIN, GSIS, PAG-IBIG, contact person, address of contact person, contact number of the contact person.	Review and verify the completeness of filed data	None	1 minute	Christopher C. Sequiran **Administrative Staff**
2. Picture Taking (with collar any color) Picture sent thru digital form must be taken at least 3 months after	Picture Taking	None	1 minute	Christopher C. Sequiran **Administrative Staff**
3. Sign for specimen signature in the e-signature pad	Assist for the e-signature of the employee	None	1 minute	Christopher C. Sequiran **Administrative Staff**
4. Pay ID fee	Issue Official receipt	P200.00	1 minute	Ma. Clarissa Ressurecion **Administrative Staff**
5. Receive transaction ID	Release transaction ID	None	1 minute	Dimple A. Miranda Christopher C. Sequiran Caren M. Jamilo Ma. Eliza L. Santos

				Administrative Staff
	TOTAL	**P200.00**	**5 minutes**	

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

Office or Division:	Resource Generation Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Change Status Certificate (Original)		Human Resource Management Officer		
CLIENT STEPS	**Resource Generation Management Office**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to ID processing In-charge for the updating and re-printing of transaction ID and agency ID	Verify the completeness of the data	None	1 minute	Christopher C. Sequiran **Administrative Staff**
2. Picture Taking (with collar any color) Picture sent thru digital form must be taken at least 3 months after	Picture Taking	None	1 minute	Christopher C. Sequiran **Administrative Staff**
3. Sign for specimen signature in the e-signature pad	Assist the employee for e-signature	None	1 minute	Christopher C. Sequiran **Administrative Staff**
4. Pay ID fee	Issue Official receipt	P200.00	1 minute	Ma. Clarissa Ressurecion **Administrative Staff**
5. Receive Transaction ID and/or agency ID	Release Transaction ID and/or agency ID	None	1 minute	Dimple A. Miranda Christopher C. Sequiran Caren M. Jamilo Ma. Eliza L. Santos **Administrative Staff**
	TOTAL	**P200.00**	**5 minutes**	

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

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

Office or Division:	Resource Generation Management			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Affidavit of Loss (original) 2. Official Receipt 3. Damaged ID (For replacement of damaged ID)		Notary Public Cashier's Office Employee		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**AGENCY ACTIONS**	**CLIENT STEPS**
1. Pay and submit Affidavit of Loss or Damaged ID	Check required documents, receive payment and issue Official Receipt	P200.00	2 mins	Ma. Clarissa Ressurecion **Administrative Staff**
2. Signs for specimen signature	Print and release the ID	None	2 mins	Christopher C. Sequiran **Administrative Staff**
	TOTAL	**P200.00**	**4 minutes**	

5.Land Rentals: Rice and Corn Scheme

Office or Division:	Resource Generation Management Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Intent		RGM Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter of intent to RGMO	Receive the letter of Intent and check the available land for rent/lease	None	1 minute	Dimple A. Miranda Christopher C. Sequiran Caren M. Jamilo Ma. Eliza L. Santos **Administrative Staff**
2. Attend orientation	Orient the prospective lessee for the terms & conditions for the land rentals	None	1 day	Dimple A. Miranda Christopher C. Sequiran Caren M. Jamilo Ma. Eliza L. Santos **Administrative Staff**
3. Contract Signing	Finalize the contract (signed and notarized)	None	7 days	Dimple A. Miranda **Administrative Staff**
4. Receive copy of the contract	Release copy of the contract and file the office copy.	None	1 minute	Dimple A. Miranda **Administrative Staff**
	TOTAL	**None**	**8 days and 2 minutes**	

6.Request for Purchase Request Form (Initial Fund)

Office or Division:	Resource Generation Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	ISU Employees: Project Leaders /Managers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Purchase Request Form		End User		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit/Present the Purchase Request (with attached PPMP and RFQ	Receive and verify the attached documents	None	1 minute	Dimple A. Miranda **Administrative Staff**
	2. Initial signature if there are available funds of the said PR	None	2 minutes	Procurement Office
3. Receive PR with initial	Release and Logs the PR with initial	None	1 minute	Dimple A. Miranda **Administrative Staff**
	TOTAL		**4 minutes**	

7. Preparation/Processing of Voucher for payment to Supplier

Office or Division:	Resource Generation Management Office			
Classification:	Simple transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	ISU Campuses and Offices			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved Purchase Request (PR) Project procurement Management Plan (PPMP) Canvassed the Request for Quotation (RFQ) form		Procurement office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit/Present disburseme4nt voucher with the following attachment: 1.1 Budget Utilization Request and Status (BURS) 1.2 Disbursement vouchers (DV) 1.3 Abstract of Bids and Quotation of Prices 1.4 Purchase Order (PO)	Receive, verify and check the completeness of the attached documents	None	1 hour	Dimple A. Miranda **Administrative Staff**

1.5 Inspection and Acceptance Report (IAR) and; 1.6 Requisition and Issue Slip (RIS)				
2. Receive DV with approval	Release, Logs and check for completeness for the approval signatures of the vouchers	None	1 minute	Dimple A. Miranda **Administrative Staff**
	TOTAL	**None**	**1 hour and 1 minute**	

8. Preparation, Processing, Obligation of Voucher for reimbursement of Employee

Office or Division:	Resource Generation Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G -Government to Government			
Who may avail:	ISU Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Official Receipt for reimbursement		End user		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit/Present the Receipt 1.1 Budget Utilization Request and Status (BURS) 1.2 Disbursement vouchers (DV) 1.3 Abstract of Bids and Quotation of Prices 1.4 Purchase Order (PO) 1.5 Inspection and Acceptance Report (IAR) and; 1.6 Requisition and Issue Slip (RIS)	Receive, verify and check the completeness of the attached documents	None	1 hour	Dimple A. Miranda **Administrative Staff**

	2. Obligate the vouchers.	None	3 minutes	Budget Office
3. Receive the voucher	Release, logs and check for completeness for the approval signatures of the vouchers	None	1 minute	Dimple A. Miranda **Administrative Staff**
	TOTAL	**None**	**1 hour and 4 minutes**	

9.Obligation of Vouchers for payment to Supplier

Office or Division:	Resource Generation Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	RGMO Staff/Project Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Complete Vouchers (BURS, DV, PR, PPMP, RFQ, BAC, PO, IAR, RIS)		Procurement Office Supply Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit/Present the vouchers	Receive, verify and check the completeness of the attached documents of the voucher	None	5 minutes	Dimple A. Miranda **Administrative Staff**
	2. Obligated the BURS Voucher	None	1 minute	Budget Office
	3. Release, Logs and check for completeness for the approval/signatures of the vouchers	None	1 minute	Procurement Office
	TOTAL	**None**	**7 minutes**	

CASHIER’S OFFICE
(External Services)

1. **Payment of Tuition Fee & Miscellaneous Fees**

This service where the students pay their tuition and miscellaneous fees

Office or Division:	Cashiering Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
ID Card/Assessment Form		Student		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Pay the accounts	Receive payment and issue Official Receipt	Depends upon the balance to be paid	2 mins	Josephine C. Deolazo **Cashier Staff**
	TOTAL	**Tuition – Balance (Depends upon the balance to be paid)**	**2 minutes**	

2. **Online Payment of Tuition Fee & miscellaneous fees**

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

Office or Division:	Cashiering Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Payment Confirmation Receipt		Student		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Access Landbank Link.BizPortal https://www.lbpeservices.com/egps/portal/index.jsp 2. Click **Pay Now** 3. Enter *Merchant Name*, Type **ISABELA STATE UNIVERSITY-ECHAGUE** 4. Click *continue* 5. Choose type of Fee – **TUITION FEE & MISC FEE** 6. Fill up the required fields the Submit 7. Enter **ONE-TIME PASSWORD**, enter **PIN NUMBER**, then click *Submit* 8. Print of screenshot *Payment Confirmation Receipt* for reference	Verify the payment of students thru E-Payment Merchant Portal and credit advice from the servicing bank. A. Issue Official Receipt for the verified online payment	Depends upon the balance to be paid	1 day 1 min	N/A

TOTAL	**Depends upon the balance to be paid**	**1 day and 1 minutes**	

3. Payment of Completion Fee, Declaration of Loss, Certificate of Good Moral and Other Certifications
service where the students pay their completion fee, declaration of loss, certificate of good moral and school certifications needed by students

Office or Division:	Cashiering Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
ID Card		Student		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Pay the Completion Fee, Declaration of Loss, and Certificate of Good Moral and Other Certification	Receive payment and issue Official Receipt	Completion Fee – P50.00 Certifications – P30.00 Declaration and Loss and Certificate of Good Moral – P30.00	1 min	Josephine C. Deolazo **Cashier Staff**

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

4. Disbursement of Scholarship Grants

Office or Division:	Cashiering Office
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ISU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Disbursement Voucher 2. Payroll with Complete Supporting Documents	Accounting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Receives approved Disbursement Vouchers and Payroll	None	1 min	Marializa M. Gaspar **Campus Cashier**
	1.1. Prepare check and enter Payroll in Financial Date Entry Syste (FINDES) and route for approval		1 day	Myra C. Buenaventura **Cashier Staff**
	1.2. Transmit approved check and FINDES to servicing bank (LBP)		1 day	Marializa M. Gaspar **Campus Cashier**
	TOTAL	**None**	**2 days and 1 minute**	

INFIRMARY (HEALTH SERVICES)
(EXTERNAL SERVICES)

1. Availing of Health Services (Medical)

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

Office or Division:	Infirmary / Health Services
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Currently enrolled students in ISU

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Valid ID	Student

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present valid ID and sign at the logbook	Retrieve medical record (old student) or create a medical record (new student) and takes necessary vital signs and charts the brief history of present illness Assess the patient and determine their level of need for medical assistance and safety of individuals in the University.	None	5 mins	Hedda Xyza G. Pascua, RN **Campus Nurse** Cherry Anne M. Coquia, RN **Nurse**

2. Proceed to the consultation room	1. Check-up patient or order laboratory procedures if needed: 1.1. Explains the diagnosis of the disease. 1.2. Prescribes medicine and treatment needed 1.3. Issues medical certificate and Parental Notification. *On call visits/referrals for Satellite Campuses**	None	10 mins	Hedda Xyza G. Pascua, RN **Campus Nurse** Cherry Anne M. Coquia, RN **Nurse**

3. Proceed to the Nurse	1. Does Nursing intervention ordered by the Physician 1.1. Dispense Oral Medication and gives instruction as to dosage and frequency of medicine 1.2. Health Education on cure and prevention of the acquired disease	None	5 mins	Hedda Xyza G. Pascua, RN **Campus Nurse** Cherry Anne M. Coquia, RN **Nurse**
TOTAL		**None**	**20 minutes**	

2. Availing of Health Services (Dental)

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

Office or Division:	Infirmary / Health Services			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Officially enrolled students in ISU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Valid ID		Student		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents valid ID and sign in the logbook	Retrieve dental record (old student) or create a dental record (new student) and takes necessary vital signs, assessment and charts the brief history of present illness.	None	5 mins	Wilmerine T. Benusa, DMD **Campus Dentist** Cherry Anne M. Coquia, RN **Nurse**
2. Proceed to the dental room	1.1 Consultation of patient, explains the diagnosis of the disease. 1.2 Inform and explain to patient the necessary procedure to be taken as needed. 1.3 Prescribes medicines and treatment needed	None	15 mins	Wilmerine T. Benusa, DMD **Campus Dentist**

	1.4 Issues dental certificate as needed. ***On call visits/referrals for Satellite Campuses**			
3.Proceed to the nurse/dental assistant	1. Does intervention post dental consultation, procedure ordered by Doctor 1.1. Dispense oral medication and gives instruction as to dosage and frequency of medicines 1.2. Dental health education, treatment and prevention of dental diseases.	None	5 mins	Wilmerine T. Benusa, DMD **Campus Dentist** Cherry Anne M. Coquia, RN **Nurse**
	TOTAL	**None**	**25 minutes**	

INFIRMARY (HEALTH SERVICES)
(INTERNAL SERVICES)

1.Availing of Health Services (Medical)

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

Office or Division:	Infirmary / Health Services			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All current employees of ISU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Valid ID		Employee		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present valid ID and sign at the logbook	Retrieve medical record (old employee) or create a medical record (new employee) and takes necessary vital signs and charts the brief history of present illness Assess the patient and determine their level of need for medical assistance and safety of	None	5 mins	Hedda Xyza G. Pascua, RN **Campus Nurse** Cherry Anne M. Coquia, RN **Nurse**

	individuals in the University.			
2. Proceed to the consultation room	1.Check-up patient or order laboratory procedures if needed: 1.1. Explains the diagnosis of the disease. 1.2. Prescribes medicine and treatment needed 1.3. Issues medical certificate. ***On call visits/referrals for Satellite Campuses**	None	10 mins	Hedda Xyza G. Pascua, RN **Campus Nurse** Cherry Anne M. Coquia, RN **Nurse**

3. Proceed to the Nurse	1. Does Nursing intervention ordered by the Physician 1.1. Dispense Oral Medication and gives instruction as to dosage and frequency of medicine 1.2. Health Education on cure and prevention of the acquired disease	None	5 mins	Hedda Xyza G. Pascua, RN **Campus Nurse** Cherry Anne M. Coquia, RN **Nurse**
	TOTAL	**None**	**20 minutes**	

2. Availing of Health Services (Dental)

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

Office or Division:	Infirmary / Health Services			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All current employees of ISU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Valid ID		Employee		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents valid ID and sign in the logbook	Retrieve dental record (old employees) or create a dental record (new employees) and takes necessary vital signs, assessment and charts the brief history of present illness	None	5 mins	Wilmerine T. Benusa, DMD **Campus Dentist** Cherry Anne M. Coquia, RN **Nurse**
2. Proceed to the dental room	1.1 Consultation of patient, explains the diagnosis of the disease. 1.2 Inform and explain to patient the necessary procedure to be taken as needed.	None	15 mins	Wilmerine T. Benusa, DMD **Campus Dentist**

	1.3 Prescribes medicines and treatment needed 1.4 Issues dental certificate as needed. ***On call visits/referrals for Satellite Campuses**			
3.Proceed to the nurse/dental assistant	1. Does intervention post dental consultation, procedure ordered by Doctor 1.1 Dispense oral medication and gives instruction as to dosage and frequency of medicines 1.2 Dental health education, treatment and prevention of dental diseases		5 mins	Wilmerine T. Benusa, DMD **Campus Dentist** Hedda Xyza G. Pascua, RN **Campus Nurse**
	TOTAL	**None**	**25 minutes**	

LIBRARY
(External Services)

1. **Borrowing/Loaning/Returning Books and Other Materials**

The process in borrowing books and other materials in the library

Office or Division:	Library
Classification:	Simple Transaction
Type of Transaction:	G2C -Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ID Card 2. Borrower's Card 3. Visitors Referral (for students in other schools)	Library Library Head of School

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Borrowing of books 1.1. Proceeds to the section/ area	Register user in the Daily Attendance Sheet	None	1 min	Margi D. Cacal, RL **Librarian** Katherine S. Gomez/ Jenny Rose C. Miranda/ Izel Ann B. Ruiz/ Zaldy R. Torres/ John Josh G. Salvador **Librarian Staff**
1.2. Present the books/materials to borrow	Check the accession number of book if it tallies with the book card	None	1 min	
1.3. Fill up the needed information in the Book Card, Borrower's Card and turn over the same to the librarian staff/student assistant	Receive the Book Card with the Borrower's Card for filing	None	1 min	
1.4. Get the borrowed book/ material for utilization	Register the borrowed book in the Statistical Report of Circulation	None	1 min	

2. Returning of Borrowed Books & Other Materials Present borrowed book	Check the book and file, retrieve the book card from the file and insert the book card in the book pocket	None	1 min	Margi D. Cacal, RL **Librarian** Katherine S. Gomez/ Jenny Rose C. Miranda/ Izel Ann B. Ruiz/ Zaldy R. Torres/ John Josh G. Salvador **Librarian Staff**
3. Home Use/Overnight Present borrowed book	Check the book, retrieve the Borrower's Card from the file and countersign it, insert the book card and return the signed Borrower's Card to the owner	None	1 min	Margi D. Cacal, RL **Librarian** Katherine S. Gomez/ Jenny Rose C. Miranda/ Izel Ann B. Ruiz/ Zaldy R. Torres/ John Josh G. Salvador **Librarian Staff**

4. Payment of Overdue 4.1 Present borrowed book	Compute overdue fines and advise the client to pay at the cashier's office	None	1 min	Josephine C. Deolazo
4.2 Pay overdue fine at the Cashier's Office	Receive computation and payment	For every hour of delay – P5.00 For every day of delay – P40.00	5 mins	
4.3 Go back to the Library and present the Official Receipt	Validate the OR, sign the borrowers card indicating the payment made and return it to the owner	None	2 mins	

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

2. Issuance of Borrower's Card

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

Office or Division:	Library			
Classification:	Simple Transaction			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. ID Card 2. Assessment Form for the current semester 3. Recent ID Picture (for the borrower's card)		Student Student's copy of assessment Student		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present assessment form and recent ID picture	Validate assessment form and give Borrower's Card/Internet Card to be filled up by the student.	None	1 min	Margi D. Cacal **Librarian** Katherine S. Gomez/ Jenny Rose C. Miranda/ Izel Ann B. Ruiz/ Zaldy R. Torres/ John Josh G. Salvador **Librarian Staff**
2. Fill-up Borrower's Card and paste the recent picture	Records in the outgoing logbook and release the card to the client	None	1 min	Margi D. Cacal **Librarian** Katherine S. Gomez/ Jenny Rose C. Miranda/ Izel Ann B. Ruiz/ Zaldy R. Torres/

				John Josh G. Salvador **Librarian Staff**
	TOTAL	**None**	**2 minutes**	

3. Referral Service

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

Office or Division:	Library			
Classification:	Simple Transaction			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Students and Librarians			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
ID Card		Student		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Prepare request for Referral Letter and submit at the Library	Get details about the client/s such as name/s, course & year, school to visit, et al. and advise client to pay referral fee at the Cashier's Office	None	2 mins	Margi D. Cacal **Librarian**
2. Pay referral fee	Receives payment and issue official receipt	P20.00	5 mins	Josephine C. Deolazo
3. Present Official Receipt to the Librarian	Prepare Referral Letter, Register name in the logbook and issue Referral Letter	None	1 min	Margi D. Cacal **Librarian**
	TOTAL	**P20.00**	**8 minutes**	

4. Signing of Clearance

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

Office or Division:	Library			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
ID Card		Student		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present clearance to the librarian	Verifies if student has no accountability, if no accountability, sign and release the clearance; if with accountability refer to CC item #2	None	1 min	Margi D. Cacal **Librarian** Katherine S. Gomez/ Jenny Rose C. Miranda/ Izel Ann B. Ruiz/ Zaldy R. Torres/ John Josh G. Salvador **Librarian Staff**
2. Register in the logbook	Check the logbook if all information needed are provided	None	1 min	Margi D. Cacal **Librarian** Katherine S. Gomez/ Jenny Rose C. Miranda/ Izel Ann B. Ruiz/ Zaldy R. Torres/ John Josh G. Salvador

				Librarian Staff
3. Receive the clearance signed by the Librarian	Give back the clearance after signing	None	1 min	Margi D. Cacal **Librarian** Katherine S. Gomez/ Jenny Rose C. Miranda/ Izel Ann B. Ruiz/ Zaldy R. Torres/ John Josh G. Salvador **Librarian Staff**
	TOTAL	**None**	**3 minutes**	

5. Internet Services

Process of availment of internet services at the Library

Office or Division:	Library			
Classification:	Simple Transaction			
Type of Transaction:	G2C -Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. ID Card 2. Assessment Form (current semester)		Student Accounting		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Identification Card	Check ID Card vis-à-vis the Assessment form to confirm identity of the student	None	1 min	Margi D. Cacal **Librarian** Katherine S. Gomez/ Jenny Rose C. Miranda/ Izel Ann B. Ruiz/ Zaldy R. Torres/ John Josh G. Salvador **Librarian Staff**
2. Register name in the Internet Logbook and avail internet services	Provide starting & ending time of internet usage	None	1 min	Margi D. Cacal **Librarian** Katherine S. Gomez/ Jenny Rose C. Miranda/ Izel Ann B. Ruiz/ Zaldy R. Torres/

				John Josh G. Salvador **Librarian Staff**
3. Proceed to the computer unit assigned by the internet in-charge	Assist the student in using the computer unit	None	2 mins	Margi D. Cacal **Librarian** Katherine S. Gomez/ Jenny Rose C. Miranda/ Izel Ann B. Ruiz/ Zaldy R. Torres/ John Josh G. Salvador **Librarian Staff**
	TOTAL	**None**	**4 minutes**	

6. Selection and Acquisition of Books and Other Materials

Office or Division:	Library			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Recommendation Slip/Formal Request		Library		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.During Book Fair 1.1 Request for price list/recommendation form; browse, select & recommend book and other materials; prepare selected book	Issue recommendation slip and collect the same for consolidation	None	2 mins	Margi D. Cacal **Librarian**
2. During regular days 2.1 Forward request for books and other materials	Receive request for books and other materials for consolidation	None	2 mins	Margi D. Cacal **Librarian**
	TOTAL	**None**	**4 minutes**	

OFFICE OF THE STUDENT AFFAIRS AND SERVICES
(External Services)

1. College Admission Test

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

Office or Division:	Office of Student Affairs and Services
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Students/Incoming Freshman

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For New Students: (scanned)	School last attended
1. Certificate of Good Moral Character	
2. Senior High School Report Card	
3. 2x2 ID picture with white background and name tag	
4. PSA/NSO Birth Certificate	
For Transferees: (scanned)	
1. Duly accomplished Application Form for Transferee	OSAS / Registrar
2. 2x2 ID picture with white background and name tag	
3. PSA/NSO Birth Certificate	
4. Certificate of Good Moral Character	
5. Transfer Credential / Honorable Dismissal	School last attended
6. Transcript of Record / Certification of Grades	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register online to apply for the college admission test.	1.Post CAT guidelines on Facebook Page	None	5 mins	Kathreen C. Joson, PhD Ymer L. Tiburcio, RGC Karla Mikaella M. Gomez, PhD **Guidance Counselors** Divine Alexis Lazatin **Guidance Staff**

	2.Validate application and schedule test.	None	5 mins / client	Kathreen C. Joson, PhD Ymer L. Tiburcio, RGC Karla Mikaella M. Gomez, PhD **Guidance Counselors** Divine Alexis Lazatin **Guidance Staff**
2. Take the College Admission Test as scheduled)	3.Administer the College Admission Test	None	2 hours	Kathreen C. Joson, PhD Ymer L. Tiburcio, RGC Karla Mikaella M. Gomez, PhD **Guidance Counselors** Divine Alexis Lazatin **Guidance Staff**
3.Receive the result	4.Check and encode Inputs test result at SACARIAS	None	5 mins/client	Kathreen C. Joson, PhD Ymer L. Tiburcio, RGC Karla Mikaella M. Gomez, PhD **Guidance Counselors** Divine Alexis Lazatin **Guidance Staff**
	TOTAL	**None**	**2 hours and 15 minutes**	

2. Psychological Testing for College Students - Individual Testing

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

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple Transaction			
Type of Transaction:	G2C -Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Assessment form and school ID for individual testing		Registrar and and RGMO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents school ID and assessment form	1.Checks ID and assessment form and schedule test administration	None	2 mins/client	Kathreen C. Joson, PhD Ymer L. Tiburcio, RGC Karla Mikaella M. Gomez, PhD **Guidance Counselors** Divine Alexis Lazatin **Guidance Staff**
2. Reports to the testing unit on scheduled time and date for examination	2.Conducts psychological test and schedules the release of test	None	Maximum of 2 hours	Kathreen C. Joson, PhD Ymer L. Tiburcio, RGC Karla Mikaella M. Gomez, PhD **Guidance Counselors**

	3.Check and interpret the test	None	30 minutes	Kathreen C. Joson, PhD Ymer L. Tiburcio, RGC Karla Mikaella M. Gomez, PhD **Guidance Counselors**
3. Receive the test result on its scheduled date of release & sign the logbook at testing unit	4.Issue test result	None	5 mins	Kathreen C. Joson, PhD Ymer L. Tiburcio, RGC Karla Mikaella M. Gomez, PhD **Guidance Counselors** Divine Alexis Lazatin **Guidance Staff**
	TOTAL	**None**	**2 hours & 37 mins**	

3. Psychological Testing for College Students - Group Testing

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

Office or Division:	Office of Student Affairs and Services
Classification:	Highly Technical Transaction
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request letter for group testing per college	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1. Prepare a communication letter addressed to the Executive Officer/Campus Administrator/Dean for the administration and schedule of psychological test	None	30 mins	Kathreen C. Joson, PhD **Guidance Director**
	2. Disseminates the communication letter to all concerned offices; schedule test administration	None	1 hour	Kathreen C. Joson, PhD **Guidance Director** Divine Alexis Lazatin **Guidance Staff**

1. Report to testing unit on scheduled time and date for examination	3.Venue and schedule of testing depends on the arrangement between the Dean/Program Chair and the Chief of the Testing Unit/Guidance Counselor:	None	1 hour/test Depends on the type of test administered	N/A
	4.Conducts Psychological Test	None	2 weeks	Kathreen C. Joson, PhD Ymer L. Tiburcio, RGC Karla Mikaella M. Gomez, PhD **Guidance Counselors**
	5.Check and interpret the test; Make summary report of the result	None	1 hour	Kathreen C. Joson, PhD Ymer L. Tiburcio, RGC Karla Mikaella M. Gomez, PhD **Guidance Counselors**
	6.Disseminates summary to all concerned colleges	None	1 hour	Kathreen C. Joson, PhD Ymer L. Tiburcio, RGC Karla Mikaella M. Gomez, PhD **Guidance Counselors**
	TOTAL	**None**	**2 weeks, 4 hours and 30 minutes**	

4. Guidance and Counseling Services

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

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple Transaction			
Type of Transaction:	G2C -Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Walk-in clients: School ID 2. Referred clients: School ID, Referral Form 3. Shifters/Changing of Course: Shifting Form, Certification of Grades		1. Student 2. Guidance unit/ College Guidance coordinator 3. Registrar		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Report to the Guidance Office	1.Accepts walk-in client Receives and processes referral	None	5 mins	Kathreen C. Joson, PhD Ymer L. Tiburcio, RGC Karla Mikaella M. Gomez, PhD **Guidance Counselors** Divine Alexis Lazatin **Guidance Staff**
2. None	2.Sends call slip to the referred student specifying date and time	None	30 mins	Kathreen C. Joson, PhD Ymer L. Tiburcio, RGC Karla Mikaella M. Gomez, PhD **Guidance Counselors**

3. Attend counseling session	3.Conducts counseling session	None	45 mins	Kathreen C. Joson, PhD Ymer L. Tiburcio, RGC Karla Mikaella M. Gomez, PhD **Guidance Counselors**
4. None	4.Make a counseling report	None	1 hour	Kathreen C. Joson, PhD Ymer L. Tiburcio, RGC Karla Mikaella M. Gomez, PhD **Guidance Counselors**
	TOTAL	**None**	**2 hours and 20 minutes**	

5. Issuance of Certification of Good Moral Character

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

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple Transaction			
Type of Transaction:	G2C -Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Official Receipt		1. Cashier		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Pay certification fee	Collects payment and issue Official Receipt	P 30.00	2 mins	Cashier
2.Present the official receipt	Check Official receipt	None	1 min	Mutya A. Eugenio **OSAS Staff**
	Print and sign requested document	None	5 mins	Remedios R. Lamorena, MAT **OSAS Director** Mutya A. Eugenio **OSAS Staff**
3. Receive the GMRC	Release the document and advise the student to proceed at the Registrar's office for the document dry seal	None	1 min	Mutya A. Eugenio **OSAS Staff**
	TOTAL	**None**	**9 minutes**	

6. Student Housing Unit

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

Office or Division:	Office of Student Affairs and Services
Classification:	Simple Transaction
Type of Transaction:	G2C -Government to Citizens
Who may avail:	ISU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Assessment form 2. Valid school ID	1. OSAS 2. Student

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires for the list of accredited boarding house/ dormitories	Presents the list of accredited Boarding Houses and Dormitories	None	5 mins	Chief of Student Housing/ OSAS
	Advises/orients the students to proceed to their selected boarding house	None	5 mins	Chief of Student Housing/ OSAS
2. Register in at the log-book		None	1 min	Chief of Student Housing/ OSAS
	TOTAL	**None**	**11 minutes**	

7. Signing of Activity Permit

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

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple Transaction			
Type of Transaction:	G2C -Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Activity Permit		OSAS		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the accomplished activity permit signed by the Student Organization president, College Dean/Program Chair, and Student Organization Adviser	Check the student permit if properly signed by the authorities	None	8 mins	Mutya A. Eugenio **OSAS Staff**
2. None	Signing of Semestral/Annual Clearance	None	2 mins	Remedios R. Lamorena, MAT **OSAS Director**
	TOTAL	**None**	**10 minutes**	

8. Signing of Student Clearance

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

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple Transaction			
Type of Transaction:	G2C -Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Clearance Form		Registrar		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the Student Clearance duly signed by the Department/ Program Chairman and the Dean	1.Validate the signature if properly signed by authorities	None	2 mins	Mutya A. Eugenio **OSAS Staff**
	2.Signing of Semestral/Annual Clearance	None	1 min	Remedios R. Lamorena, MAT **OSAS Director**
	TOTAL	**None**	**3 minutes**	

9. Vocational and Placement Services

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

Office or Division:	Office of Student Affairs and Services
Classification:	Simple Transaction
Type of Transaction:	G2C -Government to Citizens
Who may avail:	ISU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transcript of Records 2. Good Moral Character 3. 2 x 2 Picture 4. Resume	1. Student 2. Student 3. Student 4. Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to VOC/ Placement unit for possible job vacancies	Assists the client regarding their queries	None	1 min	Vocational Placement Coordinator/ Guidance Counselor Coordinator
2. Check available list of job opportunities and posted job vacancies	Provide list of job opportunities and evaluate requirements needed	None	10 mins	Vocational Placement Coordinator/ Guidance Counselor Coordinator
3. Checks accomplished forms & requirements	Provide necessary instructions to the client	None	4 mins	Vocational Placement Coordinator/ Guidance Counselor Coordinator
	TOTAL	**None**	**15 minutes**	

10. Scholarship Services

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

Office or Division:	Office of Student Affairs and Services
Classification:	Simple Transaction
Type of Transaction:	G2C -Government to Citizens
Who may avail:	ISU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original copy of Certification from the School Principal (freshmen who graduated with highest honor with an average grade of 98-100% from public or private school). 2. Scholarship Contract Form to be issued by the ISU Scholarship Coordinator 3. Photocopy of School ID 4. Photocopy of Landbank ATM Card and other prescribed requirements deemed necessary by the sponsoring agency.	a. Last school attended b. OSAS Office – Scholarship Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire scholarship offered	1.Post available Scholarship Programs and its guidelines at the OSAS bulletin board and OSAS FB page.	None	2 minutes	Mc Joward T. Gatan **Scholarship Staff**

2. Submit the requirements for evaluation and wait for the result of evaluation.	2.Receive, evaluate, and classify the requirements	None	2 minutes/client	Mc Joward T. Gatan **Scholarship Staff**
	3. Enter qualified scholars in the automation system	None	1 minute/client	Mc Joward T. Gatan **Scholarship Staff**
	4.Post the list of qualified scholars through OSAS bulletin board and OSAS FB Page	None	1 minute	Mc Joward T. Gatan **Scholarship Staff**
	TOTAL	**None**	**6 minutes**	

11. Accreditation of Student Organization

This process is intended to all students who are willing to organize new organization or renew their organization in the University and as a requirement in conducting various activity.

Office or Division:	Office of Student Affairs and Services			
Classification:	Simple Transaction			
Type of Transaction:	G2C -Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
New Organization 1)Letter of Application; 2) Endorsement Letter of the Dean/Program Chair (If necessary); 3) Constitution and By – Laws, List of Elected Officers for the current year; 4) Program of Activities; 5) Projects and Action Plan; 6) Acceptance of the Adviser; 7) Complete list of members		College, Student Organization Office & OSAS		
Renewal 1. Letter of Application; 2) Endorsement Letter of the Dean/Program Chair (If necessary); 3) Constitution and By – Laws, List of Elected Officers for the current year; 4) Program of Activities; 5) Projects and Action Plan; 6) Acceptance of the Adviser; 7) Complete list of members; 8) Accomplishment Report; 9) Financial Report		College, Student Organization Office & OSAS		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present/submit the accomplished requirements. Sign in at the log book.	Receive the submitted documents. Checks submitted requirements. Inform the applicant if there is lacking documents.	None	10 mins	Mutya A. Eugenio **OSAS Staff**

	2.Recommends/Endorse for the recognition of organization with complete documents	None	5 mins	Remedios R. Lamorena, MAT **OSAS Director**
	3.Approve and issue certificate of recognition/accreditation	None	5 mins	Remedios R. Lamorena, MAT **OSAS Director**
TOTAL		**None**	**20 minutes**	

RECORD’S OFFICE
(External Services)

1. Authentication of Documents

Photocopied official documents to be authenticated by the records officer.

Office or Division:	Documents and Records Control Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C -Government to Citizens			
Who may avail:	Retired Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Original document/s – for reference 2. Photocopied document/s to be authenticated		Requestor/client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register in the logbook		None		Maria Vercida G. Gonzalvo **Administrative Staff**
2. Present original copy of documents	1. Verify authenticity of the document/s	None	2 mins per page	Maria Vercida G. Gonzalvo **Administrative Staff**
3. Present the documents that needs to be authenticated	2. Stamp the documents	None	1 min	Maria Vercida G. Gonzalvo **Administrative Staff**
	3. Sign the document/s	None	1 min	Sheree Joy S. Narag, MBA **Records Officer**
4. Receive the authenticated document/s	4. Release authenticated document/s	None	1 min	Maria Vercida G. Gonzalvo **Administrative Staff**
	TOTAL	**None**	**5 minutes**	

2. Issuance of Various Documents

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

Office or Division:	Documents and Records Control Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C -Government to Citizens			
Who may avail:	Retired Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Duly accomplished request form		Documents and Records Control Office		
In case of the absence of the owner, a notarized authorization letter should be presented.		From the requestor/client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-out Request Form	1. Approves and signs the filled-out request form	None	1 min	Sheree Joy S. Narag, MBA **Records Officer**
	2. Locates and verifies the requested document/s	None	1 min (active file) 1 day (inactive file)	Maria Vercida G. Gonzalvo **Administrative Staff**
	3. Photocopy the document/s	None	1 min	Maria Vercida G. Gonzalvo **Administrative Staff**
2. Receive the requested document/s	Release the document/s	None	1 min	Maria Vercida G. Gonzalvo **Administrative Staff**
	TOTAL	**None**	**4 mins – active file; 1 day, 3 mins – inactive file**	

3. Issuance of Data/Information

The process of releasing data/information requested by retired faculty and staff of ISU

Office or Division:	Documents and Records Control Office			
Classification:	Complex Transaction			
Type of Transaction:	G2C -Government to Citizens			
Who may avail:	Retired faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Duly accomplished request form		Documents and Records Control Office		
2. In case of the absence of the owner, a notarized authorization letter should be presented.		From the requestor/client.		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-out request form for Freedom of Information (FOI Request Form)	**1.** Submit to the approving authority	None	3 days	Sheree Joy S. Narag, MBA **Records Officer**
2. Follow-up the requested data/information	**2.** If approved, locate the file. If not approve, return the request.	None	2 minutes (active file) 1 day (in-active file)	Maria Vercida G. Gonzalvo **Administrative Staff**
	3. Photocopy the file.	None	1 minute	Maria Vercida G. Gonzalvo **Administrative Staff**

3. Receive the requested document/s	**4.** Release the documents	None	1 minute	Maria Vercida G. Gonzalvo **Administrative Staff**
TOTAL		**None**	**3 days & 4 minutes (active file)** **4 days and 2 minutes (in-active file)**	

4. Issuance of Certificate of Appearance

The process of releasing Certificate of Appearance to officials and employees from other agencies.

Office or Division:	Documents and Records Control Office
Classification:	Simple Transaction
Type of Transaction:	G2C -Government to Citizen
Who may avail:	Officials and clients from other agencies.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Travel order	The agency where the client came from

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Travel Order	1. Verify the Travel Order	None	30 seconds	Maria Vercida G. Gonzalvo **Administrative Staff**
2. Register at the Visitor's Logbook	2. Fill-out the date of appearance	None	30 seconds	Maria Vercida G. Gonzalvo **Administrative Staff**
	3. Sign the Certificate of Appearance	None	30 seconds	Sheree Joy S. Narag, MBA **Records Officer**
3. Receive the Certificate of Appearance	4. Release the Certificate of Appearance	None	30 seconds	Maria Vercida G. Gonzalvo **Administrative Staff**
	TOTAL	**None**	**2 minutes**	

5. Receiving and forwarding of incoming documents

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

Office or Division:	Documents and Records Control Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Officials and/or employees from other agencies or private individual.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Documents/Communications		The Requestor's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Provide the document/s	1. Accept/receive the document/s	None	1 minute	Maria Vercida G. Gonzalvo **Administrative Staff**
	2. Stamp the document/s	None	1 minute	Maria Vercida G. Gonzalvo **Administrative Staff**
	3. Record the document/s in the logbook	None	1 minute	Maria Vercida G. Gonzalvo **Administrative Staff**
	4. Forward the document/s to the concerned offices or employees	None	5 minutes	Maria Vercida G. Gonzalvo **Administrative Staff**
	TOTAL	**None**	**8 minutes**	

6. Receiving and forwarding of incoming (*Emailed communications)*

The process of disseminating documents (communications, endorsement, etc.) that were sent via email and/or FB messenger and other media, to the concerned office/s or employee/s.

Office or Division:	Documents and Records Control Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Officials and/or employees from other agencies or private individual.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Emailed Documents/Communications		The Requestor's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Send the document/s	1. Acknowledge the email.	None	5 minutes	Sheree Joy S. Narag, MBA **Records Officer**
	2. Print and stamp the document/s	None	1 minute	Maria Vercida G. Gonzalvo **Administrative Staff**
	3. Record the document/s in the logbook	None	1 minute	Maria Vercida G. Gonzalvo **Administrative Staff**
	4. Forward the document/s to the concerned offices or employees	None	5 minutes	Maria Vercida G. Gonzalvo **Administrative Staff**
	TOTAL	**None**	**12 minutes**	

RECORD’S OFFICE
(Internal Services)

1. Authentication of Documents

Photocopied official documents are to be authenticated by the records officer.

Office or Division:	Documents and Records Control Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	ISU Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Original document/s		The requestor/client		
2. Photocopies documents				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Register in the logbook		None		Maria Vercida G. Gonzalvo **Administrative Staff**
2. Present original copy of documents	1. Verify authenticity of the document/s	None	2 minutes/ page	Maria Vercida G. Gonzalvo **Administrative Staff**
3. Present the document/s that needs to be authenticated	2. Stamp document/s	None	1 minute	Maria Vercida G. Gonzalvo **Administrative Staff**
	3. Sign the document/s	None	1 minute	Sheree Joy S. Narag, MBA **Records Officer**
4. Receive the authenticated document/s	4. Release authenticated document/s	None	1 minute	Maria Vercida G. Gonzalvo **Administrative Staff**
	TOTAL	**None**	**5 minutes**	

2. Issuance of Various Documents

The process of releasing documents requested by employees of ISU.

Office or Division:	Documents and Records Control Office
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	Faculty and Staff of ISU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished request form	Documents and Records Control Office
2. In case of the absence of the owner, a notarized authorization letter should be presented.	From the requestor/client.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form	1. Approve and sign the filled-out request form	None	1 minute	Sheree Joy S. Narag, MBA **Records Officer**
	2. Locate and verify the requested document/s	None	1 minute (active file) 1 day (in-active file)	Maria Vercida G. Gonzalvo **Administrative Staff**
	3. Photocopy the document/s	None	1 minute	Maria Vercida G. Gonzalvo **Administrative Staff**
2. Receive the requested document/s	4. Release the document/s	None	1 minute	Maria Vercida G. Gonzalvo **Administrative Staff**
	TOTAL	**None**	**4 minutes – active file** **1 day, 3minutes – in-active file**	

3. Issuance of Data/Information

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

Office or Division:	Documents and Records Control Office
Classification:	Complex Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	ISU Faculty and Staff

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished request form	Documents and Records Control Office
2. In case of the absence of the owner, a notarized authorization letter should be presented.	From the requestor/client.

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-out request form for Freedom of Information (FOI Request Form)	1. Submit to the approving authority	None	3 days	Sheree Joy S. Narag, MBA **Records Officer**
2. Follow-up the requested data/information	2. If approved, locate the file. If not approve, return the request.	None	2 minutes (active file) 1 day (in-active file)	Maria Vercida G. Gonzalvo **Administrative Staff**
	3. Photocopy the file.	None	1 minute	Maria Vercida G. Gonzalvo **Administrative Staff**

3. Receive the requested document/s	4. Release the documents	None	1 minute	Maria Vercida G. Gonzalvo **Administrative Staff**
TOTAL		**None**	**3 days & 4 minutes (active file)** **4 days and 2 minutes (in-active file)**	

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

Office or Division:	Documents and Records Control Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	ISU Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Document to be coded 2. Document request form		1. The requestor/client 2. Documents and Records Control Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present document/s	1. Verify the documents if not yet listed in the Document Masterlist	None	1 min	Sheree Joy S. Narag, MBA **Records Officer**
2. Fill-out the Document Request Form (DRF)	2. Sign the DRF then codes the document/s and records it in the Document Masterlist.	None	2 mins	Sheree Joy S. Narag, MBA **Records Officer**
	3. Forward to the reviewing and approving authority (QMR)	None	1 day	Maria Vercida G. Gonzalvo **Administrative Staff**

	4. Photocopy the approved documents (for the Offices with existing Document Masterlist) Encode the Document Codes for the issuance of Document Masterlist (for the Offices without existing Document Masterlist)	None	1 minute	Maria Vercida G. Gonzalvo **Administrative Staff** Sheree Joy S. Narag, MBA **Records Officer**
3. Receive the coded/revised documents	5. Releases the document/s	None	1 min	Maria Vercida G. Gonzalvo **Administrative Staff**
TOTAL		**None**	**1 day and 5 minutes**	

5. Updating/revising of documented information

Office or Division:	Documents and Records Control Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	ISU Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Document to be updated/revised 2. Document Feedback Form 3. The old/obsolete document/s		1. The requestor/client 2. Documents and Records Control Office 3. The requestor/client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present document/s	1. Identify the document code, document changes and revision number	None	1 min	Sheree Joy S. Narag, MBA **Records Officer**
2. Fill-out the Document Feedback Form (DFF)	2. Sign the DFF then revise the document code and records it in the Document Masterlist	None	2 mins	Sheree Joy S. Narag, MBA **Records Officer**
	3. Forward to the reviewing and approving authority (QMR)	None	1 day	Maria Vercida G. Gonzalvo **Administrative Staff**
	4. Photocopy the approved documents	None	1 min	Maria Vercida G. Gonzalvo **Administrative Staff**
3. Receive the coded/ revised documents	5. Release the document/s	None	1 min	Maria Vercida G. Gonzalvo **Administrative Staff**
	TOTAL	**None**	**1 day and 5 minutes**	

6. Removing of documented information

Office or Division:	Documents and Records Control Office
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	ISU Faculty and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Document to be removed	1. The requestor/client
2. Document Removal Request Form	2. Documents and Records Control Office
3. The document/s no longer needed	3. The requestor/client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present document/s	1. Identify the document code, document changes and revision number	None	1 min	Sheree Joy S. Narag, MBA **Records Officer**
2. Fill-out the Document Removal Request Form (DRRF)	2. Sign the DRRF then codes the document/s and records it in the Document Masterlist.	None	2 mins	Sheree Joy S. Narag, MBA **Records Officer**
	3. Forward to the reviewing and approving authority (QMR)	None	1 day	Maria Vercida G. Gonzalvo **Administrative Staff**
	4. Photocopy the approved documents	None	1 min	Maria Vercida G. Gonzalvo **Administrative Staff**
3. Receive the coded/revised documents	5. Releases the document/s	None	1 min	Maria Vercida G. Gonzalvo **Administrative Staff**
	TOTAL	**None**	**1 day and 5 minutes**	

7. Dissemination of documents (communications, memorandum)

Office or Division:	Documents and Records Control Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Document/s		The requestor/client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Provide the document/s	1. Accept/receive/ stamp the document/s	None	5 minutes	Maria Vercida G. Gonzalvo **Administrative Staff**
	2. Prepare the distribution list if there are two (2) or more recipients	None	3 mins	Sheree Joy S. Narag, MBA **Records Officer**
	3. For e-copy/ies, scan/ picture and send via Document Management and Records Archiving System (DMRAS), group chat, email and other media	None	5 mins	Maria Vercida G. Gonzalvo **Administrative Staff**
	TOTAL	**None**	**13 minutes**	

8.Receiving and forwarding of incoming documents

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

Office or Division:	Documents and Records Control Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	ISU Faculty and Staff			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Document/s		The requestor/client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Provide the document/s	1. Accept/receive the document/s	None	1 min	Maria Vercida G. Gonzalvo **Administrative Staff**
	2. Stamp the document/s	None	1 min	Maria Vercida G. Gonzalvo **Administrative Staff**
	3. Record the document/s in the logbook	None	1 min	Maria Vercida G. Gonzalvo **Administrative Staff**
	4. Forward the document/s to the concerned offices or employees	None	5 mins	Maria Vercida G. Gonzalvo **Administrative Staff**
	TOTAL	**None**	**8 minutes**	

9. Issuance of Certificate of Appearance

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

Office or Division:	Documents and Records Control Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty and Staff of ISU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Document/s		The requestor/client		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Travel Order	1. Verify the Travel Order	None	30 seconds	Maria Vercida G. Gonzalvo **Administrative Staff**
2. Register at the Visitor's Logbook	2. Fill-out the date of appearance	None	30 seconds	Maria Vercida G. Gonzalvo **Administrative Staff**
	3. Sign the Certificate	None	30 seconds	Sheree Joy S. Narag, MBA **Records Officer**
3. Receive the Certificate of Appearance	Releases the Certificate of Appearance	None	30 seconds	Maria Vercida G. Gonzalvo **Administrative Staff**
	TOTAL	**None**	**2 minutes**	

REGISTRAR'S OFFICE
(External Services)

1. REGISTRATION OF NEW FRESHMEN STUDENTS

Process of registration of new students.

Office or Division:	Office of the Registrar			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming Freshman			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Duly accomplished admission form (fill-up online) • Original copy of Form 138 (Card) • Original copy of Certificate of Good Moral Character • Photo Copy of Diploma • Photo copy of PSA		Student Portal (SACARIAS program) School Graduated in Senior High School School Graduated in Senior High School School Graduated in Senior High School PSA		
• Official Receipt (as needed)		Cashier's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
REGISTRATION THRU ONLINE **A. New Freshman** 1. Submit admission Requirements to the Office of the Registrar.	1.Accepts, checks the authenticity and completeness of registration requirements and open the student account in the portal.	None	2 minutes per student	Abraham S. Bala Chandice M. Corpuz John Michael M. Mangabat Krystal Kaye C. Aczon **(Office of the Registrar)**
2. Log-in to student portal for self-enlistment and assessment				Student
	TOTAL	**None**	**2 minutes**	

2. REGISTRATION OF CONTINUING REGULAR STUDENTS

Process of registration of regular students.

Office or Division:	Office of the Registrar
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Continuing Regular students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Grades of Previous Enrolled subjects	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REGISTRATION THRU ONLINE **A. Continuing Regular students** **1.** Log-in to student portal for self-enlistment and assessment	1.Open the enrolment system	None	1 minute per student	**Zyrene C. Sawit** for MAIE **Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE **John Michael M. Mangabat** for BSCE, BSEE, and BSA **Chandice M. Corpuz** for BSIT and BS INDUSTECH

	TOTAL	**None**	**1 minute**	

3. REGISTRATION OF IRREGULAR STUDENTS

Process of registration of irregular students.

Office or Division:	Office of the Registrar			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Irregular students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Pre-Registration Official Receipt (as needed)		College Cashier's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present pre-registration form signed by the registration adviser to the Office of the Registrar 2. Receive assessment form	1.Encodes subjects and print assessment form 2.Issues assessment form	None	5 minutes per student 1 minute	**Zyrene C. Sawit** for MAIE **Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE **John Michael M. Mangabat** for BSCE, BSEE, and BSA **Chandice M. Corpuz**

				for BSIT and BS INDUSTECH
3. Payment of Assessed Fee (For those Students who are not qualified for free tuition) 4. Receive official receipt of payment	• Receives payment of fees and Issue Official Receipt • Issues official receipt	As per assessed fee	2 minutes per student 1 minute	Josephine C. Deolazo **Sub-Collection Officer**
	TOTAL	As per assessed fee	**9 minutes**	

4. REGISTRATION OF INCOMING TRANSFEREE STUDENTS

Process of registration of incoming transferee students.

Office or Division:	Office of the Registrar
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Transferee students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Duly accomplished admission form • Duly accomplished validation form • Duly accomplished pre- registration form • Certification of Grades • Certificate of Good Moral Character • Certificate of Honorable Dismissal	OSAS Registrar's Office /College College Previous School attended Previous School attended Previous School attended
• Official Receipt (as needed)	Cashier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the admission requirements to the Office of the Registrar	• Accepts, checks the authenticity and completeness of registration requirements and open the student accounts in the portal. • Encodes external data in the system and credit validated subjects, and encode subjects to	None	2 minutes per student 15 minutes	**Zyrene C. Sawit** for MAIE **Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE

2. Receive assessment form	be enrolled and assess fees • Issues assessment form		1 minute	**John Michael M. Mangabat** for BSCE, BSEE, and BSA **Chandice M. Corpuz** for BSIT and BS INDUSTECH
TOTAL		**None**	**18 minutes**	

5. ADDING/DROPPING OF SUBJECTS

Process of adding and dropping of subjects.

Office or Division:	Office of the Registrar			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Duly accomplished adding/dropping form		Office of the Registrar		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure and fill up adding/ dropping form at the Office of the Registrar	• Issues adding/dropping form to the students	none	2 minutes	**Zyrene C. Sawit** for MAIE **Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE **John Michael M. Mangabat** for BSCE, BSEE, and BSA **Chandice M. Corpuz** for BSIT

				and BS INDUSTECH
2. Pay the adding fee at the Cashier's Office	• Receives payment of adding fee and issue receipt	P20.00 per subject	2 minutes	**Josephine C. Deolazo** Collecting Officer in Charge
3. Submit duly accomplished form to the Office of the Registrar	• Receives, checks, and encode added or dropped subjects in the system.	none	2 minutes	**Zyrene C. Sawit** for MAIE **Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE **John Michael M. Mangabat** for BSCE, BSEE, and BSA **Chandice M. Corpuz** for BSIT and BS INDUSTECH
	TOTAL	**P20.00 per subject**	**6 minutes**	

6. COMPLETION, VALIDATION AND SUBSTITUTION OF SUBJECT

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

Office or Division:	Office of the Registrar
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ISU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished completion, validation, and substitution of subject	Office of the Registrar
Official Receipt	Office of the Cashier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a) Completion Form (for incomplete grades) from the Office of the Registrar b) Validation / Substitution (for incoming transferees) from the Office of the Registrar	• Verifies record of students and issue Completion Form if within the reglementary period. • Issues validation Form / Substitution Form	none	1 minute	**Zyrene C. Sawit** for MAIE **Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE **John Michael M. Mangabat** for BSCE, BSEE, and BSA

				Chandice M. Corpuz for BSIT and BS INDUSTECH
2. Pay completion, validation/ substitution fee at the Cashier's Office	• Receives payment of fee and issues Official Receipt	Completion Fee - P50.00/subject Validation Fee – P20.00/subject	2 minutes	Josephine C. Deolazo **Sub-Collection Officer**
3. Present duly accomplished completion, validation/ substitution form and Official Receipt to the Office of the Registrar	• Encodes grade of completed subjects of student and validated /substituted subjects of students	None	2minutes	**Zyrene C. Sawit** for MAIE **Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE **John Michael M. Mangabat** for BSCE, BSEE, and BSA **Chandice M. Corpuz** for BSIT and BS INDUSTECH
	TOTAL	**P70.00**	**5 minutes**	

7. APPLICATION FOR GRADUATION AND EVALUATION OF RECORDS OF STUDENTS

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

Office or Division:	Office of the Registrar			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ISU Graduating Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Application for Graduation		Office of the Registrar		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished application form for graduation to the Office of the Registrar	• Receives application form for graduation, checks, reviews, and evaluates the records of the students	None	5 minutes	**Zyrene C. Sawit** for MAIE **Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE **John Michael M. Mangabat** for BSCE, BSEE, and BSA **Chandice M. Corpuz**

				for BSIT and BS INDUSTECH
2. Receive copy of the evaluation	• Releases copy of evaluation of grades of students		1 minute	**Student**
TOTAL		**None**	**6 minutes**	

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

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

Office or Division:	Office of the Registrar
Classification:	Complex Transaction
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ISU Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly Accomplished University Clearance	Office of the Registrar
Official Receipt	Office of the Cashier

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished clearance form and official receipt to the Office of the Registrar	Receives clearance form and official receipt	None	1 minute	**Zyrene C. Sawit** for MAIE **Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE **John Michael M. Mangabat** for BSCE, BSEE, and BSA

				Chandice M. Corpuz for BSIT and BS INDUSTECH
2. Pay required fee for the requested academic document at the Cashier's Office	Receives payment and issues official receipt	TOR Fee – P50.00 (as applicable)	2 minutes	Josephine C. Deolazo **Sub-Collection Officer**
	Process Requested Documents	None	7 working days	**Zyrene C. Sawit** for MAIE **Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE **John Michael M. Mangabat** for BSCE, BSEE, and BSA **Chandice M. Corpuz** for BSIT and BS INDUSTECH

3. Receive requested documents	Issues requested documents on time. (A special power of attorney is required if the owner of the document has authorized someone to receive on his/her behalf).			**Zyrene C. Sawit** for MAIE **Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE **John Michael M. Mangabat** for BSCE, BSEE, and BSA **Chandice M. Corpuz** for BSIT and BS INDUSTECH
	TOTAL	**OTR fee – P50.00**	**7 days and 3 minutes**	

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

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

Office or Division:	Office of the Registrar
Classification:	Complex Transaction
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ISU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Request letter	Office of the Executive Officer/Campus Administrator
Official Receipt	Office of the Cashier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present approved request letter to the Office of the Registrar	• Receives approved request letter	None	1 minute	**Zyrene C. Sawit** for MAIE **Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE **John Michael M. Mangabat** for BSCE, BSEE, and BSA

				Chandice M. Corpuz for BSIT and BS INDUSTECH
2. Pay required fee for the requested academic document at the Cashier's Office	• Receives payment and issues official receipt	TOR – P50.00 Diploma fee- P100.00	2 minutes	Josephine C. Deolazo **Sub-Collection Officer**
3. Receive requested documents	Process Requested Documents A. First copy of Official Transcript of Records (TOR) and Diploma B. Second Copy of Official TOR • Issues requested documents on time. (A special power of attorney is required if the owner of the document has authorized someone to receive on his/her behalf).	None	5 working days 3 working days (provided signatories are available)	Registrar/ Acting Registrar Staff (Office of the Registrar)
	TOTAL	**OTR fee – P50.00 Diploma fee- P100.00**	**First copy- 5 days and 3 minutes** **Second copy- 3 days & 3minutes**	

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

Process of issuance of transfer credentials for outgoing transferee students.

Office or Division:	Office of the Registrar			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Duly Accomplished University Clearance		Office of the Registrar		
Official Receipt		Office of the Cashier		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure university clearance form at the Office of the Registrar	Issues university clearance form	None	1 minute	**Zyrene C. Sawit** for MAIE **Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE **John Michael M. Mangabat** for BSCE, BSEE, and BSA

				Chandice M. Corpuz for BSIT and BS INDUSTECH
2. Pay required fee for the requested academic documents at the Cashier's Office	Receives payment and issues official receipt	Certificate of Honorable Dismissal – P30.00 Certification of Grades -P30.00	2 minutes	Josephine C. Deolazo **Sub-Collection Officer**
3. Submit duly accomplished clearance and official receipt to the Office of the Registrar	Receives clearance form and official receipt and process requested documents.	None	5 minutes	**Zyrene C. Sawit** for MAIE **Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE **John Michael M. Mangabat** for BSCE, BSEE, and BSA **Chandice M. Corpuz** for BSIT and BS INDUSTECH
4. Receive requested documents	Issues requested documents on time. (A special power of attorney is required if the		2 minutes	**Zyrene C. Sawit** for MAIE

	owner of the document has authorized someone to receive on his/her behalf).			**Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE **John Michael M. Mangabat** for BSCE, BSEE, and BSA **Chandice M. Corpuz** for BSIT and BS INDUSTECH
	TOTAL	**Certificate of Honorable Dismissal- P30.00 Certification of Grades-P30.00**	**10 minutes**	

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

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

Office or Division:	Office of the Registrar
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ISU Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and Photocopy of Official Transcript of Records and Diploma	
Official Receipt	Office of the Cashier

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form at the Office of Registrar	Receives request and official receipt from requesting party/client	None	1 minute	**Zyrene C. Sawit** for MAIE **Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE **John Michael M. Mangabat** for BSCE, BSEE, and BSA

				Chandice M. Corpuz for BSIT and BS INDUSTECH
2. Pay required fee for the requested academic documents at the Cashier's Office	Receives payment and issues official receipt	Certification – P30.00 DFA/CAV - P100.00) Authentication (local) OTR - 30.00 (3sets) Diploma – 30.00 (3sets)	2 minutes	Josephine C. Deolazo **Sub-Collection Officer**
3. Submit documents and official receipt to the Office of the Registrar	Process requested documents A. Certification CAV for DFA B. Authentication (OTR/Diploma) for local	None	35 minutes	**Zyrene C. Sawit** for MAIE **Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE **John Michael M. Mangabat** for BSCE, BSEE, and BSA **Chandice M. Corpuz** for BSIT and BS INDUSTECH

4. Receive requested documents	Issues requested documents. (An authorization letter is required if the owner of the documents has designated someone to receive on her/his behalf).	None	2 minutes	**Zyrene C. Sawit** for MAIE **Abraham S. Bala** for BSN, BSM and BSPSYCH **Krystal Kaye C. Aczon** for BTVTED, BTLED, BPEd, and BSE **John Michael M. Mangabat** for BSCE, BSEE, and BSA **Chandice M. Corpuz** for BSIT and BS INDUSTECH
	TOTAL	**Certification – P30.00 DFA/CAV - P100.00) Authentication (local) OTR - 30.00 Diploma – 30.00**	**40 minutes**	

OFFICE OF THE PRESIDENT
(Internal Services)

1. Receiving of documents for signature/action

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

Office or Division:	Office of the President			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	ISU System Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Not applicable		Not applicable		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Forwards documents for action thru the Record's Office of the University/ other offices	Receives the document by putting a stamp "Received" in the upper/lower portion of the document	None	3 mins	
	Records the document in the logbook for incoming transactions Review/verify the document: determine action to be undertaken/urgency of action	None	3mins	

	Forwards verified/reviewed document to the University President for action Signs document or marginal note indicating the action to be undertaken	None None	3 mins 3 mins	
TOTAL		**None**	**12 minutes**	

2. Releasing of documents

Documents for release

Office or Division:	Office of the President			
Classification:	Simple Transaction			
Type of Transaction:	G2G-Government to Government			
Who may avail:	ISU System Personnel			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Not applicable				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receives acted documents thru the Record's Office of the University	Records acted documents in the logbook for outgoing transactions Releases acted documents	None	3 mins	
	TOTAL	**None**	**3 minutes**	

OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATIVE AND FINANCE SERVICES

(Internal Services)

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

Office or Division:	Office of the Vice President for Administrative and Finance Services
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	ISU Campuses and Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Budget Utilization Request and Status (BURS)	Budget Office
2. Disbursement Vouchers (DV)	Budget Office
3. Purchase Request/Job Request (PR)	End User
4. Three (3) Request for Quotation (RFQ)	Procurement Office
5. Purchase Order (PO)	Procurement Office
6. Requisition Issue Slip (RIS)	Supply Office
7. Inspection and Acceptance Report (IAR)	Supply Office
8. PPMP	End User

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents the vouchers	Receives, logs and verifies if all the attached documents are complied	none	1 min	Charis D. Talamayan **AFS Staff**
	Verifies if the PR has been approved and the RFQ has been signed by the BAC	none	3 mins	Armand Francis Ruma **Director, AFS**
	Releases, logs and verifies if the Box A of BURS and DV has been signed by VP AFS	none	1 min	Charis D. Talamayan **AFS Staff**
TOTAL		**None**	**5 minutes**	

2. Communication

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

Office or Division:	Office of the Vice President for Administrative and Finance Services			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Campuses and Offices			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Communication		Records Office or any other office concerned		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits/Presents the incoming communication	Receives, logs and verifies the completeness of the documents	none	1 min	Charis D. Talamayan **AFS Staff**
	Verifies the content of the incoming communication for recommendation/ action	none	5 mins	Armand Francis Ruma **Director, AFS**
	Release, logs, photocopies and verifies if there is a note/comment/action of the VP for AFS	none	3 mins	Charis D. Talamayan **AFS Staff**
	TOTAL	**None**	**9 minutes**	

3. Processing of Purchase Request

Document that an office needs to be procured

Office or Division:	Office of the Vice President for Administrative and Finance Services			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	ISU Campuses and Offices			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Purchase Request (PR) 2. PPMP		End User End User		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits/Presents the Purchase Request	Receives, logs and verifies the attached documents and if there is an available funds for the said PR	none	1 min	Charis D. Talamayan **AFS Staff**
	Verifies the completeness of the documents	none	3 mins	Armand Francis Ruma **Director, AFS**
	Releases, logs and verifies the approval of the VP AFS	none	1 min	Charis D. Talamayan **AFS Staff**
	TOTAL	**None**	**5 minutes**	

4. List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAPADA) A form that all the payment to supplier or payee is summarized

Office or Division:	Office of the Vice President for Administrative and Finance Services			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Campuses and Offices			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Vouchers 2. LDDAP-ADA Form		Procurement, Supply, Accounting , Budget office Cashier's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receives/Presents the LDDAP-ADA	Receives, logs and verifies the attached documents if it is complied	none	3 mins	Charis D. Talamayan **AFS Staff**
	Verifies the completeness of the documents	none	5 mins	Armand Francis Ruma **Director, AFS**
	Releases, logs, photocopies and verifies the approval of the VP AFS	none	1 min	Charis D. Talamayan **AFS Staff**
	TOTAL	**None**	**9 minutes**	

OFFICE OF THE VICE PRESIDENTS FOR ACADEMIC AFFAIRS (Internal Services)

1. Communication

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

Office or Division:	Office of the Vice President for Academic Affairs			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Campuses and Offices			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Communication		Records Office or any other office concerned		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits/Presents the incoming communication	Receives, logs and verifies the completeness of the documents	none	1 min	Lea Mae A. Dumaya **AA Staff**
	Verifies the content of the incoming communication for recommendation/action	none	5 mins	Zach Chamberlaine M. Corpuz, DIT **AA Director**
	Releases, logs, photocopies and verifies if there is a note/comment/action of the VP	none	3 mins	Lea Mae A. Dumaya **AA Staff**
TOTAL		**None**	**9 minutes**	

OFFICE OF THE VICE PRESIDENTS FOR PLANNING AND DEVELOPMENT
(Internal Services)

1.Communication

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

Office or Division:	Office of the Vice President for Planning and Development
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	ISU Campuses and Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Communication	Records Office or any other office concerned

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits/Presents the incoming communication	Receives, logs and verifies the completeness of the documents	none	1 min	Claire Angelic N. Joven **Planning Staff**
	Verifies the content of the incoming communication for recommendation/action	none	5 mins	Ar. Geraldine Paguigan, PhD **Planning Director** Claire Angelic N. Joven **Planning Staff**
	Releases, logs, photocopies and verifies if there is a note/ comment/action of the VP	none	3 mins	Claire Angelic N. Joven **Planning Staff**
	TOTAL	**None**	**9 minutes**	

OFFICE OF THE VICE PRESIDENTS FOR RESEARCH DEVELOPMENT EXTENSION AND TRAINING
(Internal Services)

1.Communication

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

Office or Division:	Office of the Vice President for Research Development, Extension and Training			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	ISU Campuses and Offices			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Communication				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits/presents the incoming communication	Receives, log and verifies completeness of the documents	None	1 min	Nathaniel G. Alejandro **Research Staff**
	Verifies the contents of the incoming communication for recommendation/action	None	5 mins	Engr. Maribel S. Abalos, DIT **Research and Development Director** Nathaniel G. Alejandro **Research Staff**
	Releases, logs, photocopy and verify if there is a note/comment/action of the VP for RDET	None	3 mins	Nathaniel G. Alejandro **Research Staff**
	TOTAL	**None**	**9 minutes**	

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

Office or Division:	Office of the Vice President for Research and Development Extension and Training
Classification:	Highly Technical Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	All Campuses/Faculty and Researchers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
R&D/E Proposals	End Used End User

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receives Memo re; Call for Submission of Proposals under SB and GAA	Issuance of Letter/ Memo to all campuses/units to submit R&D proposals for funding	None	5 mins	Nathaniel G. Alejandro **Research Staff**
2. Receive Schedule for Review and Evaluation of Proposals per Campus	Accepts/Conducts preliminary review and presentation of proposals per campuses	None	1 day (Per schedule of campuses)	Engr. Maribel S. Abalos, DIT **Research and Development Director** Nathaniel G. Alejandro **Research Staff**
3. Submission of proposal	Submits proposals to VP RDET with endorsement by R&D Director, Executive Officers and Campus Administrators	None	5 days after the Review of Proposals	Engr. Maribel S. Abalos, DIT **Research and Development Director** Nathaniel G. Alejandro **Research Staff**
4. Evaluation of Proposal per campus	Evaluate proposals for approval	None	3days	**University Expert Pool**

				Engr. Maribel S. Abalos, DIT **Research and Development Director**
5. Notify Researchers/ Faculty	Prepares Memo to notify Campuses/Researcher s for the revision and finalization of proposal if any	None	5 mins	Engr. Maribel S. Abalos, DIT **Research and Development Director** Nathaniel G. Alejandro **Research Staff**
6. Accepts revised proposals	Accept revised detailed proposals from proponents	None	5 mins	Nathaniel G. Alejandro **Research Staff**
7. Evaluates proposals	Evaluate revised proposals	None	5 days	Engr. Maribel S. Abalos, DIT **Research and Development Director**
8. Issuance of Designations	Preparation and issuance of designations to all proponent	None	5 days	Engr. Maribel S. Abalos, DIT **Research and Development Director** Nathaniel G. Alejandro **Research Staff**
	TOTAL	**None**	**19 days and 15 mins**	

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

Office or Division:	Office of the Vice President for Research and Development Extension and Training
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	All Campuses/Faculty and Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	End User
2. Endorsement thru channels	End User
3. For publications:	
4. Copy of Publications from reputable Journal	
5. For IPO : Copy of Issued Certificate from IPO PHIL For Winning Paper: Copy of Certificates Certificate of UAIHR as proof that claim is result of RDE output	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all required documents	Submits all required documents stipulated in the RDET Manual of Operations. A letter must be forwarded through channels	None	10 mins	Engr. Maribel S. Abalos, DIT **Research and Development Director** Nathaniel G. Alejandro **Research Staff**

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

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

Office or Division:	Office of Vice President for VP for Research and Development Extension and Training				
Classification:	Simple Transaction				
Type of Transaction:	G2G - Government to Government				
Who may avail:	ISU Campuses and Offices				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
1. Budget Utilization Request and Status (BURS) 2. Disbursement Vouchers (DV) 3. Purchase Request/Job Request (PR) 4. Three (3) Request for Quotation (RFQ) 5. Purchase Order (PO) 6. Requisition Issue Slip (RIS) 7. Inspection and Acceptance Report (IAR) 8. PPMP			Budget Office Budget Office End User Procurement Office Procurement Office Supply Office Supply Office End User		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Present the vouchers	Receives, logs and verify if all the attached documents are complied	none	1 minutes	N/A	
	2. Verify if the PR has been approved and the RFQ has been signed by the BAC	none	3 minutes	N/A	
	3. Release, log and verify if the Box A of BURS and DV has been signed by VP AFS	none	1 minute	N/A	
	TOTAL	**None**	**5 minutes**		

OFFICE OF THE EXECUTIVE OFFICER / CAMPUS ADMINISTRATOR

(External Services)

1. Approval/Recommending Approval (Communication and Transactions)

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

Office or Division:	Office of the Executive Officer / Campus Administrator			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Other Government and Private Agencies/ Offices/Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter		Requesting Party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits the request letter/form	Receives submitted documents	None	1 min	Jackelyn D. Bala **Administrative Staff**
	The staff will check the document attached and whether the document is signed by the proper signatories. Document with incomplete attachment will be returned to the client for completion.	None	2 mins	Jackelyn D. Bala **Administrative Staff**
	2. Document with complete attachments will be recorded by the staff.	None	1 min	Jackelyn D. Bala **Administrative Staff**

	3. The Executive Officer will review and act on the document.	None	10 mins	Engr. Alfonso R. Simon **Executive Officer**
	4. Releases outgoing communication and/or endorsement from the Office of the Executive Officer.	None	2 mins	Regin S. Sambu **Administrative Staff**
5. Fill out of Client Feedback Survey Form	Upon the receipt of the form, it will be filed by the clerk officer/staff for record keeping purposes and further review and analysis.	None	2 mins	Regin S. Sambu Bener Carlo I. Laggui Jackelyn D. Bala **Administrative Staff**
	TOTAL	**None**	**18 minutes**	

2. Approval and Releasing of Travel Orders

The Office of the Executive Officer/Campus Administrator facilitates the process of securing Travel Orders of students.

Office or Division:	Office of the Executive Officer / Campus Administrator
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All ISU Echague Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Travel Order (Original)	College
Invitation/Approved Request	College

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for travel order with the necessary requirements.	Receives documents and checks for completeness.	None	2 mins	Jackelyn D. Bala Regin S. Sambu Bener Carlo I. Laggui **Administrative Staff**
	2. Signs/approves the Travel Order	None	1 min	Engr. Alfonso R. Simon **Executive Officer**
	3. Releases travel order.	None	1 min	Jackelyn D. Bala Regin S. Sambu Bener Carlo I. Laggui **Administrative Staff**
	TOTAL	**None**	**4 minutes**	

3. Approval of Leave of Absence of Students

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

Office or Division:	Office of the Executive Officer / Campus Administrator
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Citizens
Who may avail:	All ISU Echague Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished leave form	College

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits leave form	Receives the form and required documents and check for completeness and appropriateness.	None	2 mins	Jackelyn D. Bala Regin S. Sambu Bener Carlo I. Laggui **Administrative Staff**
	2. Signs or approves the leave from	None	1 min	Engr. Alfonso R. Simon **Executive Officer**
	3. Releases the leave form	None	1 min	Jackelyn D. Bala Bener Carlo I. Laggui Regin S. Sambu **Administrative Staff**
	TOTAL	**None**	**4 minutes**	

4. Approval of Request for Transportation

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

<table>
<tr><td>Office or Division:</td><td colspan="4">Office of the Executive Officer / Campus Administrator</td></tr>
<tr><td>Classification:</td><td colspan="4">Simple Transaction</td></tr>
<tr><td>Type of Transaction:</td><td colspan="4">G2C - Government to Citizens</td></tr>
<tr><td>Who may avail:</td><td colspan="4">All ISU Students and Other Government and Private Agencies/Offices</td></tr>
<tr><td colspan="2">CHECKLIST OF REQUIREMENTS</td><td colspan="3">WHERE TO SECURE</td></tr>
<tr><td colspan="2">Request letter</td><td colspan="3"></td></tr>
<tr><td>CLIENT STEPS</td><td>AGENCY ACTIONS</td><td>FEES TO BE PAID</td><td>PROCESSING TIME</td><td>PERSON RESPONSIBLE</td></tr>
<tr><td>1. Submits request letter</td><td>Receives the request letter</td><td>None</td><td>2 mins</td><td>Regin S. Sambu
Jackelyn D. Bala
Bener Carlo I. Laggui
Administrative Staff</td></tr>
<tr><td></td><td>2. Signs/approves the request letter</td><td>None</td><td>1 min</td><td>Engr. Alfonso R. Simon
Executive Officer</td></tr>
<tr><td></td><td>3. Releases the approved request for transportation</td><td>None</td><td>1 min</td><td>Regin S. Sambu
Jackelyn D. Bala
Bener Carlo I. Laggui
Administrative Staff</td></tr>
<tr><td colspan="2">TOTAL</td><td>None</td><td>4 minutes</td><td></td></tr>
</table>

5. Approval of Request on the Utilization of Facilities

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

Office or Division:	Office of the Executive Officer / Campus Administrator			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All ISU Students and other Government & private agencies/ offices			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits request letter	Receives the request letter	None	2 mins	Jackelyn D. Bala Bener Carlo I. Laggui Regin S. Sambu **Administrative Staff**
	2. Signs/approves the request letter	None	1 min	Engr. Alfonso R. Simon **Executive Officer**
	3. Releases the approved request for transportation	None	1 min	Jackelyn D. Bala Bener Carlo I. Laggui Regin S. Sambu **Administrative Staff**
	TOTAL	**None**	**4 minutes**	

OFFICE OF THE EXECUTIVE OFFICER / CAMPUS ADMINISTRATOR

(Internal Services)

1. **Approval/Recommending Approval (Inter-office Communication and Transactions)**
   The Executive Officer/Campus Administrator being the recommendatory personnel, verifies the accuracy and check if all requirements are met and evaluate whether the request should be approved.

Office or Division:	Office of the Executive Officer / Campus Administrator			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ISU Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter		Requesting Party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits the request letter/form	Receives submitted documents	None	1 min	Jackelyn D. Bala Bener Carlo I. Laggui Regin S. Sambu **Administrative Staff**
	2. The staff will check the document attached and whether the document is signed by the proper signatories. Document with incomplete attachment will be returned to the client for completion.	None	2 mins	Jackelyn D. Bala Bener Carlo I. Laggui Regin S. Sambu **Administrative Staff**

	3. Document with complete attachments will be recorded by the staff.	None	1 min	Jackelyn D. Bala Bener Carlo I. Laggui Regin S. Sambu **Administrative Staff**
	4. The Executive Officer will review and act on the document. 5. Log-out of outgoing communication and/or endorsement from the Office of the Executive Officer.	None None	10 mins 2 mins	Engr. Alfonso R. Simon **Executive Officer** Jackelyn D. Bala Bener Carlo I. Laggui Regin S. Sambu **Administrative Staff**
TOTAL		**None**	**16 minutes**	

2. Approval and Releasing of Travel Orders

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

Office or Division:	Office of the Executive Officer / Campus Administrator			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ISU Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Duly accomplished Travel Order Invitation, if any				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits request for travel order with the necessary requirements.	Receives documents and checks for completeness.	None	2 mins	Jackelyn D. Bala Bener Carlo I. Laggui Regin S. Sambu **Administrative Staff**
	2. Signs/approves the Travel Order	None	1 min	Engr. Alfonso R. Simon **Executive Officer**
	3. Releases travel order.	None	1 min	Jackelyn D. Bala Bener Carlo I. Laggui Regin S. Sambu **Administrative Staff**
	TOTAL	**None**	**4 minutes**	

3. Approval of Leave form

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

Office or Division:	Office of the Executive Officer / Campus Administrator			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ISU Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Duly accomplished leave form		HRMO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits leave form	Receives the form and required documents and check for completeness and appropriateness.	None	2 mins	Jackelyn D. Bala Bener Carlo I. Laggui Regin S. Sambu **Administrative Staff**
	2. Signs or approves the leave from	None	1 min	Engr. Alfonso R. Simon **Executive Officer**
	3. Releases the leave form	None	1 min	Jackelyn D. Bala Bener Carlo I. Laggui Regin S. Sambu **Administrative Staff**
	TOTAL	**None**	**4 minutes**	

4. Approval of Request for Transportation

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

Office or Division:	Office of the Executive Officer / Campus Administrator			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ISU Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits request letter	Receives the request letter	None	2 mins	Jackelyn D. Bala Bener Carlo I. Laggui Regin S. Sambu **Administrative Staff**
	2. Signs/approves the request letter	None	1 min	Engr. Alfonso R. Simon **Executive Officer**
	3. Releases the approved request for transportation	None	1 min	Jackelyn D. Bala Bener Carlo I. Laggui Regin S. Sambu **Administrative Staff**
	TOTAL	**None**	**4 minutes**	

5. Approval of Request on the Utilization of Facilities

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

Office or Division:	Office of the Executive Officer / Campus Administrator			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ISU Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits request letter	Receives the request letter	None	2 mins	Jackelyn D. Bala Bener Carlo I. Laggui Regin S. Sambu **Administrative Staff**
	2. Signs/approves the request letter	None	1 min	Engr. Alfonso R. Simon **Executive Officer**
	3. Releases the approved request for transportation	None	1 min	Jackelyn D. Bala Bener Carlo I. Laggui Regin S. Sambu **Administrative Staff**
	TOTAL	**None**	**4 minutes**	

6. Approval of College/Unit PPMP and APP

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

Office or Division:	Office of the Executive Officer / Campus Administrator
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	All ISU Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
PPMP APP	Requesting Party

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits PPMP	Receives and checks for completeness and appropriateness.	None	2 mins	Jackelyn D. Bala Bener Carlo I. Laggui Regin S. Sambu **Administrative Staff**
	2. Reviews and signs	None	15 mins	Engr. Alfonso R. Simon **Executive Officer**
	3. Releases the PPMP to the College/Unit and APP to the Supply	None	1 min	Jackelyn D. Bala Bener Carlo I. Laggui Regin S. Sambu **Administrative Staff**
	TOTAL	**None**	**18 minutes**	

ACCOUNTING OFFICE
(External Services)

1. Signing of Clearance

The process of clearing students from their balances to the university

Office or Division:	Accounting Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ISU Students (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
School ID			Requesting Party	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents valid school ID	For Automation: 1.1 Open and print the automated student ledger and verify the balance, if none, the Accounting In-Charge affixes his initial 1.2 For ISU Graduates, verify if graduation fee has been paid 1.3 Signing of Clearance	None	3 mins	Gina Marie A. Dela Cruz **Administrative Staff** Joshua D. Fernandez, CPA **Campus Accountant**

Christine Joy S. Valdez

2. For old students before the automation present s clearance and ID	For Manual: 1.1 Verify student registration form and master list of student accounts from files (not included in the automated accounting system) 1.2 If no balance, the Accounting In-Charge affixes his initial 1.3 Signing of clearance		10 mins	Gina Marie A. Dela Cruz **Administrative Staff** Joshua D. Fernandez, CPA **Campus Accountant**
	TOTAL	**None**	**13 minutes**	

ACCOUNTING OFFICE
(Internal Services)

1. Processing of vouchers

Checking and journalizing of vouchers forwarded to accounting office.

Office or Division:	Accounting Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	ISU Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Voucher		Requesting Party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents obligated voucher	Indexes Disbursement Voucher (Reimbursement & Cash Advance) Pre-audits DVs - Examine the compliance to accounting rules, auditing regulations and mathematical computations With deficiencies - Return to end user or proper office Without deficiencies Proceed to the next action	None	10 mins	Gina Marie A. Dela Cruz **Administrative Staff**

	2. Journalize transaction 3. Signing of Voucher 4. Release voucher	None None None	5 mins 1 min 1 min	 Joshua D. Fernandez, CPA **Campus Accountant** Gina Marie A. Dela Cruz **Administrative Staff**
TOTAL		**None**	**17 minutes**	

2. Validation & preparation of Tax Certificates

Validation of completeness of the voucher for tax certificate.

Office or Division:	Accounting Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	ISU Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Disbursement Voucher		Cashier's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents voucher for Tax Certificate preparation	Receives voucher from the cashiering office 2. Validates the completeness of the supporting documents 3. Encodes TIN, Business Name, ATC Code, Taxes withheld to BIR MAP (BIR 1600 and BIR 1601E) 4. Prints BIR Forms, Verifies and affix signature and Releases Tax Certificate	None None	5 mins 4 minutes	Julliane Kate Soriano **Procurement Staff**
	TOTAL	**None**	**9 minutes**	

BUDGET OFFICE
(External Services)

1. Allocation, obligation and processing Disbursement Voucher

Preparation of disbursement voucher for payment to supplier/contractor

Office or Division:	Budget Office
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Supplier and Contractor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Supplier 1.1 Purchase Request. 1.2PPMP 1.3Purchase Order 1.4Request for Quotation 1.5Inspection and acceptance report	Procurement Office Supply Office
2. Contractor 2.1Summary of work accomplishment 2.2Status of Utilization	Infrastructure Office Accounting Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents Disbursement voucher	Prepares obligation request and status under Fund Cluster 01, Budget Utilization Request under Fund Cluster 05 and 07	None	5 mins	Alpa Josefa B. Agustin **Administrative Assistant II**
	2. Review and sign		5 mins	Maria Lourdes B. Escubio **Budget Officer II**
TOTAL		**None**	**10 minutes**	

BUDGET OFFICE
(Internal Services)

1. **Allocate, obligate and process Disbursement Voucher**

Preparation of disbursement voucher for payment to ISU employees.

Office or Division:	Budget Office
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	Contract Service Employees Faculty and Staff of ISU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Contract of Service Employees	
1. Contract	
2. Daily Time Record	Requesting Party
3. Accomplishment Report	Human Resource Office Requesting Party
2. Faculty and Staff of ISU:	
1. Travel Order	Executive Officer's Office
2. Appendix A	Accounting Office
3. Appendix B	Requesting Party
4. Certificate of trainings/ seminars	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Disbursement voucher	Prepare obligation request and status under Fund Cluster 01, Budget Utilization Request under Fund Cluster 05 and 07	None	5 mins	Alpa Josefa B. Agustin **Administrative Assistant II**
	2. Review and sign		5 mins	Maria Lourdes B. Escubio **Budget Officer II**
TOTAL		**None**	**10 minutes**	

DEAN'S OFFICES
(External Services)

1. **Enrollment for Irregular Students**

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

Office or Division:	Dean's Office
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Old students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Valid ID 2 Certification of Grades (COG) 3. Pre-registration Form	Admin Staff of the College

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents valid ID and clearance	Issues Certificate of Grades (COG) and Pre-registration Form.	None	1 min	**CEAT**-Rovelyn M. Crisostomo **CEd**- Raquel B. Orperia **SOM**- Bryan G. Allauigan **CON**- Anita D. Cabanos **DAS**- Catlea B. Alejandro **College Clerk**

2. Presents COG and fill-up preregistration form reflecting the subjects to be enrolled for the semester	Check if: a. Pre-requisites of the subjects to be enrolled were already taken b. Number of units is within the prescribed limit in a semester c. Affix signature of approval on the Pre-registration form if the abovementioned conditions are met.	None	15 mins	Registration Adviser
TOTAL		**None**	**16 minutes**	

2. Request for the Offering of Unprogrammed Subject

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

Office or Division:	Dean's Office
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Graduating students, students who have failing grade/s or are irregular students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter request addressed to the Executive Officer duly endorsed by the Faculty who will be handling the subject, the Program Chair and the Dean.	College clerk
2. Evaluation of student's record from the registrar	Registrar's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents.	Review the submitted documents, if it is in order, endorse the same to the Registrar's Office for further review and perusal	None	10 minutes	**CEAT** -Engr. Crestian A. Agustin, PhD **CEd** -Engr.Freddie O. Orperia, PhD **SOM** -Debbie N. Dalayap, RM, LPT, MSPH **CON** -Beverly D. Taguinod, MSN **DEAN**

2. Submit signed document to the Registrar's Office	The Registrar review the submitted documents, and endorse the same to Executive Officer for his approval	None	5 mins	Ar. Blesie Joy M. Laguna **(Chair, Architecture)** Engr. Reymond P. Agcaoili **(Chair, Civil Enginering)** Engr. Mary Grace M.Baquiran (**Chair, Engineering)** Elizabeth A. Sodusta **(Chair, Industrial Technology)** Orfel L. Bejarin **(Chair, ICT)** Gerlowil T. Fabello, MST **(Chair, BPED)** Judy L. Ricardo, MST **(Chair, BSEd)** Zach Chamberlaine M. Corpuz, DIT **(OIC Chair, BTLEd)** Riverson V. Barroga, MTE **(Chair, BTVTED)** David P. Pascua, PhD **(Chair, DAS)** Dominick B. Agoot, PhD (Chair, Psychology) **PROGRAM CHAIR**

				Zyrene C. Sawit, JD/ Engr. Alfonso R. Simon, PhD **Registrar and** **Executive Officer**
	TOTAL	**None**	**15 minutes**	

3. Processing of Clearance for Graduating and Transfer students

Office or Division:	Dean's Office
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Graduating Students and Transfer Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. University Clearance	Registrar's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	ROCESSING TIME	PERSON RESPONSIBLE
1. Presents the college clearance	Checks signatories from the college. Countersigns initials on the university clearance	None	1 min	**CEAT**-Rovelyn M. Crisostomo **CEd**- Raquel B. Orperia **SOM**- Bryan G. Allauigan **CON**- Anita D. Cabanos **DAS**- Catlea B. Alejandro **College Clerk**
2. Submits the university clearance to the Program Chair and Dean for signature	Signs the student clearance	None	3 mins	**CEAT** -Engr. Crestian A. Agustin, PhD **CEd** -Engr.Freddie O. Orperia, PhD **SOM** -Debbie N. Dalayap, RM, LPT, MSPH **CON** -Beverly D. Taguinod, MSN

				DEAN Ar. Blesie Joy M. Laguna **(Chair, Architecture)** Engr. Reymond P. Agcaoili **(Chair, Civil Enginering)** Engr. Mary Grace M.Baquiran (**Chair, Engineering)** Elizabeth A. Sodusta **(Chair, Industrial Technology)** Orfel L. Bejarin **(Chair, ICT)** Gerlowil T. Fabello, MST **(Chair, BPED)** Judy L. Ricardo, MST **(Chair, BSEd)** Zach Chamberlaine M. Corpuz, DIT **(OIC Chair, BTLEd)** Riverson V. Barroga, MTE **(Chair, BTVTED)** David P. Pascua, PhD **(Chair, DAS)** Dominick B. Agoot, PhD (Chair, Psychology) **PROGRAM CHAIR**

	TOTAL	None	4 minutes	

4. Changing or Shifting of Program or Major

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

Office or Division:	Dean's Office
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form for changing of program or major	Registrar's Office
2. Certification of Grades (COG) – for inbound shifters only	College Clerk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the accomplished application form.	Checks and reviews the application submitted by the student.	None	1 min	**CEAT**-Rovelyn M. Crisostomo **CEd**- Raquel B. Orperia **SOM**- Bryan G. Allauigan **CON**- Anita D. Cabanos **DAS**- Catlea B. Alejandro **College Clerk**

2. a. For students from the college shifting to other program/ major, present the application form to the Program Chair or Dean for approval.	Program Chair and Dean approves the application form	None	1 min	**CEAT** -Engr. Crestian A. Agustin, PhD **CEd** -Engr.Freddie O. Orperia, PhD **SOM** -Debbie N. Dalayap, RM, LPT, MSPH **CON** -Beverly D. Taguinod, MSN **DEAN** Ar. Blesie Joy M. Laguna **(Chair, Architecture)** Engr. Reymond P. Agcaoili **(Chair, Civil Enginering)** Engr. Mary Grace M.Baquiran (**Chair, Engineering)** Elizabeth A. Sodusta **(Chair, Industrial Technology)** Orfel L. Bejarin **(Chair, ICT)** Gerlowil T. Fabello, MST **(Chair, BPED)** Judy L. Ricardo, MST **(Chair, BSEd)** Zach Chamberlaine M. Corpuz, DIT **(OIC Chair, BTLEd)** Riverson V. Barroga, MTE **(Chair, BTVTED)**

b. For inbound shifters, student from other program who intends to shift to another program, present the application form and Certification of Grades	Review the application form and evaluates the grades, if qualified for the course, and endorse it to the Dean for approval.	None	2 mins	David P. Pascua, PhD **(Chair, DAS)** Dominick B. Agoot, PhD (Chair, Psychology) **PROGRAM CHAIR**
	TOTAL	**None**	**4 minutes**	

5. Substitution of Subject

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

Office or Division:	Dean's Office
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Copy of Grades for Substitution	
2. Substitution Form	Registrar's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents the accomplished dropping form to the Program Chair	Checks and reviews the substitution form if properly accomplished by the student. Then, sign by the Program Chair.	None	1 min	Ar. Blesie Joy M. Laguna **(Chair, Architecture)** Engr. Reymond P. Agcaoili **(Chair, Civil Enginering)** Engr. Mary Grace M.Baquiran (**Chair, Engineering)** Elizabeth A. Sodusta **(Chair, Industrial Technology)** Orfel L. Bejarin

				(Chair, ICT) Gerlowil T. Fabello, MST **(Chair, BPED)** Judy L. Ricardo, MST **(Chair, BSEd)** Zach Chamberlaine M. Corpuz, DIT **(OIC Chair, BTLEd)** Riverson V. Barroga, MTE **(Chair, BTVTED)** David P. Pascua, PhD **(Chair, DAS)** Dominick B. Agoot, PhD (Chair, Psychology) **PROGRAM CHAIR**
2. Presents the substitution form duly signed by the Program Chair to the Dean for approval.	Approves the request.	None	1 min	**CEAT** -Engr. Crestian A. Agustin, PhD **CEd** -Engr.Freddie O. Orperia, PhD **SOM** -Debbie N. Dalayap, RM, LPT, MSPH **CON** -Beverly D. Taguinod, MSN **DEAN**
	TOTAL	**None**	**4 minutes**	

6. Dropping/Adding/Changing of Subject

Office or Division:	Dean's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Dropping/Adding/Changing Form		Registrar's Office		
2. Assessment/Registration Form		Registrar's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents the accomplished dropping form to the Subject Specialist and Program Chair.	Evaluates the student's officially enrolled subjects if there is a need to add/change/drop. If qualified, endorses it to the Program chair and Dean for approval.	None	5 mins	Registration Adviser Ar. Blesie Joy M. Laguna **(Chair, Architecture)** Engr. Reymond P. Agcaoili **(Chair, Civil Enginering)** Engr. Mary Grace M.Baquiran **(Chair, Engineering)** Elizabeth A. Sodusta **(Chair, Industrial Technology)** Orfel L. Bejarin

				(Chair, ICT) Gerlowil T. Fabello, MST **(Chair, BPED)** Judy L. Ricardo, MST **(Chair, BSEd)** Zach Chamberlaine M. Corpuz, DIT **(OIC Chair, BTLEd)** Riverson V. Barroga, MTE **(Chair, BTVTED)** David P. Pascua, PhD **(Chair, DAS)** Dominick B. Agoot, PhD (Chair, Psychology) **PROGRAM CHAIR** **CEAT** -Engr. Crestian A. Agustin, PhD **CEd** -Engr.Freddie O. Orperia, PhD **SOM** -Debbie N. Dalayap, RM, LPT, MSPH **CON** -Beverly D. Taguinod, MSN **DEAN**

2. Proceeds to the concerned subject faculty for the subject to be dropped/changed/add.	Signs the form opposite the subjects to be dropped/changed/add	None	1 min	Concerned Faculty/Subject Program Chair
a. For adding/changing of subjects, submit the accomplished form to the registrar's office within 7 days after the first day of class. b. For dropping of subject, drop before the preliminary examination, otherwise, a grade of 5.0 will be automatically given.				
	TOTAL	**None**	**6 minutes**	

7. Application for Internship

A student upon completion of all professional core subjects can apply for internship to a Partner Industry Agency.

Office or Division:	Dean's Office
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Senior Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Pre-registration Form	College Clerk
2. Certification of Grades	Registrar
3. OJT Application Form	College Clerk
4. Endorsement Letter	
5. MOA	
6. Parent's Consent	
7. Student's Pledge	
8. Insurance	Office of the Students Services (OSS)
9. Medical Certificate	Infirmary

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Certification of Grades (COG)	Evaluates the grades of the student if he/she qualifies to undergo internship. If qualified, advises the student to secure requirements .	None	2 mins / student	OJT Coordinator

2. Fill up OJT Application Form and preregistration for enrolment	Reviews the duly accomplished forms by the OJT Coordinator and Program Chair. Endorse the list of qualified students to the Infirmary for medical checkup and issuance of certificate.	None	2 mins /student	OJT Coordinator Program Chair
3. Proceeds to the Infirmary for medical checkup.	Conducts medical examination and issue certificate	None	5 mins / student	University Physician
4. For qualified interns – attend the OJT Orientation	The OJT coordinator conducts orientation Prepares endorsement letter for Industry Partner Agencies duly endorsed by the Program Chair and Dean	None None	Half day 10 mins	**OJT Coordinator** Ar. Blesie Joy M. Laguna **(Chair, Architecture)** Engr. Reymond P. Agcaoili **(Chair, Civil Engining)** Engr. Mary Grace M.Baquiran (**Chair, Engineering)** Elizabeth A. Sodusta **(Chair, Industrial Technology)** Orfel L. Bejarin **(Chair, ICT)**

				Gerlowil T. Fabello, MST **(Chair, BPED)** Judy L. Ricardo, MST **(Chair, BSEd)** Zach Chamberlaine M. Corpuz, DIT **(OIC Chair, BTLEd)** Riverson V. Barroga, MTE **(Chair, BTVTED)** David P. Pascua, PhD **(Chair, DAS)** Dominick B. Agoot, PhD (Chair, Psychology) **PROGRAM CHAIR** **CEAT** -Engr. Crestian A. Agustin, PhD **CEd** -Engr.Freddie O. Orperia, PhD **SOM** -Debbie N. Dalayap, RM, LPT, MSPH **CON** -Beverly D. Taguinod, MSN **DEAN**

5. Proceeds to prospect industry partner agency	If the agency approves the student's application, the OJT Coordinator prepare the MOA and advises student to prepare the Parent's Consent, and Student's Pledge.	None	15 mins	OJT Coordinator
6. Submits duly notarized MOA, Parent's Consent, and Student's Pledge	Checks the completeness of all the documentary requirement.	None	2 mins	OJT Coordinator
7. Proceeds to the Office of Student Services for insurance	Submits the list of officially enrolled students to the OSS for the issuance of Insurance.	None	1 min	OJT Coordinator OSS In-Charge
8. Attends the pre-deployment orientation	Conducts pre-deployment orientation	None	2 hours	OJT Coordinator
	TOTAL	**None**	**6 hours & 40 minutes**	

HUMAN RESOURCE MANAGEMENT OFFICE
(Internal Services)

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

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

Office or Division:	Human Resource Management Office
Classification:	Complex Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	COS Faculty employees of ISU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application letter	Faculty applicants
2. Personal Data Sheet/Resume with latest picture	Faculty applicants
3. Photocopy of Certificate of Eligibility, if applicable	Faculty applicants
4. Photocopy of Transcript of Records	Faculty applicants
5. Photocopy of Certificate of units earned in Post-graduate course/s	Faculty applicants
6. Photocopy of Certificate of Employment, including outside of government service.	Faculty applicants
7. Photocopy of Certificate of Trainings/Seminar-Workshops	Faculty applicants
8. Photocopy of Certificate of Awards	Faculty applicants
9. Other supporting documents if any	Faculty applicants
10. Notice of Interview Form	HR Office
11. Memorandum for Demo teaching	Executive Officer
12. Prepare 5 Topics for Demo teaching	HR Office
13. Professional Education Specialist Form (at least 1 attendees)	HR Office
14. Subject Specialist Form (at least 1 or 2 attendees)	HR Office
	HR Office

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application including requirements	Receives submitted requirements of applicant/s from the Executive Officer or President's Offices.	None	1 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	2. Campus HR evaluates the documents of the selected applicants.	None	10 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
	3. Prepares list of applicants by field of specialization.	None	10 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**

	4. Prepares the memorandum for demo teaching and notice of interview for signature of the Executive Officer. 5. Signs the memorandum for demo teaching and notice of interview.	None None	5 mins 5 mins	EO Staff Engr. Alfonso R. Simon, PhD **Executive Officer**
	6. Informs all qualified applicants of the scheduled date for demo- teaching and interview thru text message/call.	None	2 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
7. Prepares for the demo teaching and interview.	Convenes for demo teaching and interview/preliminary	None	20 mins	CRFSC
8. Applicants will wait for the result.	Prepares the Summary of Ranking and Evaluation	None	3 days (depending on the availability of the signatories)	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
	9. CFRSC reviews result of evaluation and signs the summary of ranking	None	2 hours	CRFSC

	10. Prepares the Notice to Report for Work for signature of the Executive Officer.	None	3 mins per faculty	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
	11. Signs the Notice to Report for Work and releases to HR Office	None	5 mins	Engr. Alfonso R. Simon, PhD **Executive Officer**
	12. Receives the signed Notice to Report	None	3 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
13. Receives the Notice to Report for Work from the HR Office.	Issues Notice to Report for Work and instruct the hired faculty to report to their Chairman/College Dean.	None	15 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
	TOTAL	**None**	**3 days and 3 hours and 19 minutes**	

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

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

Office or Division:	Human Resource Management Office
Classification:	Complex Transaction
Type of Transaction:	G2C - Government to Citizen
Who may avail:	New applicants and employees of ISU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application letter	Non-Teaching applicants
2. Personal Data Sheet/Resume with latest picture	Non-Teaching applicants
3. Photocopy of Certificate of Eligibility, if applicable	Non-Teaching applicants
4. Photocopy of Transcript of Records	Non-Teaching applicants
5. Photocopy of Certificate of units earned in Post-graduate course/s	Non-Teaching applicants
6. Photocopy of Certificate of Employment, including outside of government service.	Non-Teaching applicants
7. Photocopy of Certificate of Trainings/Seminar-Workshops	Non-Teaching applicants
8. Photocopy of Certificate of Awards	Non-Teaching applicants
9. Other supporting documents if any	Non-Teaching applicants
10. Notice of Interview Form	HR Office
11. Memorandum for Interview	Executive Officer
12. Panel Interview Form	HR Office
13. Notice to report for work	Executive Officer Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit application Requirements	Receives submitted requirements of with attachment from Executive Officer/President's Offices.	None	1 min	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	2. Campus HR evaluates the documents of applicants	None	10 min	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
	3. Prepares list of applicants by vacant position	None	10 min	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	4. Prepares the memorandum for the conduct of interview and Skills Test/Examination of qualified applicants	None	5 min	EO Staff

	5. Informs all qualified applicants for the schedule of interview thru text message/ call.	None	2 min	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
6. Applicants prepares for the interview and skills test/examination	Conducts interview and skills test/examination.	None	15 min each	CFRSC
	7. Prepares the Result of the interview. The CRRSPC will review and signs the summary of ranking.	None	3 days	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** CRRSP
	8. Submit the result of interview to EO office for his endorsement.	None	3 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	9. EO prepares the endorsement of the summary of ranking to the VP for AFS and Selection Board for en banc.	None	3 mins	EO Staff

	10. The VP AFS/Chairman will endorse the result of the en banc to the Office of the President for final approval.	None	3 mins	Armand Francis Ruma **Director, AFS** Charis D. Talamayan **AFS Staff**
	11. Releases the set of documents to HR office	None	3 mins	Armand Francis Ruma **Director, AFS** Charis D. Talamayan **AFS Staff**
	12. Receives the same documents	None	1 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	13. Informs the hired applicant to accomplish required documents	None	5 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
	TOTAL	**None**	**3 days, 1 hr and 1 min**	

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

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

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Faculty and Non-teaching employees of ISU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Biometric 2. Travel Order and Certificate of Appearance 3. Pass Slip 4. Leave Form (CSC Form N. 6) 5. Attach logbook if no time in and time out		HR Office Employee HR Office, Colleges, Guard HR Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receives biometric printout for signature of his/her immediate supervisor	Receives signed biometric printout with complete attachments	None	1 min	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
2. Checking of DTR's	Receives and checks the submitted DTRs	None	1 min	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA

				Administrative Aide VI
	3. Computes tardiness, undertimes and leave/s of absences incurred during the period	None	10 min	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
	4. Posts used leaves, tardiness and undertimes in the individual leave service record of the employee	None	3 min	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
	5. Files and keeps the DTR's/Biometric	None	2 min	Clarisa E. Bunuan, MPA **Administrative Aide VI**
	TOTAL	**None**	**17 minutes**	

4. Application for Leave

Office or Division:	Human Resource Management Office
Classification:	Simple Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Special Privilege Leave (3 days) 1. Application for Leave - CS Form No. 6, Revised 2020 **Sick Leave** 1. Application for Leave - CS Form No. 6, Revised 2020 2. Medical Certificate – CS Form 41 **Maternity Leave (105 days)** 1. Application for Leave - CS Form No. 6, Revised 2020 2. Information Letter 3. Clearance Form - CS Form No. 7, 2017 4. Medical Certificate - CS Form 41 5. Birth Certificate of the child **Paternity Leave (7 days)** 1. Application for Leave - CS Form No. 6, Revised 2020 2. Birth Certificate 3. Medical Certificate – CS Form 41 4. Marriage Contract (if applicable)	HR Staff

Solo Parent Leave (7 days) 1. Application for Leave - CS Form No. 6, Revised 2020 2. Solo Parent ID **Rehabilitation Leave (up to 6 months)** 1. Application for Leave - CS Form No. 6, Revised 2020 2. Letter Request supported by relevant reports 3. Medical Certificate - CS Form No. 41 4. Written concurrence of a Government Physician **Special Leave benefits for women – 2 months** 1. Application for Leave - CS Form No. 6, Revised 2020 2. Information letter 3. Medical Certificate – CS Form 41 **Special Emergency (Calamity Leave) – 5 days** 1. Application for Leave - CS Form No. 6, Revised 2020 2. Proof of declaration	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits leave form signed by the employees immediate supervisor	Receives and evaluates the submitted documents	None	5 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	2. Updates Leave Ledger Card and electronic copy and certifies the leave credits of the concerned employee	None	5 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**

	3. Forward the same to the Executive Officer for approval/disapproval.	None	1 min	Clarisa E. Bunuan, MPA **Administrative Aide VI**
	4. Submit the approved/disapproved leave form to the HR Office.	None	3 mins	EO Staff
	5. Receives the approved leave and record the same to the employees individual leave service record and file the same. If disapproved, file the leave form in the individual leave service record folder of employee.	None	3 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
TOTAL		**None**	**17 minutes**	

5. Application for Terminal Leave

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

Office or Division:	Human Resource Management Office	
Classification:	Complex Transaction	
Type of Transaction:	G2G- Government to Government	
Who may avail:	Employees	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Non-Teaching:		
1. Letter of Intent to Retire with the approval of the President		Concerned employee
2. General Clearance (Retirement)		Concerned employee
3. Application for Leave - CS Form No. 6 (Revised 2020)		
4. GSIS Retirement Application Form		Concerned Employee
5. Service Records and Latest NOSA		HR staff/Concerned Employee
6. Statement of Assets and Liabilities and Net Worth		Concerned Employee
7. Affidavit of no pending case (RTC)		Concerned Employee
8. Affidavit to deduct financial obligations w/ the University		Concerned Employee
9. GSIS Adjudication		Concerned Employee
10. Certification of Inclusive Leave Without Pay (LWOP), if any		HR

Teaching: **1.** Letter of Intent to Retire with the approval of the President **2.** General Clearance **3.** Application for Leave (Form 6) **4.** GSIS Retirement Application Form **5.** Latest NOSA and Service Record **6.** Statement of Assets, Liabilities and Net Worth **7.** Affidavit of no pending case (RTC)	Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee Concerned Employee
8. Affidavit to deduct financial obligations w/ the University 9. Complete Designation 10. Certification of Designations 11. Leave Service Record 12. Affidavit of Pendency and Non-Pendency (GSIS) 13. Adjudication from GSIS 14. Certification of Inclusive Leave Without Pay (LWOP), if any	Concerned Employee Concerned Employee HR Staff HR Staff Concerned Employee Concerned Employee Concerned Employee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits leave form with the required documents to HR Office	Receives and evaluates as to the completeness of the submitted documents.	None	15 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**

	2. Checks and evaluates the documents: • Service Record • Certification of Designations • Leave Service Record • Leave Card • Certification of Inclusive Leave Without Pay	None	5 working days	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
	3. Signs required Certifications to be submitted to Department of Budget and Management	None	1 min	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
	4. Submits the same to the Executive Officer's Office and Accounting Office for signature.	None	2 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	5. Receives the signed documents and prepares the endorsement to the University President for submission to DBM	None	20 mins	EO Staff

	6. Submits the endorsement with complete supporting documents to the President's Office for signature	None	3 mins	EO Staff
	7. University President signs the endorsement	None	1 min	University President
	8. Records and releases the documents to HR Office	None	1 min	Records Staff
TOTAL		**None**	**5 working days and 43 minutes**	

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

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

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Employees/ Citizens with history of employment with the University			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills up request form	Receives the request form and advises the client to pay the COE Fee of thirty pesos (P30.00) at the Cashier's Office	P30.00	1 min	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
2. Pays the COE Fee and submit the OR to HR Office	Receives the OR	None	1 min	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**

	3. Verifies employment record/s of the employee and/or client and prints the COE	None	5 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	4. The staff countersigns the document 5. Campus HR signs the COE	None None	1 mn 1 min	Clarisa E. Bunuan, MPA **Administrative Aide VI** Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
	6. Records and logs the document	None	1 min	Clarisa E. Bunuan, MPA **Administrative Aide VI**
	7. If required, Stamp/Dry seal and issue the document	None	1 min	Clarisa E. Bunuan, MPA **Administrative Aide VI**
8. Receives the Certificate	Records and releases the COE	None	1 min	Clarisa E. Bunuan, MPA **Administrative Aide VI**
	TOTAL	**P30.00**	**12 minutes**	

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

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

Office or Division:	Human Resource Management Office
Classification:	Simple Transaction
Type of transaction:	G2G- Government to Government
Who may avail:	Employees and Former employees of the University

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request form	All employees and former employees

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills up request form	Receives the request form and advise client pay the fee of P30.00 at the Cashier's Office	None	1 min	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
2. Pays the SR Fee and submit the OR to HR Office	Receives the OR	P30.00	1 min	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**

	3. Verifies employment record/s of the employee and/or client and prints the SR	None	5 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	4. The staff countersigns the document 5. Campus HR signs the SR	None	2 mins	Clarisa E. Bunuan, MPA **Administrative Aide VI** Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
	6. Records and logs the document	None	1 min	Clarisa E. Bunuan, MPA **Administrative Aide VI**
	7. If required, Stamp/Dry seal and issue the document	None	1 min	Clarisa E. Bunuan, MPA **Administrative Aide VI**
8. Receives the Certificate	Records and releases the SR	None	1 min	Clarisa E. Bunuan, MPA **Administrative Aide VI**
	TOTAL	**P30.00**	**12 minutes**	

8. Issuance of Daily Time Record (DTR)/Biometric for Faculty and Non-Teaching
The service allows the employees to retrieve

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of transaction:	G2G- Government to Government			
Who may avail:	Faculty and Non-teaching employees of ISU regardless of status			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
none				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1. Generates and prints biometric /DTR Informs employees to receive their biometrics	None	1 min	Clarisa E. Bunuan, MPA **Administrative Aide VI**
2. Receives biometric printout	Records and releases biometric printouts	1st copy – None 2nd copy – P20.00 3rd and nth copy – P30.00	1 min	Clarisa E. Bunuan, MPA **Administrative Aide VI**
	TOTAL	**2nd copy – P20.00** **3rd and nth copy – P10.00**	**2 minutes**	

9. Preparation of Contract of Service for Faculty Personnel

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

Office or Division:	Human Resource Management Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G- Government to Government			
Who may avail:	COS Faculty employees of ISU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Faculty Teaching Load		College		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the Faculty Teaching Load	Prepare contracts of COS Faculty	None	15 min	Clarisa E. Bunuan, MPA **Administrative Aide VI**
2. Signs the contract and submit to the HR	Receives the signed contract	None	5 mins	Clarisa E. Bunuan, MPA **Administrative Aide VI**

	3. Releases the contract to Campus Budget, Executive Officer, VP ARA, VP AFS and University President for their signature	None	12 mins	Clarisa E. Bunuan, MPA **Administrative Aide VI**
	4. Receives the contracts from the Office of the President	None	1 min	Clarisa E. Bunuan, MPA **Administrative Aide VI**
	5. Releases the contracts to be notarized	None	1 min	Clarisa E. Bunuan, MPA **Administrative Aide VI**
6. Submits photocopy of notarized contracts to HR	Receives the copy of notarized contracts.	None	1 min	
TOTAL		**None**	**35 minutes**	

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

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

Office or Division:	Human Resource Management Office
Classification:	Simple Transaction
Type of Transaction:	G2G- Government To Government
Who may avail:	Non-teaching employees of ISU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
New Employees:	
1. Application letter	Applicants
2. Resume with latest picture	Applicants
3. Photocopy of Certificate of Eligibility, if applicable	CSC, PRC
4. Photocopy of Transcript of Records	Applicants
5. Latest PDS	CSC
6. Endorsement Letter from the heads	EO, VP
Renewal	
1. Letter of Intent for the renewal of contract	
2. Justification Letter from the heads	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Endorsement letter from the heads with the supporting documents	Prepares contracts of both COS and JO's staff	None	5 mins	Clarisa E. Bunuan, MPA **Administrative Aide VI**

	2. Checks and signs by the second party and Campus HRM Officer	None	5 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
	3. Releases the contracts to Campus Budget, Executive Officer, VP AFS and President for their signature	None	1 min	Clarisa E. Bunuan, MPA **Administrative Aide VI**
	4. Releases contracts	None	30 secs	Clarisa E. Bunuan, MPA **Administrative Aide VI**
	5. Receives the contracts and informs the COS and JO's to receive their contracts to be notarized. 6. Releases the contracts	None	1 min 1 min	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
7. Submits the photocopy of notarized contracts to HR	Receives and files the notarized contracts	None	30 secs	Clarisa E. Bunuan, MPA **Administrative Aide VI**
	TOTAL	**None**	**14 mins**	

11. Payroll Preparation for Contract of Service Faculty employees

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

Office or Division:	Human Resource Management Office
Classification:	Simple Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	COS faculty employees of ISU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Biometric	HR office
2. Accomplishment Report	College
3. Photocopy of contract	HR office
4. Attach logbook if blank	College

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits biometric with complete attachments to HR	Checks as to the completeness and receives the submitted documents.		3mins	Bryle Angelo S. Manus **Accounting Staff**
	2. Compute absences and undertime	None	20 mins	Bryle Angelo S. Manus **Accounting Staff**
	3. Prepares and prints the payroll	None	30 mins	Bryle Angelo S. Manus **Accounting Staff**

	4. Signs the payroll	None	1 min	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
	5. Prepare Obligation Request (2 copies) and Disbursement Voucher (3 copies)	None	1 min	Bryle Angelo S. Manus **Accounting Staff**
	6. Releases the payroll with supporting documents to EO's office for signature	None	1 min	Gina Marie A. Dela Cruz **Accounting Staff**
	TOTAL	**None**	**56 minutes**	

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

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

Office or Division:	Human Resource Management Office
Classification:	Simple Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	All ISUE Contract of Service/Job Orders Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved Daily Time Record/Biometric Print out, duly signed by the immediate supervisor	Concerned employee
2. Accomplishment Report approved by the immediate supervisor	Concerned employee
3. Photocopy of notarized contract	Concerned employee
4. For single payee, 2 copies of Disbursement Vouchers and 2 copies Obligation Request	Payroll staff

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits Approved DTR/Biometric with complete supporting documents	Receives, and computes undertimes and/or absences	None	2 days	Bryle Angelo S. Manus **Accounting Staff**

	2. Checks figures entered in the payrolls, remittances and disbursement vouchers.	None	30 mins	Bryle Angelo S. Manus **Accounting Staff**
	3. Prints the payroll with remittances and disbursement vouchers 4. Signs the Payrolls	None	2 mins	Bryle Angelo S. Manus **Accounting Staff** Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
	5. Logs and forwards the set of documents to the office of Executive Officer for signature.	None	1 min	Gina Marie A. Dela Cruz **Accounting Staff**
	TOTAL	**None**	**2 days and 33 minutes**	

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

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

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All ISUE Casual employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Approved Biometrics/DTR and accomplishment report of Casual employees 2. Payroll (five (5) copies) 3. Disbursement voucher (three (3) copies)		Payroll Staff/Payroll Officer		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Casual and Contractual employees submits DTR/biometric and accomplishment report	Consolidates and reviews Biometrics and accomplishment report of casuals and contractual employees	None	1 day	Angelica R. Cadiz, MBA **Administrative Officer II**
	2. Prepares payroll and vouchers	None	30 min	Angelica R. Cadiz, MBA **Administrative Officer II**
	3. Checks figures entered in the payroll	None	20 min	Angelica R. Cadiz, MBA **Administrative Officer II**

	4. Prints the payrolls, remittances and disbursement vouchers.	None	5 min	Angelica R. Cadiz, MBA **Administrative Officer II**
	5. Signs the payrolls and remittances	None	1 min	Angelica R. Cadiz, MBA **Administrative Officer II**
	6. Records and releases payrolls, remittances and disbursement vouchers to Executive Officer's Office and VP for Finance and Admin Services for signatures	None`	1 min	Angelica R. Cadiz, MBA **Administrative Officer II**
	TOTAL	**None**	**1 day and 57 minutes**	

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

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

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All ISUE Permanent/Temporary/Contractual Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. List of entitled personnel to receives such benefits		HR staff		
2. Payroll (five (5) copies)		Payroll Staff/Payroll Officer		
3. Disbursement Voucher (three (3)copies		Payroll Staff/Payroll Officer		
4. For single payee (three (3) copies Disbursement Voucher and 2 copies Obligation Request)		Payroll Staff/Payroll Officer		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1. Prepares payroll and disbursement voucher	None	1 day	Angelica R. Cadiz, MBA **Administrative Officer II**
	2. Checks figures entered in the payrolls/disbursement voucher	None	15 min	Angelica R. Cadiz, MBA **Administrative Officer II**

	3. Prints the Payrolls and disbursement vouchers	None	3 min	Angelica R. Cadiz, MBA **Administrative Officer II**
	4. Signs the payrolls and remittances	None	1 min	Angelica R. Cadiz, MBA **Administrative Officer II**
	5. Records and releases payrolls and disbursement vouchers to Executive Officer's Office and VP for Finance and Admin Services for signatures	None	2 mins	Angelica R. Cadiz, MBA **Administrative Officer II**
	TOTAL	**None**	**1 day and 21 minutes**	

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

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

Office or Division:	Human Resource Management Office
Classification:	Simple Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	All ISUE Permanent/Temporary/Casual/Contractual Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Informs the Payroll Staff/Officer	Prepares Net Take Home Pay Certification	None	3 mins	Angelica R. Cadiz, MBA **Administrative Officer II**
	2. Checks figures entered in the certification	None	3 mins	Angelica R. Cadiz, MBA **Administrative Officer II**
	3. Prints and sign the certification	None	30 sec	Angelica R. Cadiz, MBA **Administrative Officer II**

	4. Logs and releases the certification	None	2 mins	Angelica R. Cadiz, MBA **Administrative Officer II**
TOTAL		**None**	**8 minutes & 30 sec**	

16.Preparation of Special Order (SO)

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

Office or Division:	Human Resource Management Office
Classification:	Simple Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	Faculty and Non-teaching

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved request for reinstatement to duty	Records Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Releases the reinstatement endorsement from the Office of the President		30 secs	ISU Echague
	2. Evaluates and receives the documents		30 secs	ISU Echague
	3. Prepare Special Order (SO)		30 secs	ISU Echague
	4. Counter signs the SO and releases the documents for signature of the President		1 min	ISU Echague
	TOTAL	**None**	**2 mins and 30 seconds**	

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

Office or Division:	Human Resource Management Office
Classification:	Simple Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	COS Faculty and Non-teaching

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Contracts of COS faculty and non-teaching of all campuses for signature of the university president	HR Officers from different campuses President's Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits contracts of COS faculty and non- teaching for signature of the President	Receives the contracts	None	1 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	2. Records the contracts and releases to the VP-ARA office for faculty COS employees for initials		2 mins	Clarisa E. Bunuan, MPA **Administrative Aide VI**
	3. Records the contracts and releases to the VP-AFS office for COS non-	None	2 mins	Clarisa E. Bunuan, MPA **Administrative Aide VI**

	teaching employees for initials			
	4. Releases the signed contracts	None	1 min	Clarisa E. Bunuan, MPA **Administrative Aide VI**
	5. Receives signed contracts	None	1 min	Clarisa E. Bunuan, MPA **Administrative Aide VI**
	6. Releases to the liaison officer of the campuses the signed contracts	None	1 min	Clarisa E. Bunuan, MPA **Administrative Aide VI**
	TOTAL	**None**	**8 minutes**	

18.Remittance and Voucher preparation for GSIS

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

Office or Division:	Human Resource Management Office
Classification:	Simple Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	G S I S

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of Billing	From HR Payroll In charge
2. Copy of payroll	From HR Payroll In charge
3. Voucher	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepares monthly remittance list	None	1 day	Joshua D. Fernandez, CPA **Campus Accountant**
	2. Reviews remittance list including checking of figures entered	None	1 hour	Angelica R. Cadiz, MBA **Administrative Officer II**
	3. Counterchecks adjustments/updating using the eBCS	None	1 hour	Angelica R. Cadiz, MBA **Administrative Officer II**
	4. Prints Remittance List	None	3 mins	Joshua D. Fernandez, CPA **Campus Accountant**

	5. Prepares Disbursement Voucher and Obligation Request	None	2 mins	Joshua D. Fernandez, CPA **Campus Accountant**
	6. Signs remittance list, obligation request and voucher	None	3 mins	Joshua D. Fernandez, CPA **Campus Accountant**
	7. Records and releases to the Budget Office for obligation	None	2 mins	Gina Marie A. Delacruz **Accounting Staff**
TOTAL		**None**	**1 days, 2 hours, and 10 minutes**	

19.Preparation of Plantilla of Casual

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

Office or Division:	Human Resource Management Office
Classification:	Simple Transaction
Type of transaction:	G2C - Government to Citizen
Who may avail:	Casual Employee

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Approved list of casual employee **For New Casual:** 1. Personnel Data Sheet (PDS) 2. Position Description Form (PDF) 3. Assumption 4. Transcript of Records (TOR) 5. Cert. of Trainings(if any) 6. Medical Certificate 7. NBI Clearance 8. Birth Certificate (PSA) 9. Marriage Contract **For Renewal:** 1. Personnel Data Sheet (PDS) 2. Work Experience Sheet (WES) 3. Position Description Form (PDF)	Top management

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1 Receives list of Casual Employees	None	1 min	ISU Echague

	2 Encodes and prepares Plantilla of Casual	None	1 min	ISU Echague
	3 Reviews and signs the Plantilla of Casual	None	3 mins	ISU Echague
	4 Releases the Plantilla of Casual to the Budget office for initials	None	1 min	ISU Echague
	5 Receives the signed Plantilla of Casual from the President's Office	None	1 min	ISU Echague
	6 Releases copies of Plantilla of Casual to Campuses	None	1 min	ISU Echague
	TOTAL	**None**	**8 minutes**	

20.Publication of Vacant Positions for Non-Academic Staff

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

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Qualification Standards for Faculty and Staff 2. List of vacant position		Records Office Human Resource Management Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
N/A	1 Prepares Request for Publication (CSC Form No. 9)	None	5 mins per position	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	2 Review & sign the CSC Form 9 – Request for Publication	None	3 min	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**

	3 Emails the signed CSC Form 9 to the CSC Field Office	None	5 mins 10 days Publication	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	4 Receives, reproduces the CSC Form 9 from CSC Field Office and post in conspicuous places	None	1 hour	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	TOTAL	**None**	**1 hour and 13 minutes**	

21.Availment of Staff Development Programs

The service is to allow the faculty and staff to process their request for study leave and other career and personnel development. The request should be made one semester before the scheduled leave

Office or Division:	Human Resources Management Office
Classification:	Complex Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	Permanent Faculty and Staff of ISU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter for the following: • Degree Program • Sabbatical Leave • Extension of Study Leave • Secondment • Non-degree program (trainings, seminar, etc.)	Requesting employee
2. Approved College / Office SDC 3. Endorsement from the immediate supervisor (non- teaching) and from the Program Chair and Dean (faculty) 4. Invitation letter for non-degree programs 5. Clearance	Employee's unit of assignment

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request with endorsement. As per Faculty Manual, submission of request for study leave should be one (1) semester before the start of the leave.	Receives the request letter and forward the same to the Executive Officer.	None	1 min	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	2. Reviews the request of the employee/s as to the qualification and completeness of the documents submitted and makes recommendation to the University Staff Development Board (USDB).	None	2 hours	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
	3. Transcribes and prepares SDC proceedings.	None	2 days	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**

	4. Prepares the CSDC endorsement. 5. Signs the CSDC endorsement to be forwarded to the University Staff Development Board (USDB).	None	15 mins per endorsement 5 mins per endorsement	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	6. USDB convenes, evaluates and deliberates on the request and recommends action to the University President for his final action.	None	2 hours depending on the number of grantees	USDB
	7. Receive request / endorsement that is approved / disapproved	None	1 min per endorsement	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	TOTAL	**None**	**2 days , 4 hours & 22 minutes**	

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

Office or Division:	Human Resource Management Office /Records
Classification:	Simple Transaction
Type of transaction:	G2G- Government to Government
Who may avail:	Permanent Faculty and Staff of ISU

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1 Secures copy of the National Budget Circular	None	3 mins	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	2 Updates checklist with the adjusted salary	None	1 min per employee	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**

	3 Reviews checklist with the updated salaries	None	1 min per employee	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	4 Prepares individual Notice of Salary Adjustment	None	3 mins per employee	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II** Clarisa E. Bunuan, MPA **Administrative Aide VI**
	5 Reviews the individual Notice of Salary Adjustment	None	1 min per employee	Atty. Maria Kristel L. Pascual, MIT **Administrative Officer IV/ HRMO II**
	6 Forwards the NOSA to University President for signature	None	3 mins	EO Staff
	7 Signs the NOSA	None	1 min	University President

	8 Releases the NOSA	None	3 mins	Clarisa E. Bunuan, MPA **Administrative Aide VI**
	9 Receives the signed NOSA	None	3 mins	Clarisa E. Bunuan, MPA **Administrative Aide VI**
1 Receives the Notice of Salary Adjustment	10 Issues the NOSA	None	1 min Per employee	Records Staff
TOTAL		**None**	**20 minutes**	

ICT INFRA OFFICE
(External Services)

1. Issuance of WiFi Voucher to Students

Office	ICT Infra Office			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Citizens			
Who may avail:	ISU Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
School I.D.				
Wifi Voucher Form		ICT Infra Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the school I.D. and fill out the Wifi voucher form.	Check school I.D. and accomplished Wifi voucher form.	None	1 minute	N/A
	2. Assign and validate voucher code and log details in the system.	None	2 minutes	N/A
3. Receive Wifi voucher and log in the record book.	Issue Wifi voucher code to student.	None	1 minute	N/A
	TOTAL	**None**	**4 minutes**	

ICT INFRA OFFICE
(Internal Services)

1. ICT SERVICES

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

Office or Division:	ICT Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ISU Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Job Request Form 2. Accomplishment Form		ICT Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-out Job Request Form	Receives and reviews request.	None	3 mins	N/A
2. Describes issues /concerns of the requested task.	Perform requested task.	None	One (1) day/ Depends on the request	N/A
3. Checking if the concern/issues solve.	Issues the output of the requested job.	None	3 mins	N/A
4. Signs Job Accomplishment form	Signs Job Accomplishment form and to be signed by the Supervisor	None	3 mins	N/A
	TOTAL	**None**	**One (1) day & 9 mins**	

MANAGEMENT INFORMATION SYSTEM OFFICE
(Internal Services)

1. Data & Information Management & Services (DIMS)

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

Office or Division:	Data & Information Management & Services (DIMS)
Classification:	Simple Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	ISU Campuses, Offices, Colleges/Departments
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. MIS Service Request Form 2. Letter of Request	UMIS Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the UMIS service request form	Provide forms	None	2 mins	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff**
2. Submits letter of request to UMIS to avail of university data.	Receives, logs, and forwards the letter to the concern unit/ section Reviews letter and discusses with the unit head Processes the requested data	None	60 mins	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff** Angelo R. Gamara, DIT **MIS Director** John Peterson R. Peredo Judy Jay S. Pascua

				MIS Staff
3. Receives the university data requested	Logs and releases the requested data	None	2 mins	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff**
4. Accomplish the UMIS service Client Satisfaction Survey	Provide forms	None	5 mins	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff**
Total		**None**	**1 hour and 9 minutes**	

2. Creative Media Services

The Creative Media Services unit performs the following functions:

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

Office or Division:	Creative Media Services
Classification:	Complex Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	ISU Campuses, Offices, Colleges/Departments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. MIS Service Request Form 2. Letter of Request 3. Description/information about the expected output	UMIS Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and accomplish the UMIS service request form	Provides forms	None	2 mins	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff**
2. Submits letter of request to UMIS to avail of creative media services.	Receives, logs, and forwards the letter to the concern unit/ section Reviews letter and discusses with the unit head	None	30 mins	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff** Angelo R. Gamara, DIT **MIS Director**

3. Consultation/Handholding	Meeting/ consultation session with the requesting party	None	***Processing time may vary relative with the nature of the project	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff** Angelo R. Gamara, DIT **MIS Director**
4. Processing of request	Creation/ development of multimedia presentation/ report	None	***Processing time may vary relative with the nature of the project	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff** **&** **Newsette Publication**
5. Receives a copy of the multimedia presentation/ report	Logs and releases the requested report/presentation	None	2 mins	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff** **&** **Newsette Publication**
6. Accomplish the UMIS service Client Satisfaction Survey	Provide forms	None	5 mins	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff**
	Total	**None**	*****Processing time may vary relative with the nature of the project**	

3. Information Technology Systems Development Services

The Information Technology Systems Development unit is directly responsible for the: (1) System administration, and computer communication maintenance; (2) Web development, updating, and maintenance; and (3) Software development and maintenance.

Office or Division:	Information Systems Development & Technology Management Services (ISDTMS)
Classification:	Highly Technical Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	Campuses, Offices, Colleges, Departments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. MIS Service Request Form 2. Letter of Request 3. Description/information about the expected output/Technical Specifications	UMIS Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the UMIS service request form	Provide forms	None	2 mins	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff**

2. Submits letter of request to UMIS to avail of IT system Development Services	Receives, logs, and forwards the letter to the concern unit/ section Reviews letter and discusses with the unit head	None	30 mins	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff** Angelo R. Gamara, DIT **MIS Director**
3. Consultation/Handholding	Meeting/ consultation session with the requesting party	None	***Processing time may vary relative with the nature of the project	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff** Angelo R. Gamara, DIT **MIS Director**
4. Processing of request	Development of system	None	***Processing time may vary relative with the nature of the project	Judy Jay S. Pascua **MIS Staff**
5. Receives a copy of the requested system	Logs and releases the requested system	None	2 mins	Judy Jay S. Pascua **MIS Staff**
6. Accomplish the UMIS service Client Satisfaction Survey	Provide forms	None	5 mins	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff**

Total	**None**	*****Processing time may vary relative with the nature of the project**	

4. Network Management & Services (NIMS)

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

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

Office or Division:	Network Management & Services (NMS)
Classification:	Highly Technical Transaction
Type of Transaction:	G2G- - Government to Government
Who may avail:	Campuses, Offices, Colleges, Departments

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. MIS Service Request Form 2. Letter of Request 3. Description/information about the expected output/Technical Specifications	UMIS Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure and accomplish the UMIS service request form	Provide forms	None	2 mins	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff**

2. Submits letter of request to UMIS to avail of Network a. Management & Services	Receives, logs and forwards the letter to concern unit/ section Reviews letter and discusses with unit head	None	30 mins	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff** Angelo R. Gamara, DIT **MIS Director**
3. Consultation/Handholding	Meeting/ consultation session with the requesting part	None	*** Processing time may vary relative with the nature of the project	Angelo R. Gamara, DIT **MIS Director**
4. Processing of request	Network infrastructure design for new applications and services	None	*** Processing time may vary relative with the nature of the project	Angelo R. Gamara, DIT **MIS Director**
5. Receives copy of the requested network infrastructure design	Logs and releases the requested design	None	2 mins	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff**
6. Accomplish the a. UMIS service b. Client Satisfaction Survey	Provide forms	None	5 mins	John Peterson R. Peredo Judy Jay S. Pascua **MIS Staff**
	Total	**None**	*****Processing time may vary relative with the nature of the project**	

PROCUREMENT OFFICE
(Internal Services)

1. Pre – Procurement Process - With an ABC of less than P200,000.00 and below

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

Office or Division:	Procurement Office
Classification:	Simple Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	ISU Employees/Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved PPMP	Office of the End-User
2. Approved PR	Office of the End User/Head of Campus
3. Certificate of Non-availability of supplies from the DBM	Supply Office
4. Certificate issued by ICT Infra	ICT Infra
5. Program of Work	Infrastructure Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares Purchase Request based on the PPMP	Checking of P.R based on the PPMP Verifies the items listed in the P.R if it is included in the PPMP Numbering of Purchase Request / Job Request P.R return to the End user for Funding at Budget Office and	None	10 mins	Joel L. Jose II **Procurement Officer** Joel L. Jose II **Procurement Officer** Antonette D. Gumangan **Procurement Staff** Julianne Kate Soriano **Procurement Staff**

a. Secure certification of nonavailability of office supplies from the Supply office; b. Forward PR of IT equipment to ICT Infra for review of specifications c.Request Program of Work from the Infrastructure office	to finalize the item/s to be purchased based on the certification issued by the Supply office and Specification from ICT Infra and POW from Infrastructure Office	None	10 mins	Jefferson Chua **Campus Canvasser**
TOTAL		**None**	**20 minutes**	

2. Procurement Process

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

Office or Division:	Procurement Office
Classification:	Highly Technical Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	ISU Employees/Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved PPMP	Office of the End-user
2. Approved PR	Office of the End-user/Head of Campus
3. Request for Quotation	Procurement Office
4. Abstract of the Quotation form	Procurement Office
5. Approved Purchase Order	Procurement Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the Approved P.R and PPMP as a basis for numbering of Request for Quotation (RFQ)	Prepares and numbering of Request for Quotation For Signature of Request for Quotation at least 3 copies	None	10 mins	Jefferson Chua **Campus Canvasser**

2. a. Serve RFQ to Bonafide Suppliers and Contractors and get the Documentary Requirements from Suppliers/Contractor which is indicated in the RFQ b. Submit RFQ to Procurement Office.	RFQ forwarded to TWG for the Review of Specification offered by the Supplier and attached the evaluation report	None	3 days	Antonette D. Gumangan Julianne Kate Soriano **Procurement Staff**
3. Prepares Abstract of Price Quotation and all supporting documents	Forwarded to the Bids and Awards Committee the Abstract of Price Quotation for review and signing; Reviews the Supporting documents attached in the Voucher	None	3 days	Julianne Kate Soriano **Procurement Staff** Antonette D. Gumangan **Procurement Staff**
4. Prepares Purchase Order	Purchase Order Numbering for signature of Accountant and Executive Officer	None	1 day	Antonette D. Gumangan **Procurement Staff**
	TOTAL	**None**	**7 days and 10 minutes**	

QUALITY ASSURANCE OFFICE
(Internal Services)

1. **Planning Process**

Office or Division:	Quality Assurance Office			
Classification:	Complex Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ISU Echague Process Owners, Heads of Offices and College Dean's; ISU Campuses			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Quality Manual (QM) 2. Standard Operation Instruction (SOI) 3. ISO 9001 Internal Standard 4. IQA Report 5. External Auditors Report 6. Audit Checklist Form 7. Client Satisfaction Survey Form 8. PSET 9. QMS Monitoring and Assessment Form 10. OJT Evaluation Form 11. Request for Action (RFA)		Quality Assurance Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receives memorandum from the office of the President/ Executive Officer	Distributes order for the conduct of planning (design, implement, review and improve) of the Quality Management System (QMS)	None	2 hours	Engr. Sotero Arnold L. Alburo **QA Director**

2. Prepares inputs/requirements to plan and participate in planning sessions.	Conducts QMS Planning sessions/seminar workshops and consultation in planning	None	2 days	Engr. Sotero Arnold L. Alburo **QA Director** Dr. David Pascua **Team Leader, Training & Education** Ar. Geraldine Paguigan, PhD **Team Leader, Planning Monitoring & Assessment**
	Consolidates plans and present output to the President for approval	None	2 days	Approving Body
3. Implement plans	Monitor implementation of plans	None	4 hours	QA and all offices/Colleges
Total		**None**	**4 days and 6 hours**	

2.Monitoring and Assessment of Performance

Office or Division:	Quality Assurance Office
Classification:	Complex Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	ISU Campuses and/or ISU Echague Campus processes

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Standard Operation Instruction (SOI) 2. ISO 9001 Internal Standard 3. Client Satisfaction Measurement Form 4. PSET 5. QMS Monitoring and Assessment Form 6. OJT Evaluation Form 7. Request for Action (RFA)	Quality Assurance Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receives monitoring and assessment form	Issues/distributes monitoring and assessment form to process owners	None	2 hours	Engr. Sotero Arnold L. Alburo **QA Director** Zach Chamberlaine M. Corpuz, DIT **Team Leader, Internal Quality Audit**
2. Conducts/implement the system of monitoring and assessment	Monitor implementation of Monitoring and assessment	None	1 day	**Internal Quality Audit Team**

3. Submits monitoring and assessment report	Collect / Consolidated monitoring and assessment report	None	3 days	Engr. Sotero Arnold L. Alburo **QA Director** **Internal Quality Audit Team**
	Total	**None**	**4 days & 2 hrs.**	

3. **Management Review**

Office or Division:	Quality Assurance Office
Classification:	Complex Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	ISU Campuses

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Quality Manual (QM) 2. Standard Operation Instruction (SOI) 3. ISO 9001 Internal Standard 4. Audit Checklist Form 5. Client Satisfaction Survey Form 6. PSET 7. QMS Monitoring and Assessment Form 8. OJT Evaluation Form 9. Request for Action (RFA)	Quality Assurance Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives office order for the MR Meeting	Issues/monitors office order for the Management Review (MR) meeting.	None	2 hours	Engr. Sotero Arnold L. Alburo **QA Director**
2. Attends/participate in MR meeting	Conducts MR and determines the impact of inputs and QMS performance	None	1 day	Engr. Sotero Arnold L. Alburo **QA Director**

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

4. **Client Satisfaction Measurement Survey**

Office or Division:	Quality Assurance Office			
Classification:	Complex Transaction			
Type of Transaction:	G2C -Government to			
Who may avail:	ISU Campuses /			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Client Satisfaction Measurement Survey Form		Quality Assurance Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receives Client Satisfaction Measurement Survey Form (CSM Form)	Distributes CSM Form to process owners	None	2 minutes	**Process Owner**
2. Process owners issue the CSM form to various clients with completed transactions Submits filled-up forms	Collect the accomplished form from various offices and colleges	None	1day (every 1st week of the following month)	Winslet M. Baquiran **QA Staff**
	3. Tabulates / Consolidates data and interpret the results of all process	None	5 days	Winslet M. Baquiran **QA Staff**

	Note : Presents the results of CSM during Management Review and take necessary plans			
4. Base on the result of CSM, provides and implements action plan for improvement	Monitor the implementation	None	Per semester	**QA/Process Owner**
TOTAL		**None**	**6 days and 2 hours**	

5. **Internal Quality Audit**

Office or Division:	Quality Assurance Office
Classification:	Complex Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	ISU Campuses ISU Echague Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Standard Operation Instruction (SOI) 2. ISO 9001 Internal Standard 3. Audit programme 4. Audit schedule 5. Audit Checklist Form 6. Request for Action (RFA)	Quality Assurance Office Process Owners

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives and conforms date of audit schedule	Plans the audit and issue notice of audit schedule and audit plan	None	1 hour	Engr. Alfonso R. Simon **Executive Officer** Engr. Sotero Arnold L. Alburo **QA Director** **ISO Core Team**

2. Prepares for the conduct of an audit	Selects auditors and prepare the audit instrument/ checklist etc.	None	5 days before the audit	Engr. Sotero Arnold L. Alburo **QA Director** **ISO Core Team**
3. Prepares for the conduct of audit as an auditee Meeting with the auditor regarding the results of the audit and conform RFA and corrective actions	Conducts audit Reviews audit results and discuss with auditee including the issuance of RFA and corrective actions if any.	 None	 4 hours (per process)	Engr. Alfonso R. Simon **Executive Officer** Engr. Sotero Arnold L. Alburo **QA Director** **Internal Quality Audit Team**
	Total	**None**	**5 days and 5 hours**	

SUPPLY OFFICE
(External Services)

1. Delivery of Goods by the Supplier

Office or Division:	Supply Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Suppliers notifies the Supply Office for the day of delivery.	Supply Office/staff prepares storeroom where goods will be stored.	None	1 hour	Emma F. Castañeda **Supply Officer II** Percival P. Talosig, Jr. **Property Custodian**
	TOTAL	**None**	**1 hour**	

2. Acceptance of Deliveries

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

Office or Division:	Supply Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Delivery Receipt		Supplier		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1. Supply Officer/staff notifies inspector of the delivery of items for inspection Inspector signs the IAR after inspecting the deliveries (inspection box portion)	None	Depending on the magnitude of supplies/materials to inspect	Emma F. Castañeda **Supply Officer II** Vener Carlo I. Laggui Inspector Officer
1. Supplier prepares the charge invoice for signing	Supply Officer signs the IAR as to the completeness of the deliveries (acceptance box portion)	None	1 min	Emma F. Castañeda **Supply Officer II**
	TOTAL	**None**	**Depending on the magnitude of supplies/ materials to inspect**	

3. Preparation of Agency Procurement Request from DBM

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

Office or Division:	Supply Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Department of Budget and Management			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Purchase Request per office/department		Offices or department		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. End-user prepares the Agency Procurement Request for common office supplies	Supply Officer consolidates and prepares APR	None	1 day	Emma F. Castañeda **Supply Officer II**
	Supply Office staff routes the APR to the Budget Office for allotment and Agency Head for approval.	None	1 hour	Maria Lourdes B. Escubio **Budget Officer**
	Supply Officer sends the APR to DBM via e-mail for the availability of supplies	None	5 mins	
	Supply Officer contacts DBM for confirmation of orders	None	5 mins	
	TOTAL	**None**	**1 day,1 hour and 10 minutes**	

SUPPLY OFFICE
(Internal Services)

1. Issuance of Supplies and Equipment

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

Office or Division:	Supply Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ISU Employee/End-user			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. End-user follows up his/her request	Supply Office staff notifies the end-user of the delivery and availability of the supplies and equipment requested	None	3 mins	Emma F. Castañeda **Supply Officer II** Harrold Jay D. Fatalla **Supply Officer I**
2. End-user checks the delivered items	Supply Office prepares forms for the end-user to sign (PAR for equipment costing 50k and above, ICS for equipment costing below 50k, and RIS for office supplies)	None	10 mins	Harrold Jay D. Fatalla **Supply Officer I**

3. Sign the Property Acknowledgment Receipt (PAR), Inventory Custodian Slip (ICS) and Requisition and Issue Slip (RIS)	Record and file the signed ICS and PAR in the Supply Inventory System and file the RIS form.	None	3 min	Emma F. Castañeda **Supply Officer II** **End-User**
	TOTAL	**None**	**16 minutes**	

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

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

Office or Division:	Supply Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ISU Employee			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Employees: 1. Clearance 2. Updated Property Acknowledgement Receipt		HR Office Supply Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Retirement, study leave and transfer: 1. Submit unserviceable equipment to the supply office.	The supply office staff verifies properties issued based on the employees PAR and ICS.	None	5 mins per employee	Emma F. Castañeda **Supply Officer II**
2. Identify to whom the serviceable properties for transfer	Issues PAR and ICS to new accountable employee of the serviceable properties.	None	2 hours	Emma F. Castañeda **Supply Officer II**

3. Submit the signed PAR to supply office for the updating of transfer of accountabilities.	Update inventory of PPE of new accountable employee. Supply Officer signs the employees clearance	None	5 mins 1 min	Emma F. Castañeda **Supply Officer II** Harrold Jay D. Fatalla **Supply Officer I**
Annual Clearance 1. Updated and signed PAR and ICS	Supply Officer and staff check/verify the employees' accountabilities	None	5 min per employee	Emma F. Castañeda **Supply Officer II**
	TOTAL	**None**	**2 hours and 16 minutes**	

INFRASTRUCTURE OFFICE
(Internal Services)

1. **Issuance of Program of Work for Big Projects**

Office or Division:	Infrastructure Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ISU Employee/End User			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter		Concerned end user		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Serves request letter, meeting with Design team	Pre-design processes - Identification of project requirements- includes budget, areas, locations, etc., confirm to HOPE and End- user	None	1 day	Engr. Kenneth Donor **Infrastructure Staff** Engr. Alex Balubal **Infrastructure Director**
2. Preparation and presentation of Drawing and POW	2.1 Design Processes - Preparation and presentation of working drawing & POW to HOPE and End-User.	None	7 days	Engr. Kenneth Donor **Infrastructure Staff** Engr. Alex Balubal **Infrastructure Director**
	2.2 Conduct soil test, consult other concerned Building Professional for design, re Structural, Electrical, etc.	None	7 days	Engr. Kenneth Donor **Infrastructure Staff** Engr. Alex Balubal **Infrastructure Director**

3. Request confirmation of design with Technical Working Group (TWG) / BAC	Pre-procurement processes - Presentation of final estimate, working drawings to the HOPE and TWG/BAC	None	1 day	Engr. Kenneth Donor **Infrastructure Staff** Engr. Alex Balubal **Infrastructure Director**
4. Request Signing of Program of Work (POW) and Drawings	4.1 Facilitate signing and approval of POW and working drawings	None	2 days	Engr. Anna Marie Talamayan **Infrastructure Staff**
	4.2 Issue and Submit approved POW and Working Drawings at Procurement Office for posting	None	1 min	Engr. Anna Marie Talamayan **Infrastructure Staff**
	TOTAL	**None**	**18 days and 1 minutes**	

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

Office or Division:	Infrastructure Office			
Classification:	Complex Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ISU Employee/End User			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter		Concerned end user		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Serve request letter for inspection	Inspect the office, building, facility, etc. that needs repair	None	1 day	Engr. Anna Marie Talamayan Engr. Kenneth Donor **Infrastructure Staff** Engr. Alex Balubal **Infrastructure Director**
	2. Prepare pre inspection report	None	1 hour	Engr. Anna Marie Talamayan Engr. Kenneth Donor **Infrastructure Staff**
	3. Prepare bill of materials and cost estimates (includes approval/consultation with the end user)	None	3 days	Engr. Anna Marie Talamayan Engr. Kenneth Donor **Infrastructure Staff**

	4. Encode program of work	None	2 hours	Engr. Anna Marie Talamayan Engr. Kenneth Donor **Infrastructure Staff**
5. Confirmation of Drawings and Signing of POW,	Facilitate signing and approval of POW and working drawings	None	1 day	Engr. Kenneth Donor **Infrastructure Staff** Engr. Alex Balubal **Infrastructure Director**
6. Receive approved OW and WD	Issue approved POW and working drawings	None	1 min	Engr. Kenneth Donor **Infrastructure Staff**
	TOTAL	**None**	**5 days, 3 hours and 1 minute**	

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

Office or Division:	Infrastructure Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ISU Employee/End User			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter		Concerned end user		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Serves request letter	Identification of project requirements- includes budget, areas, locations, etc., confirm to HOPE and End-User	None	1 day	Engr. Kenneth Donor **Infrastructure Staff** Engr. Alex Balubal **Infrastructure Director**
	2. Design process- Preparation and presentation of working drawings to HOPE and End- User.	None	5 days	Engr. Kenneth Donor **Infrastructure Staff** Engr. Alex Balubal **Infrastructure Director**
	3. Encode Program of Works	None	1 day	Engr. Kenneth Donor **Infrastructure Staff**
4. Confirmation of drawings and Signing POW,	Facilitates signing and approval of POW and working drawings	None	1 day	Engr. Kenneth Donor **Infrastructure Staff** Engr. Alex Balubal

				Infrastructure Director

5. Receives POW and WD	Issues approved POW and WD to client	None	1 min	Engr. Kenneth Donor **Infrastructure Staff**
	TOTAL	**None**	**9 days and 1 min**	

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

Office or Division:	Infrastructure Office			
Classification:	Complex Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ISU Employee/End User			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter		Concerned end user		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Serves request letter	Inspection of the project in terms of actual completed Portions	None	1 day	Engr. Anna Marie Talamayan Engr. Kenneth Donor **Infrastructure Staff**
	2. Prepares SWA – coordinate with Budget/ Accounting Offices on the actual paid Amount	None	30 mins	Engr. Anna Marie Talamayan Engr. Kenneth Donor **Infrastructure Staff**
	3. Validates correctness of SWA, signing of SWA	None	1 day	Engr. Kenneth Donor **Infrastructure Staff** Engr. Alex Balubal **Infrastructure Director**
	4. Informs TWG for Inspection thru Request Letter	None	1 min	Engr. Alex Balubal **Infrastructure Director**

	5. Inspection and evaluation of Technical Working Group	None	1 day	Engr. Anna Marie Talamayan Engr. Kenneth Donor **Infrastructure Staff** Engr. Alex Balubal **Infrastructure Director**
6. Confirms SWA correctness, sign	Signs SWA and cert. of inspection and evaluation	None	1 min	Engr. Anna Marie Talamayan Engr. Kenneth Donor **Infrastructure Staff** Engr. Alex Balubal **Infrastructure Director**

	7. Facilitates signing and approval of SWA to HOPE	None	1 day	Engr. Anna Marie Talamayan **Infrastructure Staff**
	8. Submit approved SWA and cert. of inspection and evaluation at Procurement Office	None	3 mins	Engr. Anna Marie Talamayan **Infrastructure Staff**
	TOTAL	**None**	**4 days and 35 minutes**	

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

Office or Division:	Infrastructure Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	ISU Employee/End User			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter		Concerned end user		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Serves request letter	Prepares certificate of inspection and evaluation and cert. of acceptance	None	1 min	
	2. Inspects completed project	None	1 day	Engr. Anna Marie Talamayan Engr. Kenneth Donor **Infrastructure Staff** Engr. Alex Balubal **Infrastructure Director**
	3. Signs certificate of inspection and evaluation	None	1 min	Engr. Anna Marie Talamayan Engr. Kenneth Donor **Infrastructure Staff** Engr. Alex Balubal **Infrastructure Director**

4. Confirms Inspection and evaluation thru acceptance, sign	Submits signed/accomplished certificate of inspection and evaluation to concern office for processing of voucher	None	5 mins	Engr. Anna Marie Talamayan **Infrastructure Staff**
	TOTAL	**None**	**1 day and 7 minutes**	

INFRASTRUCTURE OFFICE
(External Services)

1. **Issuance of Site Inspection Certificate for Big Projects**

Office or Division:	Infrastructure Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Contractor			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Payment Confirmation Receipt and Special Power of Attorney		Contractor		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present Receipt and SPA	Accompany client to the project site and explains scope of work.	None	1 hour	Engr. Anna Marie Talamayan Engr. Kenneth Donor **Infrastructure Staff**
	2. Prepares/Encode Site Inspection Certificate	None	2 minutes	Engr. Anna Marie Talamayan Engr. Kenneth Donor **Infrastructure Staff**
	3. Signs/Submit Site Inspection Certificate to the Client	None	1 min	Engr. Kenneth Donor **Infrastructure Staff**
	TOTAL	**None**	**1 hour and 3 minutes**	

GENERAL SERVICES – MOTOR POOL (EXTERNAL SERVICES)

1. Transportation Services

Office or Division:	General Services – Motor Pool			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ISU Students/Other Government Agency			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter approved by the head of the campus or his duly authorized representative		Office of the Executive Officer		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits approved request letter to the Gen. Services – Motor Pool	Accepts and records the request for transportation and driver	None	1 min	Perla P. Dacquil **GSO Staff**
	2. Checks schedules and assign vehicle and drivers	None	3 mins	Perla P. Dacquil **GSO Staff**
	3. Checks and assures that vehicle is in good running condition	None	30 mins	Benjie Ternora Jackson Simon Ferdinand Baldoz Allan Aguinaldo **Driver/Chief Mechanic**

	4. Prepares, approves, and records trip ticket; and dispatch driver and vehicle	None	10 mins	Perla P. Dacquil **GSO Staff**
	5. Prepares the Consumption Report of vehicle upon arrival and submits the same to the requesting officer.	None	10 mis	Benjie Ternora Jackson Simon Ferdinand Baldoz **Driver**
	TOTAL	**None**	**54 minutes**	

GENERAL SERVICES – MOTOR POOL (INTERNAL SERVICES)

1. Transportation Services

Office or Division:	General Services – Motor Pool			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All ISU Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request letter approved by the head of the campus or his duly authorized representative		Office of the Executive Officer		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits approved request letter to the Gen. Services – Motor Pool	Accepts and records the request for transportation and driver	None	1 min	Perla P. Dacquil **GSO Staff**
	2. Checks schedules and assign vehicle and drivers	None	3 mins	Perla P. Dacquil **GSO Staff**
	3. Checks and assures that vehicle is in good running condition	None	30 mins	Benjie Ternora Jackson Simon Ferdinand Baldoz Allan Aguinaldo **Driver/Chief Mechanic**
	4. Prepares, approves, and records trip ticket; and dispatch driver and vehicle	None	10 mins	Perla P. Dacquil **GSO Staff** Engr. Rafael Ramos **GSO Director**

	5. Prepares the Consumption Report of vehicle upon arrival and submits the same to the requesting officer.	None	10 mins	Benjie Ternora Jackson Simon Ferdinand Baldoz **Driver**
	TOTAL	**None**	**54 minutes**	

SAFETY AND SECURITY OFFICE
(EXTERNAL SERVICES)

1. Issuance and Renewal of registration of accredited tricycle

Office or Division:	Security Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Tricycle Driver			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Duly Accomplished Accreditation Form		Concerned end user		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out form for Renewal and Newly accredited tricycle (Walk-In)	Issue registration form, validate and inspect tricycle unit	None	5 Minutes	N/A
2. Secure / Submit documents a. Driver License b. Franchised c. Registration of tricycle updated LTO d. Certification from the association if he/she bonified member. e. OR/CR f. Barangay Clearance	Evaluate document presented/ submitted	None	7 Minutes	N/A
3. Pay Required fees at Resource Generation Mgt. Office (RGMO) and submit official receipt to the Security Office.	Evaluate official receipt and issue gate pass	150	5 Minutes	N/A
	TOTAL	**P 150.00**	**17 minutes**	

CAMPUS EXTENSION AND TRAINING SERVICES
(EXTERNAL SERVICES)

1.Request for Resource Person/s for Trainings to be Conducted

Clients such as LGUs, farmers, schools, organizations, walk- in clients, etc. may request from the Extension and Training Services Offices for resource persons from the pool of experts of the university. The Extension and Training Services Office approve and provides the necessary resource person/s needed by the client.

Office or Division	Campus Extension and Training Services
Classification	Simple Transaction
Type of Transaction	G2C - Government to Citizen
Who may avail	Clients such as LGUs, farmers, schools, organizations, walk- in clients, etc.

CHECKLIST OF REQUIREMENT	**WHERE TO SECURE**
Communication Letter	Requesting Office

Client Steps	**Agency Actions**	**Fees to be Paid**	**Processing Time**	**Person/s In-charge**
1. LGU staff, farmers, school personnel, organizations, walk-in clients, etc. submit the letter of request or invitation	Receives invitation/request for training	None	1 minute	Theodore Uriel Calizo Maricris C. Madrid **ETS Staff**
	2. Approves/Disapproves the letter of invitation/request	None	3 minutes	Precious Joy L. Ramos, DPhPE **ETS Director**
	3. Refers to the concerned unit, college and expert	None	2 minutes	Precious Joy L. Ramos, DPhPE **ETS Director**
4. Wait for the confirmation as to the approval/ disapproval of the request	Informs Requesting Party of the approval/disapproval of the request	None	3 days after receipt of request	Theodore Uriel Calizo Maricris C. Madrid **ETS Staff**
	TOTAL	**None**	**3 days & 6 minutes**	

2. Provision of Technical Advisory Services for Walk-in Clients

Extension and Training Services Offices provide technical advisory services to walk-in clients such as LGUs, farmers, students, organizations, NGOs, etc. The Extension and Training Services Office links the client to the pool of experts of the university.

Office or Division	Campus Extension and Training Services			
Classification	Complex Transaction			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Clients such as LGUs, farmers, schools, organizations, walk- in clients, etc.			
CHECKLIST OF REQUIREMENT		**WHERE TO SECURE**		
Client Steps	**Agency Actions**	**Fees to be Paid**	**Processing Time**	**Person/s In-charge**
1. Walk-in clients such as LGU staff, farmers, school personnel, organizations, etc. who request for technical advisory services	Entertains the client/s, let him/her sign the visitors' logbook and know the services he/she wanted to avail of	None	20 minutes	Theodore Uriel Calizo Maricris C. Madrid **ETS Staff**
	2. Refers to the concerned unit, college and technical expert	None	2 hours	Precious Joy L. Ramos, DPhPE **ETS Director**
	3. Approves/ Disapproves the request for technical advisory services	None	5 minutes	Precious Joy L. Ramos, DPhPE **ETS Director**
4. Wait for the confirmation as to the approval/ disapproval of the request	Informs Requesting Party of the approval/disapproval of the request and availability of the Technical Expert and schedule	None	3 days after receipt of request (can be done immediately depending upon the availability of the Technical Expert)	Theodore Uriel Calizo Maricris C. Madrid **ETS Staff**

5. Attends the scheduled technical advisory service	Provision of Technical Advisory Service/Assistance	None	1 day (depends upon the activity)	Expert Requested, & ETS Director and Staff
TOTAL		**NONE**	**4 days, 2 hours and 25 minutes**	

3. Provision and Distribution of IEC Materials for Walk-in Clients

The Extension and Training Services Offices provide and distribute various Information, Education and Communication materials in any form to its walk-in clients such as LGUs, farmers, students, organizations, NGOs, etc.

Office or Division	Campus Extension and Training Services			
Classification	Simple Transaction			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Clients such as LGU staff, farmers, schools, organizations, NGOs, walk- in clients, etc.			
CHECKLIST OF REQUIREMENT		**WHERE TO SECURE**		
Client Steps	**Agency Actions**	**Fees to be Paid**	**Processing Time**	**Person/s In-charge**
1. Walk-in clients such as LGU staff, farmers, school personnel, organizations, etc. who request for IEC materials	Entertains the client/s, let him/her sign the visitors' logbook and know the IEC material he/she wanted to avail of	None	10 minutes	Theodore Uriel Calizo Maricris C. Madrid **ETS Staff**
	2. Approves/Disapproves the request for IEC materials	None	3 minutes	Precious Joy L. Ramos, DPhPE **ETS Director**
	3. Refers to the concerned unit, college and expert for the availability of the IEC materials	None	5 minutes	Precious Joy L. Ramos, DPhPE **ETS Director**
4. Receives the IEC materials requested	Provision of IEC materials requested to the walk-in client and let him sign the	None	5 minutes	Theodore Uriel Calizo Maricris C. Madrid **ETS Staff**

	logbook for received materials			
TOTAL		**None**	**23 minutes**	

CAMPUS RESEARCH AND DEVELOPMENT SERVICES
(INTERNAL SERVICES)

1. **R&D Project Proposal Approval for New Researches (Institutional Funding)**

Office or Division:	Campus Research and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty and Full-time Researchers of ISU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Research Proposal (2 copies) • Harmonized Gender and Development Guidelines (HGDG) (2 copies) • Curriculum Vitae of the Proponents (CV) (1 copy) • Endorsement from the College Research Coordinators and College Deans (1 copy)		• Faculty Researchers • College Research Coordinators • College Deans		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receive memorandum re. Call for Proposals for Institutional Funding	- Issue memorandum for the submission of research proposals	None	2 minutes	Engr. Maribel S. Abalos,DIT **Research and Development, Director**
2. Submit research proposals including HGDG, CV, and Endorsements	- Receive documents from the College R&D Coordinators and verify the completeness of the documents, - Package research proposals	None None	10 minutes	Nathaniel G. Alejandro **Research Staff**

3. Receive Memorandum re. Schedule of Proposal Review	- Issue memorandum and prepare needed and materials for the proposal review such as packaged research proposals, proposal evaluation form, etc	None	5 minutes	Engr. Maribel S. Abalos,DIT **Research and Development, Director** Nathaniel G. Alejandro **Research Staff**
4. Present research proposals during the proposal review	- Evaluate research proposals for approval - Prepare rapporteur's report / evaluators' comments and suggestions - Furnish the proponents a copy of the rapporteur's report through the College R&D Coordinators	None None	2 days	Engr. Maribel S. Abalos,DIT **Research and Development, Director** Nathaniel G. Alejandro **Research Staff**
5. Revise detailed research proposals based on the comments and suggestions of the evaluators as summarized in the rapporteur's report and submits to the Office of	- Receive revised research proposals from the College R&D Coordinators - Review revised proposals and ensure that the evaluators' comments and	None None None	5 minutes	Engr. Maribel S. Abalos,DIT **Research and Development, Director** Nathaniel G. Alejandro **Research Staff**

the Campus R&D Director	suggestions were incorporated - Endorse the list of approved revised proposals for funding to the VP RDET Office through the Campus Executive Officer - Prepare and issue designations of faculty-researchers for the 1st half of the year (January-June) and notice to proceed for approved proposals			
6. Receives designations and notice to proceed of approved proposals for funding	- Files copies of designations and notice to proceed for record-keeping purposes	None	3 minutes	Engr. Maribel S. Abalos,DIT **Research and Development, Director** Nathaniel G. Alejandro **Research Staff**
	TOTAL	**None**	**2 days and 25 minutes**	

2. Claim of Intellectual Property (Copyright, Utility Model, Trademark, Patent) Incentives

Office or Division:	Campus Research and Development Office
Classification:	Simple Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	Faculty and Full-time Researchers of ISU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Request Letter to claim Intellectual Property incentive • Endorsement from the College Dean with the initial of the College R&D Coordinator • Proof that the Intellectual Property output is a product of research approved by the University	• Faculty-Researchers • College R&D Coordinators • College Deans

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for claim of Intellectual Property (Copyright, Utility Model, Trademark, Patent) incentives	- Receive request letter for claim of Intellectual Property incentive - Verify and evaluate the completeness of the required documents. For complete documents, prepare endorsement for approval of higher authorities, otherwise, inform the client of the lacking documents or	None	2 days	Engr. Maribel S. Abalos,DIT **Research and Development, Director** Nathaniel G. Alejandro **Research Staff**

	return documents to the client			
2. If approved, endorsements will be received from the Campus R&D Director for approval by higher authorities. 3. If disapproved, receive a return endorsement	- File copies of the endorsed request for records purposes	None	5 minutes	Engr. Maribel S. Abalos,DIT **Research and Development, Director** Nathaniel G. Alejandro **Research Staff**
TOTAL		**None**	**2 days & 5 minutes**	

3. Presentation of R&D Outputs to Scientific Conference

Office or Division:	Campus Research and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty and Full-time Researchers of ISU			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
● Request Letter of the Presenter ● Endorsement from the College Dean with initial of the College R&D Coordinator ● Certificate of Presentation during the Agency Pre-Inhouse /In-house Review or ● Proper letter of invitation and acceptance from the conference organizers ● Full text of the paper to be presented (with abstract) in the format prescribed by the conference organizer			● Faculty-Researchers ● College R&D Coordinators ● College Deans	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a request letter for paper presentation	- Receive request letter for paper presentation - Verify and evaluate the completeness of the required documents. For complete documents, prepare endorsement for approval of higher authorities, otherwise, inform client of the lacking documents or	None	2 days	Nathaniel G. Alejandro **Research Staff**

	return documents to the client			
2. If approved, endorsements will be received from the Campus R&D Director for approval by higher authorities. If disapproved, receive a return endorsement	- File copies of the endorsed request for records purposes	None	5 minutes	Engr. Maribel S. Abalos, DIT **Research and Development, Director**
	TOTAL	**None**	**2 days & 3 5 minutes**	

4. **R&D Project Monitoring and Evaluation of Ongoing Projects (Institutionally-Funded)**

Office or Division:	Campus Research and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty and Full-time Researchers of ISU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Progress Report or Terminal Report • Endorsement from the College R&D Coordinators and College Deans		• Faculty Researchers • College R&D Coordinators • College Deans		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receive memorandum re. Submission of Midyear/Progress Reports/Terminal Reports	- Issue memo and wait for the submission of reports	None	2 minutes	Engr. Maribel S. Abalos,DIT **Research and Development, Director**
2. Submit reports with endorsement from the College Research Coordinator and College Dean: For Completed Projects – Terminal reports For On-going Projects – Mid-year/Progress Reports	- Receive reports and verify the completeness of the documents - Review the reports submitted based on the approved project workplan - For On-going Projects – issue designations for the 2nd half of the year (July to December)	None	10 minutes	Nathaniel G. Alejandro **Research Staff**

	- For completed projects – issue memorandum for Paper Presentation to the Agency Pre-Inhouse/Inhouse Review			
3. Receive memorandum re. Presentation of Completed Papers to the Agency Pre-Inhouse/Inhouse Review		None	1 minute	Nathaniel G. Alejandro **Research Staff**
4. Submit papers for presentation to the Agency Pre-Inhouse/Inhouse Review	- Receive documents and verify the completeness of the documents - Package papers for presentation per category (Technical, Technological, Higher Education, Social)	None	1 minute 10 minutes	Engr. Maribel S. Abalos, DIT **Research and Development, Director** Nathaniel G. Alejandro **Research Staff**
5. Present papers during the Agency pre-Inhouse/Inhouse Review	- Evaluate papers based on the following criteria: 1. Creativity and Technical Quality (35%) 2. Significance of Findings / Relevance of Research (25%) 3. Manuscript/Write-up (20%)	None	15 minutes	University Expert Pool Engr. Maribel S. Abalos, DIT **Research and Development, Director**

	4. Presentation (20%)			
	TOTAL	**None**	**38 minutes**	

5.Claim of Paper Citation Incentives

Office or Division:	Campus Research and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty and Full-time Researchers of ISU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Request Letter to claim for paper citation incentives • Endorsement from the College Dean with the initial of the College R&D Coordinator • Certificate of presentation during the Agency Pre-Inhouse/In-house Review with the title of the cited paper		• Faculty-Researchers • College R&D Coordinators • College Deans		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a request letter to claim paper citation incentives	- Receive request letter - Verify and evaluate the completeness of the required documents. - For complete documents, prepare endorsement for approval of higher authorities, otherwise, inform the client of the lacking documents or return documents to the client	None	2 days	Nathaniel G. Alejandro **Research Staff**

2. If approved, endorsements will be received from the Campus R&D Director for approval by higher authorities. If disapproved, receive a return endorsement	- File copies of the endorsed request for records purposes	None	5 minutes	Engr. Maribel S. Abalos, DIT **Research and Development, Director**
TOTAL		**None**	**2 days & 5 minutes**	

6.Claim of Publication Incentives

Office or Division:	Campus Research and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty and Full-time Researchers of ISU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Request Letter to claim publication incentive • Endorsement from the College Dean with the initial of the College R&D Coordinator • Communication exchanges between the author and the editors/reviewers • Full text of the paper published including the journal cover • For papers presented during the Agency In-house Review: Certificate of Presentation during the Agency Pre-Inhouse /In-house Review • For thesis/dissertation: Approval Sheet		• Faculty-Researchers • College R&D Coordinators • College Deans		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request letter for claim of publication incentives	- Receive request letter for claim of publication incentive - Verify and evaluate the completeness of the required documents. For complete documents, prepare endorsement for approval of higher	None	2 days	Nathaniel G. Alejandro **Research Staff**

	authorities, otherwise, inform the client of the lacking documents or return documents to the client			
2. If approved, endorsements will be received from the Campus R&D Director for approval by higher authorities. If disapproved, receive a return endorsement	- File copies of the endorsed request for records purposes	None	5 minutes	Engr. Maribel S. Abalos, DIT **Research and Development, Director**
	TOTAL	**None**	**2 days & 5 minutes**	

FEEDBACK & COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Fill out the Client Satisfaction Measurement (CSM) survey either through: • Paper form (ISUE-QuA-CSM-074) • Online (https://forms.gle/Tvk3Dyow5sbJjKSn8) Contact info: (078) 258-2461
How feedback are processed	1. The Quality Assurance Office gathers, collates and records the feedback of the clients. The result will then be interpreted for the improvement of the service. For inquiries and follow-ups, clients may contact the telephone number: (078) 258-2461
How to file a complaint	1. Citizen's Complaint Center Contact: #8888 Link: www.8888.gov.ph 2. Contact Center ng Bayan Link: https://contactcenterngbayan.gov.ph/contact-us
How complaints are processed	Complaints thru the Citizen's Complaint Center (#8888) & Contact Center ng Bayan will be forwarded by the CHED Regional Office No. 02 to the Office of the University President. The concerned office will answer the complaint within seventy-two (72) hours upon the receipt of the complaint.

Contact Information of CCB, PCC, ARTA	1. **Contact Center ng Bayan** 1.1 Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide 1.2 SMS/Text Access: 0908-8816565 1.3 Email: Website: www.contactcenterngbayan.gov.ph 1.4 SMS/Text Access: (02) 932-011; 0917-TEXTCSC (8398272) 1.5 Facebook page: www.facebook.com/civilservicegovph 2. **Presidential Complaints Center** 1.6 Telephone: +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 Telefax No. +63(2)-8736-8621 1.7 Email: pcc@malacanang.gov.ph 1.8 Website: op-proper.gov.ph/presidential-action-center 1.9 Postal: thru PCC official address at Bahay Ugnayan, J.P. Laurel 3. **ARTA** 1.10 Telephone: 8478-5091; 8478-5093; 8478-5099 1.11 Email: info@arta.gov.ph complaints@arta.gov.ph 1.12 Website: www.arta.gov.ph 1.13 CSC – 0917-TEXTCSC (8398272); (02) 932-0111 1.14 Ombudsman: 0926-6994703; (02) 927-4102; (02) 927-2402 4. **Campus Contact Number** 1.15 Ma. Virginia L. Alberto - SMS/Text Access: 09354027111 1.16 Email: mavirginia.l.alberto@isu.edu.ph

CLIENT SATISFACTION MEASUREMENT (CSM) SURVEY FORM

	Reference No.: ISUI-QuA-CSM-074	Effectivity Date: February 23, 2026	Rev. No.: 4

CLIENT SATISFACTION MEASUREMENT SURVEY FORM

Dear Citizen/Clients,

Isabela State University is dedicated to providing you with quality, effective, and efficient services. Your feedback is crucial in helping us serve you better and improve our processes and services. Please take a moment to fill out this form, indicating your level of satisfaction by marking check (✓) the corresponding column. Thank you for your participation.

Name of Client *(Optional)*:

Date:	Time:	Contact No. *(Optional)*:

Age:	Sex: ☐ Male ☐ Female	Region of residence:

Client Type:	☐ Student	☐ Faculty	☐ Alumni
	☐ Parent	☐ Employee	☐ Guest

Office/College Visited:	
Nature of Service: *(Refer to the external/internal services on the Office/College Citizen's Charter)*	

INSTRUCTION: Please mark check (✓) your answers to the **Citizen's Charter (CC)** questions. The CC is an official document that provides information on government agency/office services, requirements, fees, and processing times.

CC1 Which of the following best describes your awareness of a CC?

☐ 1. I know what a CC is and I saw this posted in the office's CC.
☐ 2. I know what a CC is but I did NOT see this posted in the office's CC.
☐ 3. I learned of the CC only when I saw this posted in the office's CC.
☐ 4. I don't know what a CC is and I didn't see one posted in this office (Ans. "N/A" on CC2 and CC3).

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?

☐ 1. Easy to see ☐ 4. Not visible at all
☐ 2. Somewhat easy to see ☐ 5. N/A
☐ 3. Difficult to see

CC3 If aware of CC (answered number 1-3 in CC1), How much did the CC help you in your transaction?

☐ 1. Helped very much ☐ 3. Did not help
☐ 2. Somewhat helped ☐ 4. N/A

INSTRUCTIONS: For 0-10, please put a check mark (✓) on the column that best corresponds to your answer.

	Strong Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A
	1	2	3	4	5	
0. I am satisfied with the service that I availed of.						
1. I spent a reasonable amount of time for my transaction.						
2. The office followed the transaction's requirements and steps based on the information provided.						
3. The steps (including payment) I needed to do for my transaction were easy and simple.						
4. I easily found information about my transaction from the office's website.						
5. I paid a reasonable amount of fees for my transaction.						
6. I feel the office was fair to everyone, or "*Walang palakasan*", during my transaction.						
7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

COMMENTS AND SUGGESTIONS:

For any inquiries, feedback, or assistance, you are welcome to reach out to the **Isabela State University's Public Assistance Complaints Desk (PACD) Office.** Located at the Administration Building, Ground Floor. If you prefer direct communication, please feel free to call us at +63-992-8941-181.

HAPPY WITH OUR SERVICE?

SCAN THE QR CODE AND **RATE** OUR SERVICE!

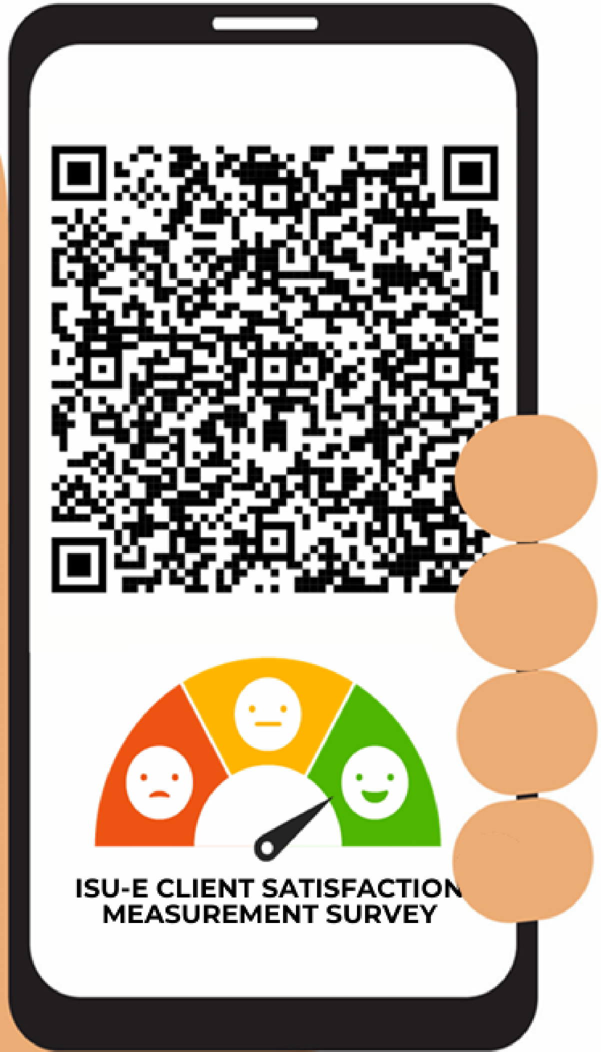
Your feedback and suggestions will help us improve. Thank you!

For inquiries, contact/visit us at

qualityassurance@isu.edu.ph

ISUQualityAssurance

Quality Assurance Office, 2nd Floor, Library Bldg., Isabela State University, Echague, Isabela



LIST OF OFFICES

Office	Address	Contact Information
Office of the President	Administrative Bldg., San Fabian, Echague, Isabela	Tel. No: (078) 258-2461 / (078) 307-5259 Email Add: president@isu.edu.ph / info@isu.edu.ph
Office of the Vice Presidents	Administrative Bldg., San Fabian, Echague, Isabela	Vice President for Administrative and Finance Services (VP AFS) Tel. No. (078) 258 2461 Email Add: vpafs@isu.edu.ph Vice President for Planning and Development (VP PD) Email Add: planning@isu.edu.ph Vice President Research Development Extension and Training (VP RDET) Email Add: vprdet@isu.edu.ph Vice President for Academic Affairs (VP AA) (078) 258-2461 Email Add: vpaa@isu.edu.ph
Office of the Executive Officer	Administrative Bldg., San Fabian, Echague, Isabela	(078) 258-2461 Email Add: echague@isu.edu.ph

Accounting Office	Administrative Bldg., San Fabian, Echague, Isabela	Email Add: Accounting@isu.edu.ph
Budget Office	Administrative Bldg., San Fabian, Echague, Isabela	Tel. No. (078) 258-2461 local 1008 Email Add: university.budget@isu.edu.ph
Campus Resource Generation Management Office	Administrative Bldg., San Fabian, Echague, Isabela	Email Add: rgm@isu.edu.ph
Cashier's Office	Administrative Bldg., San Fabian, Echague, Isabela	Tel. No. (078) 258-2461 Email Add: cashier@isu.edu.ph
Dean's Office (ISU Main Campus)	Administrative Bldg., San Fabian, Echague, Isabela	School of Veterinary Medicine (SVM) Email Add: svm@isu.edu.ph College of Bus. Accountancy & Public Administration (CBAPA) Email Add: cbapa@isu.edu.ph College of Agriculture (CA) Email Add: ca@isu.edu.ph College of Education (CED) Email Add: ced@isu.edu.ph College of Nursing (CON) Email Add: con@isu.edu.ph College of Criminal Justice Education (CCJE)

		Email Add: ccje@isu.edu.ph College of Arts and Sciences (CAS) Email Add: cas@isu.edu.ph College of Computing Studies, Information and Communication Technology (CCSICT) Tel No. (078)258-2130 Email Add: ccsict@isu.edu.ph Institute of Fisheries (IOF) Email Add: iof@isu.edu.ph College of Engineering (COE) Email Add: coe@isu.edu.ph
Human Resource Management Office	Administrative Bldg., San Fabian, Echague, Isabela	Contact no. 0917-1100277 Email Add: hrmo@isu.edu.ph
ICT Infra Office	Administrative Bldg., San Fabian, Echague, Isabela	Email Add: mis@isu.edu.ph
Infirmary	Administrative Bldg., San Fabian, Echague, Isabela	Email Add: health.services@isu.edu.ph
Infrastructure	Administrative Bldg., San Fabian, Echague, Isabela	Email Add: infra@isu.edu.ph
University Library	Library Bldg., San Fabian, Echague, Isabela	Tel. No. (078) 324-6534 Email Add: library@isu.edu.ph
Management Information System Office	Administrative Bldg., San Fabian, Echague, Isabela	Email Add: mis@isu.edu.ph

Office of the Student Affairs Services	Administrative Bldg., San Fabian, Echague, Isabela	Tel. No. (078) 258-2414 Email Add: osas@isu.edu.ph
Procurement Office	Administrative Bldg., San Fabian, Echague, Isabela	Tel. No. (078) 258-2461 local 1017 Email Add: procurement@isu.edu.ph
Quality Assurance Office	2nd Floor, Library Bldg., San Fabian, Echague, Isabela	Email Add: qualityassurance@isu.edu.ph
Records Office	Administrative Bldg., San Fabian, Echague, Isabela	Email Add: records@isu.edu.ph
Registrar's Office	Administrative Bldg., San Fabian, Echague, Isabela	Tel. No. (078) 624-0994 Email Add: registrar.echague@isu.edu.ph
Supply Office	Administrative Bldg., San Fabian, Echague, Isabela	Tel. No. (078) 323-1436 Email Add: supply@isu.edu.ph