

## TARLAC STATE UNIVERSITY CITIZEN'S CHARTER HANDBOOK

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WARDTHATTON BUILDING

# **2024** 2ND EDITION



### TARLAC STATE UNIVERSITY

CITIZEN'S CHARTER 2024 (2<sup>nd</sup> Edition)



#### I. Mandate:

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

#### II. Vision:

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

#### III. Mission:

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

#### IV. Core Values:

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

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

#### **Strategic Directions:**

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



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FEEDBACK AND CO	MPLAINTS MECHANISM
How to send feedback	<ul> <li>A. Face-to-face Transactions <ol> <li>Accomplish the Client Satisfaction</li> <li>Measurement (CSM) Survey form &amp;</li> <li>drop it at CSM box available at various</li> <li>offices or at the designated Public</li> <li>Assistance Complaints Desk (PACD)</li> </ol> </li> <li>Scan the CSM QR Code posted at the CCIB of various offices.</li> </ul>
	<ul> <li>B. Online Transactions</li> <li>1. Click the Client Satisfaction Measurement (CSM) link to be provided by the transacting Office.</li> </ul>
How feedbacks are processed	Client Satisfaction Measurement (CSM) Survey forms are collected, generated & summarized by the Quality Management System (QMS) Unit on a monthly basis. The generated reports are transmitted to the offices of the University President and Vice Presidents to take appropriate actions based on the reported summary result.
How to file a complaint	<ul> <li>To file a complaint, kindly submit a complaint letter (must be subscribed and sworn) to the Office of the University President with the following details:</li> <li>Full name and address of the complainant,</li> <li>Full name and address of the person complained of as well as his or her position and designation at the university,</li> <li>Narrative of the relevant and material facts which show the acts or omissions allegedly committed by the employee</li> <li>Certified True Copies of documentary evidence and affidavits of his witness (if any)</li> </ul>
How complaints are processed	The Office of the University President endorses the complaint letter to the Human Resource Development Management Office (HRDMO) Upon the initial assessment and evaluation of the case, the HRDMO interviews the parties involved and facilitates initial mediation and amicable settlement. After the concern has been addressed, the HRDMO shall submit a case report and recommend to



	the Office of the University President, for appropriate action.
Contact Information of:	
Contact Center ng Bayan (CCB)	Text 0908 881-6565 or Call 1-6565
Presidential Complaint Center (PCC)	8888 8736-8645 or 8736-8603 8736-8606 or 8736-8629
Anti-Red Tape Authority (ARTA)	8475-5091 or 8478-5093 or 8478-5099 <u>complaints@arta.gov.ph</u>



### LIST OF OFFICES

Office	Address	Contact Information
Administration Office	2 <sup>nd</sup> floor, Admin. Bldg., TSU Main	(045) 606-8154
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Budget Management Unit	1 <sup>st</sup> floor, Admin. Bldg., TSU Main	(045) 606-8151
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Cashiering Unit (Collection)	1 <sup>st</sup> floor, Admin. Bldg., TSU Main	(045) 606-8167
, <b>, , ,</b>	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Cashiering Unit	1 <sup>st</sup> floor, Admin. Bldg., TSU Main	(045) 606-8152
(Disbursement)	Campus, Romulo Boulevard, San	
, , ,	Vicente, Tarlac City	
Civil Security Unit	1 <sup>st</sup> floor, Admin. Bldg., TSU Main	(045) 606-8166
, ,	Campus, Romulo Boulevard, San	(Office)
	Vicente, Tarlac City	
College of Architecture and	CAFA Bldg., TSU San Isidro	(045) 606-8170
Fine Arts	Campus, San Isidro, Tarlac City	
College of Arts and Social	2nd floor, Smith Hall, TSU Main	(045) 606-8171
Sciences	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
College of Business and	2nd floor, CBA Bldg., TSU Main	(042) 606-8172
Accountancy	Campus, Romulo Boulevard, San	(****)
	Vicente, Tarlac City	
College of Computer	CCS Bldg., TSU San Isidro	(045) 606-8173
Studies	Campus, San Isidro, Tarlac City	(0.0) 000 0000
College of Criminal Justice	1st floor, CCJE Bldg., TSU	0925 877 5125
Education	Lucinda Campus, Binauganan,	
	Tarlac City	
College of Engineering and	1 <sup>st</sup> floor, CET Bldg., TSU Main	(045) 606-8175
Technology	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
College of Public	1st floor, CPAG Bldg., TSU Main	(045) 606-8177
Administration and	Campus, Romulo Boulevard, San	
Governance	Vicente, Tarlac City	
College of Science	1st floor, COS Bldg., TSU Lucinda	(045) 606-8178
	Campus, Binauganan, Tarlac City	
College of Teacher Education	1 <sup>st</sup> floor, (Regional Institute for	(045) 606-8174
	Continuing Education, RICE Bldg.,	
	TSU Lucinda Campus,	
	Binauganan, Tarlac City	
Dental Health Unit	CET Compound, TSU Main	(045) 606-8137
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Guidance & Counseling Office	2nd floor, Student Affairs and	(045) 606-8130
Unit	Services (SAS) Bldg., TSU Main	
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Office of Alumni Affairs	Alumni Center, TSU Lucinda	(045) 606-8141
	Campus, Binauganan, Tarlac City	



		1906
Internal Audit Service	Internal Audit Service Mezzanine floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	
Lucinda Campus Library	Jose V. Yap Library Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8140
Medical Unit	1 <sup>st</sup> floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8136
Office of Admission and Registration	Office of Admission and Registration Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8182
Office of Business Affairs and Auxiliary Services	1 <sup>st</sup> floor Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8153
Office of Culture and Arts	1 <sup>st</sup> floor, Multi-purpose Commercial Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8133
Office of Facilities Development and Management	3rd Floor, Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8160
Office of Gender and Development	1st floor, GAD Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8196
Office of Human Resource Development Management	Mezzanine floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8155
Office of International Affairs and Linkages	1st floor, CET. Compound, TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8180
Office of Library Management and Services	3rd floor, CBA Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8138
Office of Management Information Systems	2nd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8127
Office of Planning	3rd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8126
Office of Public Affairs	1st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8123
San Isidro Campus	TSU San Isidro Campus, San Isidro, Tarlac City	(045) 606-8139



		1906
Office of Quality Assurance	1 <sup>st</sup> floor, CPAG Bldg., TSU Main	(045) 606-8124
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Office of Student Affairs	2nd floor, Student Affairs and	(045) 606-8130
Services	Services (SAS) Bldg., TSU Main	
	Campus, Romulo Boulevard, San Vicente, Tarlac City	
Office of Innovation and	1st floor, FTRC Bldg., TSU	(045) 606-8193
Business Development	Lucinda Campus, Binauganan,	(043) 000-0193
Business Bevelopment	Tarlac City	
Office of the University	2 <sup>nd</sup> floor, Admin. Bldg., TSU Main	(045) 606-8101
President	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Office of the Vice President	2 <sup>nd</sup> floor, Admin. Bldg., TSU Main	(045) 606-8111
for Research and Extension	Campus, Romulo Boulevard, San	( ),
Services	Vicente, Tarlac City	
Office of the Vice President for	2 <sup>nd</sup> floor, Admin. Bldg., TSU Main	(045) 606-8115
Academic Affairs	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Office of the Vice President	2 <sup>nd</sup> floor, Admin. Bldg., TSU Main	(045) 606-8112
for Administration	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Office of TSU National Service	, , ,	(045) 606-8181
Training Program	Commercial Bldg., TSU Main	
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	(0.45) 000 0400
Office of University	2 <sup>nd</sup> floor, RED Bldg., TSU Lucinda	(045) 606-8190
Research Development	Campus, Binauganan, Tarlac City	(045) 606 9494
Office of University Board Secretary	2 <sup>nd</sup> floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San	(045) 606-8121
Secretary	Vicente, Tarlac City	
Office of University Extension	2nd floor, FTRC Bldg., TSU	(045) 606-8191
Services	Lucinda Campus, Binauganan,	(0+0) 000-0101
	Tarlac City	
Procurement Unit	2 <sup>nd</sup> floor, Motorpool Bldg., TSU	(045) 606-8157
	Main Campus, Romulo Boulevard,	
	San Vicente, Tarlac City	
Quality Management Unit	3rd floor, Mixed-use Bldg., TSU	(045) 606-8184
	Main Campus, Romulo Boulevard,	, , ,
	San Vicente, Tarlac City	
Records and Archives Unit	1st floor, Admin. Bldg., TSU Main	(045) 606-8156
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Scholarship and Financial	Student Center, TSU Lucinda	(045) 606-8132
Assistance Unit	Campus	
School of Law	2 <sup>nd</sup> floor, Multi-purpose	(045) 606-8176
	Commercial Bldg., TSU Main	
	Campus, Romulo Boulevard, San	
On orte Davida (	Vicente, Tarlac City	
Sports Development	Multi-purpose Commercial Bldg.,	(045) 606-8134
Management Unit	TSU Main Campus, Romulo	



	Boulevard, San Vicente, Tarlac City	
Student Development Services	2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8131
Supply and Property Management Unit	Supply and Management Office Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8159
Testing, Evaluation and Measurement Unit	3 <sup>rd</sup> floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8135



### OFFICES UNDER THE OFFICE OF THE

### UNIVERSITY PRESIDENT

**List of External Services** 



### Anti-Red Tape Unit



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

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

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



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



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

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



### **Office of Alumni Affairs**



### 1. Processing of Request for Alumni ID Numbers

The service allows the graduates of the university to request their alumni number/s for the processing of Alumni ID.

Office or Division:	Office of Alumni Affa	airs (OAA)			
Classification:	Simple				
Type of	G2C - Government	G2C - Government to Citizen			
Transaction:					
Who may avail:	TSU Alumni				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
1. Accomplished Rec	uest for Alumni	Office of A	lumni Affairs or do	wnload at	
Form TSU-AAO-S	F-04	https://www	<u>w.tsu.edu.ph/medi</u>	a/5zudnw1p/requ	
(1 Original Copy)		est-for-alu	<u>mni-id.doc</u>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. For Face-to-	1.1 For Face-to-	None	5 minutes	Staff-in-Charge	
Face	Face			Office of Alumni	
Transaction:	Transaction:			Affairs	
Submit the	Receives			/ mano	
accomplished	submitted				
Request for	request form.				
Alumni ID Form					
to Office of	For Online				
Alumni Affairs.	Transaction:				
	Downloads the				
For Online	form.				
Transaction:	1.2Verifies the	None	2 working days		
Send	identity thru the	NONE			
accomplished	Alumni Database				
Request for	and inputs the				
Alumni ID Form	Alumni Number.				
via email to					
tsualumniassocia					
tion@gmail.com.					
2. For Face-to-	2. Releases Alumni	None	10 minutes	Staff-in-Charge	
Face	Number (via	None	10 minutes	Office of Alumni	
Transaction:	email for online			Affairs	
Receive Alumni	and hard copy			7 (101) 5	
Number written	for face-to-face				
in paper.	transaction) and				
	informs the client				
For Online	to proceed to				
Transaction:	Business Affairs				
Receive Alumni	and Auxiliary				
Number thru	Services Office				
email	at the 2 <sup>nd</sup> Floor				
	and present the				
	accomplished				
	Alumni Form for				
	the Processing				
	of Alumni ID.				
			2 Working		
	TOTAL:	None	Days & 15		
	IVIAL.	140116	Minutes		
			willutes		



### Office of Culture, Arts and Languages



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

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

ivision: lassification: ype of ransaction: /ho may avail: CHECKLIST OF	Highly Technical	Office of Culture, Arts and Languages (OCAL)			
ransaction: /ho may avail:	Highly Technical				
/ho may avail:	G2G- Government to Government				
	TSU Colleges, Offices	s. Units. and	Other Governme	nt Agency/ies	
	REQUIREMENTS		WHERE TO SEC		
FOR CLIENT					
	nvitation address to	The client	will provide		
the University Pr					
(1 Original Copy FOR STUDENT					
Certificate of Off		The studer	nt performers will p	provide	
(COR)	lolary registered				
· • • • • • • •	and/or 1 Photocopy)	-			
Identification Ca specimen (1 Pho					
		-			
card with three s					
(1 Original copy)					
	nue outside Tarlac,	Medical Ur	nit		
(1 Original copy		EEES TO	DROCESSING	DEDGON	
CLIENT STEPS	AGENCY ACTIONS			RESPONSIBLE	
Submit the	1.1Logs and	None	1 working day	Staff	
official letter of	maintains a copy			Records and	
				Archives Unit	
Archives Unit					
	•				
	President.				
	1.2 Endorses	None	1 working day	President	
	Request to the			Or	
	Office of Culture,			Officer-in-	
Arts and				Charge, Or	
	Languages.			Representative	
				-	
				Office of the	
				Office of the University	
				University President	
	1.3Receives and	None	1 hour	University President <i>Clerk</i>	
	assesses the	None	1 hour	University President Clerk and	
	assesses the endorsed letter	None	1 hour	University President Clerk and Director	
	assesses the	None	1 hour	University President Clerk and	
the parent or guid card with three so (1 Original copy) If the event/ ver Medical certification (1 Original copy) CLIENT STEPS Submit the	AGENCY ACTIONS          1.1 Logs and         maintains a copy         of the received         Official letter of         Invitation and         forwards it to the         Office of the         University         President.         1.2 Endorses	FEES TO BE PAID None	PROCESSING TIME 1 working day	Staff Records and Archives Un President	



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



### **Office of International Affairs and Linkages**



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

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

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



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



### **Office of Public Affairs**



#### 1. Process for Addressing Client's Concerns via Email

The service allows the TSU students and employees to email the Office of Public Affairs for any request or concerns.

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

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



#### 2. Process for Publication and Distribution of TSU Bulletin

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

Office or Divisio	n: Office of Public Affa	airs (OPA)			
<b>Classification:</b>	Highly Technical	Highly Technical			
Type of Transaction:	G2B - Government	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:		TSU Students, Employees and Stakeholders			
CHECKLIST OF REQUIREMENTS 1. Details of Event, Program Flow (if any) or News Article (1 Original Copy)		WHERE TO SECURE The client will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill out the TSU Bulletin Receiving Log and	1.1 Proofreads the received file for write-up or revision.	None	3 working days	<i>Technical Staff</i> Office of Public Affairs	
Submit Information / news article and details to Office of Public Affairs for write-up or proofreading	1.1.1 Deploys staff to cover the event / activity and shall write an article afterwards.		7 working days		
	1.2 Checks the article/s.	None	3 hours	<i>Director &amp; Unit Head</i> Office of Public Affairs	
	1.3 Forwards the final layout of the TSU Bulletin to Business Affairs and Auxiliary Services Office for printing.	None	5 working days	<i>Technical Staff</i> Office of Public Affairs	
	1.4 Conducts final inspection of printed TSU Bulletin copies	None	1 working day	Director and Technical Staff Office of Public Affairs	
2. Receives TSU Bulletin.	2. Distributes TSU Bulletin.	None	1 working day	<i>Technical Staff</i> Office of Public Affairs	
	TOTAL:	None	17 Working Days & 3 Hours		

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



### **Office of the University President**



### **1. Processing of Action on Contracts and External Agreements**

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

Office or Division:	Office of the Univers	sity Presiden		
Classification:	Complex			
	G2C - Government	to Citizen		
Type of	G2B – Government		Entity/ies	
Transaction:	G2G – Government			
Who may avail:	University Stakehold	-		
	REQUIREMENTS		WHERE TO SE	CURE
	or Related Document	The client		
(1 Original Copy	)		·	
2. Review and Com	ments by The	University	Legal Counsel	
University Legal	Counsel and The			
	ns (1 Original Copy)			
3. Revision of The 0		The client	will provide	
	porating the Legal			
Counsel's Recom	mendations			
(Triplicate Copy)			DDOOEOOINO	DEDOON
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the	1. Receives and	None	1 working day	Staff and
pertinent	reviews the	None	I working day	President,
documents to	submitted			or Officer-in-
the Office of	documents.			Charge, or
the University				Representative
President.				Office of the
				University
				President
2. Follow up on	2. Approves or	None	1 working day	President,
contract and	disapproves the			or Officer-in-
pertinent document.	document.			Charge, or
document.				<i>Representative</i> Office of the
				University
				President
3. Receive	3. Submits to the	None	1 working day	Staff
preliminary	Secretary of the			Office of the
action on	Board of Regents			University
contract or	if the latter's action			President
agreement.	is needed.			
4. Receive final	4.1 Board Secretary	None	1 working day	Board Secretary
action.	includes the			Tarlac State
	matter in the			University
	Agenda of the			
	Regular/Special Meeting of the			
	Board of			
	Regents.			
	4.2 Board of Regents	1		Board of
	acts on the			Regents
	contract or			Tarlac State
	agreement.			University



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

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

Office or Division:		sity President	t (OUP)	
Classification:	Simple	0.0		
Type of	G2C - Government			
Transaction:	G2B – Government			
	G2G – Government			
Who may avail:	University Stakehold	lers, Guests,		
	REQUIREMENTS	<b>—</b>	WHERE TO SEC	CURE
1. Valid Identificatio		The client w	vill provide	
(1 Original Copy				
2. Letter of the Purp				
	sit with the University			
President (1 Orig	inal Copy)		BBBBBBBBB	DEDOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the	2. Acknowledges	None	5 minutes	Staff
identification	the valid			Office of the
card to the	identification card.			University
Office of the				President
University				
President.		Nie	45	04-#
2. For Walk-In:	2. For Walk-In:	None	15 minutes	Staff
Show the letter	Reads letter/s of			Office of the
of purpose <i>(if</i>	purpose or listens to verbal answers.			University President
<i>any)</i> or mention	Informs the			President
the purpose of the transaction	President, Officer-			
or visit.	in-Charge, or			
OF VISIL.	Representative			
	about the visitor			
	and purpose.			
With An	With An			
Approved	Approved			
Scheduled	Scheduled			
Appointment:	Appointment:			
Show an	Verifies Notice of			
appointment	Acceptance of			
letter or	appointment			
evidence of				
acceptance.				
3. Meet the	3. For Walk-In:	None	2 hours	President,
President.	President or			or Officer-in-
	Officer-in-Charge			Charge, or
	meets the visitor.			Representative
	Staff checks the			Office of the
	availability of the			University
	President or			President
	Representative.			
	Set appointment			
	date and time.			



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



# **Quality Management Unit**

**External Services** 



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

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

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

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



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



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



# OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS

**List of External Services** 



## **Career Education and Job Placement Services Unit**

**External Services** 



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

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

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

Office or Division:	Career Education and	Ioh Placer	ment Services (CI	= IPS)
Classification:	Complex			_01 0/
Type of	G2B – Government to	Business F	- ntity/ies	
Transaction:		Bueineee		
Who may avail:	Company/ies, Agency	/ies. and In	stitution/s	
CHECKLIST OF I			WHERE TO SEC	URE
1. CCR_CR_CF_Reg		Career Education and Job Placement		
TSU-CJS-SF-10		Services, o	r request forms v	ia email:
(For Company Ro	adshow, and For		ment@tsu.edu.ph	
Career Fair Form)				
(1 Original Copy / S	Scanned Copy)			
2. Letter for Career Fa		The client v	vill provide	
Recruitment Activity				
Development Webi				
	o, Career Roadshow			
(1 Original Copy)		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit a request	1.1 Checks the	None	10 minutes	Section Head
letter addressed	completeness and			&
to the University	authenticity of			Career
President along	submitted			Specialist Staff
with the pertinent	requirements and			Career
requirements.	forwards to the			Education and
	Records Office of			Job Placement
	the university.			Services
	Noto: If incomplete			
	Note: If incomplete requirements,			
	inform company to			
	complete the			
	requirements.			
	1.2 Endorses the	None	1 working day	President
	request of the		<u> </u>	Office of the
	company.			University
	The President			President
	endorses the			
	company's			Vice President
	request to the			Office of the
	Student Affairs Office and will be			Vice President for Academic
	forwarded to the			Affairs
	CEJPS Unit.			
				OIC-Director
	Note: A regret			
	letter will be			



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

Note: This is a multi-stage process. The Career Education and Job Placement Services is only responsible for receiving of requirements, facilitating and spearheading the approved activity.



#### 2. Process of Request for Company Accreditation

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

Office or	Career Education and	I. Job Placen	ent Services (C	E.IPS)
Division:				,201 0)
Classification:	Simple			
Type of	G2B – Government to	Business E	ntity/ies	
Transaction:	saction:			
Who may avail:	Company/ies, Agency	/ies, and Ins	stitution/s	
CHECKLIST O	REQUIREMENTS	Λ	WHERE TO SE	CURE
1. Company Accre	•	Career Edu	cation and Job I	Placement
Form TSU-CJS	-SF-01		request forms	
(1 Original copy	/)	@jobplacen	<u>nent@tsu.edu.p</u>	<u>h</u>
2. Company Accre	editation Terms of			
Reference				
(1 Original Copy	y / Scanned Copy)			
3. Job Posting / G	raduate Listing /			
Resume Reque				
TSU-CJS-SF-0	3			
(1 Original Copy	y / Scanned Copy)	-		
4. CCR_CR_CF_F	•			
TSU-CJS-SF-10				
	Roadshow, and For			
Career Fair For	,			
	/ Scanned Copy)			
	for Industry- Academe	The client w	vill provide	
Partnership				
	y / Scanned Copy)	-		
6. BIR Certificate				
(BIR Form 2303	,			
	y / Scanned Copy)	4		
	DTI Registration Form			
	y / Scanned Copy)	-		
-	istration Certificate			
	/ / Scanned Copy)	-		
9. Company / Insti				
	eiving Copies, for OUP			
and CEJPS)			DDOCESSING	
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO		
		BE PAID	TIME	RESPONSIBLE



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

Note: This is a multi-stage process. The Career Education and Job Placement Services is only responsible for receiving of requirements and issuing of Company Accreditation Number and Certificate.



### 3. Process of Request for Job Posting and Graduate Listing

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

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

Office or Division:	Career Education and	Lioh Place	ment Services (CE	
Classification:	Simple			JF 0)
Type of	G2B – Government to	Rucinoce	Entitylies	
Transaction:				
Who may avail:	Company/ies, Agency	/ies, and Ir	nstitution/s	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Job Posting/Gradu	0	Career Ed	ucation and Job Pl	acement
Request form TSL			or request forms via	a email:
(1 Original Copy /			ment@tsu.edu.ph	
2. Letter of Request	5	The client	will provide	
Graduate Listing (	1 Original Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the President of the TSU along with the other requirements.	1.1 Checks the completeness and authenticity of submitted requirements, if complete, request will be forwarded to the records office of the university. <i>Note: A regret</i> <i>letter will be</i> <i>issued if the</i> <i>company failed</i> <i>to comply with</i> <i>the</i> <i>requirements.</i>	None	10 minutes	Section Head / Career Specialist Staff Career Education and Job Placement Services
	1.2 The President endorses the request of the company to Career Education and Job Placement Services Unit.	None	1 working day	President Office of the University President Vice President Office of the Vice President for Academic Affairs OIC-Director Office of Student Affairs and Services



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



# **Guidance and Counseling Unit**

### **External Services**



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

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

Office or Division:	Guidance and Couns	elina Unit (C	GCU)	
Classification:	Complex			
Type of	•			
Transaction:	G2C - Government to	5 Cilizen		
Who may avail:	TSU Students and A	umni		
	REQUIREMENTS		WHERE TO SEC	CURE
A. FOR SCHOLARS				
1. Certificate of Regi	· · · · · ·	The client	will provide	
TSU ID (1 Original				
	ENT AND BOARD EXA			
1. Transcript of Reco			dmission and Reg	Istration
(1 Original Copy); 2. Accomplished Stu		Office of A	dmission and Reg	istration
(1 Original Copy)			unission and Neg	1511 411011
C. FOR TRANSFER				
1. Honorable Dismissal / Transfer     Office of Admission and Registration				istration
Credentials (1 Orig				
2. Accomplished Stu		Office of A	dmission and Reg	istration
(1 Original Copy)	•			
3. Payment Slip TSU	I-GAC-SF-28	GAC-SF-28 Guidance and Counseling Unit		
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Message the Official Facebook page of the Guidance and Counseling Unit, ( <u>https://www.fac</u> <u>ebook.com/TSU</u> <u>GuidanceAndCo</u> <u>unselingUnit</u> ) and fill out the link provided and upload scanned documents based on his/her request.	<ul> <li>1.1 Receives request and verifies the submitted requirements of the client and processes the request.</li> <li>1.2 Sends the proof of appointment to the email address provided by the requesting client.</li> </ul>	None	3 working days	Associate Guidance Counselor Guidance and Counseling Unit
2. Proceed to the Main Campus- Guidance and Counseling Office and present the proof of appointment to process his/her request.	2. Provides payment slip.	None	3 minutes	Associate Guidance Counselor Guidance and Counseling Unit



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

Note: This is a multi-stage process. The Guidance and Counseling Unit is only responsible for receiving of requirements and issuing of Good Moral Character. Payment processing is done by the Cashiering Unit.



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

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

Office or Division:	Guidance and Coun	seling Unit (	GCU)	
Classification:	Simple		•	
Type of	G2C - Government	to Citizen		
Transaction:		-		
Who may avail:		TSU Shifting Students and Returnees REQUIREMENTS WHERE TO SECURE		
1. Accomplished ar		Office of A	dmission and Reg	
Shifting / Returne		download a	-	
•	(1 Original Copy)		v.tsu.edu.ph/medi	ia/3bpl3ifg/h-
	(*****************		-form-for-shifter.p	
2. Report of Grades	6	The client	will provide (from	Student Portal)
(1 Original Copy	and 1 Photocopy)			
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed	1. Welcomes the	None	10 minutes	Guidance
to the nearest	client, gathers		-	Counselor /
Guidance and	information, and			Associate
Counseling	informs the client			Guidance
office.	about the process			Counselor
	and test.			Guidance and
2. Answer the	2.1 Administers the	None	30 minutes	Counseling Unit Guidance
Vocational	Vocational	None		Counselor /
Preference	Preference			Associate
Inventory (VPI)	Inventory (VPI) or			Guidance
exam.	exam to the client.			Counselor
	2.2 Evaluates	None	3 minutes	Guidance and
	client's			Counseling Unit
	Vocational Preference			
	Inventory (VPI)			
	test results and			
	identifies his/her			
	career profile.			
	2.3 Reviews and	None	10 minutes	Guidance
	checks all			Counselor / Associate
	client's requirements			Guidance
	and attaches			Counselor
	additional			Guidance and
	documents			Counseling Unit
	needed by the			
	client and the			
	other offices.			4
	2.4 Discusses with	None	10 minutes	
	the client the			
	career profile results and			
	identifies interest			



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



## Office of Admission and Registration

### **External Services**



### 1. Issuance of Temporary Notice of Acceptance for Foreign Student

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

Office or	Office of Admission a	nd Registrat		
Division:		nu negistrat		
<b>Classification:</b>	Simple			
Type of	G2C - Government to	Citizen		
Transaction:				
	New Foreign Student			
	F REQUIREMENTS		WHERE TO SEC	
	Application form for	Office of A	dmission and Regi	stration
Ū.	t TSU-OAR- SF- 06			
(1 Original Cop 2. 2x2 Colored Pi		The client	vill provide	
-	ken Within the Last			
•	- (2 Original Copies)			
	ecords/Certificate of	The client	will provide	
Completion / G			School / University)	
	Authenticated by the	Ì	,	
Philippine Emb	assy or Consulate in			
	1 Original Copy)			
4. Personal Data,	•	The client	will provide	
Approved Stud				
	egistration (ACR)			
(1 Original Cop		-		
5. Birth Certificate	-			
Foreign Service	ated by the Philippine			
(1 Original Cop				
	avit of Support and	-		
	ate Financial Support			
(1 Original Cop				
7. Result of IELTS	S/TOEFL/ TOEIC	-		
(1 Original Cop	y)			
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1 Condon		BE PAID	TIME	RESPONSIBLE
1. Send an email to the	1.1 Receives, checks, and	None	30 minutes	Staff-in-Charge of Foreign
Office of	evaluates the			Students
International	documents			Office of
Affairs and	provided			Admission and
Linkages	by the			Registration
(oia@tsu.edu.	International			5
<i>ph</i> ) to inquire	Affairs.			
about the	1.2 Prepares the	None	3 hours	
requirements	Temporary Notice			
of Foreign	of Acceptance			
Students and	and submits to			
send	International			
complete	Affairs.			
requirements.	Noto: The			
	Note: The International			
	Affairs will send			
1	Anali's Will Seriu			



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	the temporary Notice of Acceptance to the foreign student.			
	1.3 Issues the Admission Slips with student number to the College. <i>Note: The College</i> <i>will process the</i> <i>temporary</i> <i>enrollment of</i> <i>student subject to</i> <i>the submission of</i> <i>required</i> <i>documents and</i> <i>inform the</i> <i>students</i> <i>regarding their</i> <i>enrollment</i>	None	3 hours	Staff-in-Charge of Foreign Students Office of Admission and Registration
2. Pay for the required fees thru online or onsite (TSU Cashier).	2. Process the Payment.	See table below	45 minutes	Staff-in-Charge Cashiering Unit
3. For Walk-In: Go to MISO for the setting up of Office 365 account.	4. Creates a 365 account for the student and sends thru e-mail the procedures on how to set up the Office 365 account.	None	45 minutes	<i>Staff-in-Charge</i> Office of Management Information Systems
For Online: Send an e- mail to ( <u>miso@tsu.ed</u> <u>u.ph</u> ) for the setting up of Office 365 account and log in to TSU Student Portal and Print the Certificate of Registration.		None	1 hour and 30 minutes	
4. Submit a physical copy of the requirements.	4. Receives and evaluates the requirements.	None	45 minutes	Staff-in-Charge of Foreign Students



				Office of Admission and Registration
Т	OTAL FOR WALK-IN TRANSACTION:	Tuition Fee =	8 Hours & 45 Minutes	
	TOTAL FOR ONLINE TRANSACTION:	Amount per Unit X Number of Units Enrolled	9 Hours & 30 Minutes	

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



### 2. Process for Signing of Student Clearance

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

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

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



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



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



submit the Duly signed Student Clearance Form to the designated College window.	Transfer of Credentials.		8 Hour & 10	
Main Campus and get a ticket number from the kiosk machine. Once the number appears on the screen,	5.2Notifies the students regarding the releasing of Official Transcript of Records or	None	5 minutes	Staff Office of Admission and Registration
5.1 Proceed to the Office of Admission and Registration -	t Clearance at the Off 5.1 Receives the submitted duly signed Student Clearance Form	i <b>ce of Adm</b> i None	2 hours and <b>Regis</b> 2 hours and 5 minutes	Stration Staff Office of Admission and Registration
4.2Proceed to the College Dean	4.2 Signs the Student clearance	None	30 minutes	<i>Dean</i> Mother College
4.1 Proceed to the Department Chairperson.	4.1 Verifies the student's academic status. Once the student has clear status, countersign the Clearance Form. Note: If the student has deficiency or lacking requirements, provide instruction on how to comply the lacking.	None	2 hours and 10 minutes	Department Chairperson Mother College

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

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



### 3. Processing of Request for Transcript of Records of Graduates

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

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



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

\* **First copy of Transcript of Records** shall be of **no charge**. 2<sup>nd</sup> copy to nth copy of Transcript of Records shall be charged **Php 100.00 per page**.



### 4. Processing of Request for Various Academic Documents (Online)

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

Office or	$\mathbf{U}$				
Division:					
Classification:	Complex – Request for other Documents				
	Highly Technical – Re				
Type of	G2C - Government to	Citizen			
Transaction:					
Who may avail:		Enrolled Students at the University			
	F REQUIREMENTS	WHERE TO SECURE			
A. FOR TRANSCI	RIPT OF RECORD – 2	ND COPY/ REQUEST			
1. Valid identifica	tion Card (ID)	The Client will provide			
2. For Undergrad		Office of Admission and Registration or			
	Signed Student	download at			
	J–OAR–SF–18	https://www.tsu.edu.ph/media/5cllemm2/l-			
(1 Original Cop		student-clearance-form.pdf			
	duate-unenrolled	The client will provide			
	137-A / Transcript of				
	st School attended -				
	c State University				
<ul><li>(1 Original Cop</li><li>4. Accomplished</li></ul>		Office of Admission and Registration or			
•	–21(1 Original Copy)	Office of Admission and Registration or download at			
130-0AR-3F		https://www.tsu.edu.ph/media/1azfbhm2/o-			
		request-form-and-claim-stub.pdf			
5. Documentary S	Stamn/s	The client will provide			
(1 stamp per pa	-				
		ATION AND VERIFICATION (CAV)			
1. Valid identifica		The client will provide			
	1 1 Original Copy of	The client will provide			
	ecords and Diploma,				
present the Ori					
3. Accomplished		Office of Admission and Registration or			
TSU–ÓAR–SF	–21 (1 Original Copy)	download at			
		https://www.tsu.edu.ph/media/1azfbhm2/o-			
		request-form-and-claim-stub.pdf			
4. Documentary S	•	The client will provide			
(1 stamp per p					
C. DUPLICATE O	F DIPLOMA				
1. Valid identifica	tion Card (ID)	The client will provide			
2. For Missing/ L	•	Notary public, a lawyer, or a government office			
Affidavit of Loss		that deals with legal documents			
3. Accomplished		Office of Admission and Registration or			
TSU–OAR–SF-	-21 (1 Original Copy)	download at			
		https://www.tsu.edu.ph/media/1azfbhm2/o-			
4 5	21 /	request-form-and-claim-stub.pdf			
4. Documentary S	•	The client will provide			
(1 stamp per p					
D. CERTIFICATIO	)N/S				
1. Valid identifica	tion Card (ID)	The client will provide			



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2.		udent Clearance		dmission and Regi	stration or	
	TSU–OAR–SF	–18 (1 Original Copy)	download a			
				v.tsu.edu.ph/media	a/5cllemm2/I-	
			student-clearance-form.pdf			
3.		ranscript of Record	The client v	will provide		
	from last Schoo	ol attended (Copy for				
	Tarlac State Ur	niversity)				
	(1 Original Cop	py)				
4.	Accomplished	Request Form	Office of A	dmission and Regi	stration or	
	TSU–OAR–SF	–21 (1 Original Copy)	download a	at		
		,	https://wwv	v.tsu.edu.ph/media	a/1azfbhm2/o-	
			request-for	m-and-claim-stub.	pdf	
5.	Documentary S	Stamp/s	The client v	will provide		
	(1 stamp per pa	•		•		
E.						
	Valid identificat		The client v	vill provide		
		ranscript of Record				
Z.		ol attended - Copy for	Student La	st School Attended	4	
		niversity (1 Original	Sludent La		<i>а</i>	
2	Copy)	udent Cloaranco	Office of A	dmission and Dagi	stration or	
5.		udent Clearance	download a	dmission and Regi	รแลแบบ บเ	
	130-0AR-3r	–18 (1 Original Copy)			/Follomm2/l	
				v.tsu.edu.ph/media	/ocilemmz/i-	
4	<b>A</b>			arance-form.pdf	- <b>1</b>	
4.	Accomplished	•		dmission and Regi	stration or	
	ISU-OAR-SF	–21 (1 Original Copy)	download a			
				https://www.tsu.edu.ph/media/1azfbhm2/o-		
_	C. De europeter / Otomer /a			<u>m-and-claim-stub.</u>	pdf	
5.	5. Documentary Stamp/s		The client v	will provide		
	(1 stamp per pa	age)				
F.	FORM 137- A					
1.	Valid identificat	tion Card (ID)	The client v	will provide		
2.	2. Accomplished Request Form			dmission and Regi	stration or	
	•	–21 (1 Original Copy)	download at			
			https://www.tsu.edu.ph/media/1azfbhm2/o-			
1				m-and-claim-stub.		
3.	Documentary S	Stamp/s	The client will provide			
1	(1 stamp per pa	•				
G.		TOR IS NOT PRESENT	1			
		etter (1 Original Copy)	The client v	will provide		
L'.			The client will provide			
2.	Requestor's va	lid ID (1 Photocopy)				
3	Representative	e's valid ID	1			
0.	(1 Photocopy)					
	· · · · · · · · · · · · · · · · · · ·		FEES TO	PROCESSING	PERSON	
C	LIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1	Accomplish	1.1 Receives,	None	45 minutes	Staff-in-	
	the Online	checks, and			Charge Online	
1	Processing	evaluates the			Request	
1	of Request	response/s at			Office of	
	for Various	Microsoft Form			Admission	
1						
1	Academic	Account.	Nana	AE mains the a	and	
	Documents -	1.2Endorses it to	None	45 minutes	Registration	
	Tarlac State	the Staff-in-				
	University	Charge of the				
1						



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Form (Microsoft Forms) https://forms	Request Section.			
<u>.office.com/r/</u> gPazndi3dB	1.3 Determines the necessary requirements and assesses fees for requested documents within the system	None	20 minutes	Staff-in- Charge Request Section Office of Admission and Registration
2. Receive the list of necessary requirement s and assessment of fees for requested documents via email.	2. Informs the necessary requirements and the total payment for the requested document via email.	None	20 minutes	Staff-in- Charge Online Request Office of Admission and Registration
3. Pay the required fees thru online (Landbank- <u>www.landba</u> <u>nk.com</u> ) and Send the Proof of payment at	3.1 Receives and prints the proof of payment and endorses it to Staff-in-Charge of Request Section/ Registrar.	None	45 minutes	Staff-in- Charge Online Request Office of Admission and Registration
oar@tsu.edu .ph Note: The steps for paying tuition and other fees	3.2 Ask the staff-in- charge in the request section about the release date of the requested documents.	None	30 minutes	Staff-in- Charge Online Request Office of Admission and Registration
online via the Land Bank of the Philippines can be accessed at <u>https://www.t</u> <u>su.edu.ph/a</u> <u>nnounceme</u> <u>nts/2024-</u> <u>announcem</u> <u>ents/land-</u> <u>bank-</u> <u>payment-</u> <u>via-www-</u> <u>landbank-</u>	3.3 Fills out the logbook and indicate in the remarks that the request was made via online transaction. And endorses the request to the processing section.	None	5 minutes	Staff-in- Charge Request Section Office of Admission and Registration



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	<u>com-link-</u> <u>bizportal/</u>				
4.	Receive the Claim Stub/ Claiming Date and prepare the requirement s to be submitted on the appointment date.	4. Sends the claim stub and claiming date via email. Then, processes the requested document/s	None	3 working days For the Diploma – 12 working days	Staff-in- Charge Processing Section Office of Admission and Registration
5.	On the appointmen t date, Proceed to the Office of	5.1 Receives and checks the necessary requirements and claim stub.	None	45 minutes	Staff-in-Charge Release Section Office of Admission and Registration
	Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the claiming stub along with the other necessary requirement to the releasing section. <i>Note: The claiming of the request</i> <i>depends on</i> <i>the given</i>	5.2Prepares the requested documents.	None	20 minutes	
	appointment / claiming date.				
6.	Receive the Requested document/s and fill out/ Sign the Logbook	<ol> <li>Releases the Requested Document/s and ask the client to fill-out the Logbook.</li> </ol>	None	20 minutes	Staff-in-Charge Release Section Office of Admission and Registration



TOTAL FOR ONLINE TRANSACTION:	See Table Below	4 Working Days, 4 Hours & 55 Minutes	
TOTAL FOR ONLINE REQUEST OF DIPLOMA:		12 Working Days, 4 Hour & 55 Minutes	

Academic Document	Amount
1. Official Transcript of Record and other certificate	PHP 100.00/page
2. Bona fide	PHP 200.00
3. Consular	PHP 150.00
4. Diploma	PHP 300.00
5. Certified Photocopy	PHP 20.00/page

Note:

- The requirements to be complied with are only applicable for first request only.
- Expedited one-day processing of requests is only applicable to undergraduate and graduate students who are in the system with complete requirements.
- Additional processing day/s may be required for old students who are not in the system and during the holidays.

Only those with complete requirements will be entertained.



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

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

		and $D$ aristration (OAD)				
Office or Division:	Office of Admission and Registration (OAR)					
Classification:	Complex – Request for other Documents					
	Highly Technical – Request for Diploma & Students not in the System					
Type of	G2C - Government to Citizen					
Transaction:						
Who may avail:		Enrolled Students at the University				
	F REQUIREMENTS	WHERE TO SECURE				
A. FOR TRANSC	RIPT OF RECORD – 2	ND COPY/ REQUEST				
1. Valid identifica	tion Card (ID)	The Client will provide				
	duate-unenrolled	Office of Admission and Registration or				
	Signed Student	download at				
	J–OAR–SF–18	https://www.tsu.edu.ph/media/5cllemm2/l-				
(1 Original Cop		student-clearance-form.pdf				
	duate-unenrolled	The client will provide				
-	137-A / Transcript of					
	ast School attended -					
	c State University					
(1 Original Cop 4. Accomplished		Office of Admission and Registration or				
•	–21 (1 Original Copy)	Office of Admission and Registration or download at				
130-0AR-3F	=27 (1 Oliginal Copy)	https://www.tsu.edu.ph/media/1azfbhm2/o-				
		request-form-and-claim-stub.pdf				
5. Documentary	Stamp/s	The client will provide				
(1 stamp per p	•					
		ATION AND VERIFICATION (CAV)				
1. Valid identifica	tion Card (ID)	The client will provide				
	d 1 Original Copy of	The client will provide				
	Records and Diploma,	1				
present the Or	•					
3. Accomplished		Office of Admission and Registration or				
TSU–ÓAR–SF	–21 (1 Original Copy)	download at				
		https://www.tsu.edu.ph/media/1azfbhm2/o-				
		request-form-and-claim-stub.pdf				
4. Documentary	•	The client will provide				
(1 stamp per p	<u> </u>					
C. DUPLICATE O	OF DIPLOMA					
1. Valid identifica		The client will provide				
2. For Missing/ L		Notary public, a lawyer, or a government office				
Affidavit of Los		that deals with legal documents				
3. Accomplished		Office of Admission and Registration or				
TSU–OAR–SF-	-21 (1 Original Copy)	download at				
		https://www.tsu.edu.ph/media/1azfbhm2/o-				
	0, /	request-form-and-claim-stub.pdf				
4. Documentary	•	The client will provide				
(1 stamp per p						
	2/14					
<b>D. CERTIFICATIO</b> 1. Valid identifica		The client will provide				



			1			
2.	, ,	udent Clearance		dmission and Regi	stration or	
	TSU–OAR–SF	–18 (1 Original Copy)	download a			
				v.tsu.edu.ph/media	/5cllemm2/l-	
_			student-clearance-form.pdf			
3.		ranscript of Record	The client	will provide		
		ol attended (Copy for				
	Tarlac State U	• /				
	(1 Original Cop				4	
4.	Accomplished	•	download a	dmission and Regis	stration or	
	130-OAR-SP	–21 (1 Original Copy)		v.tsu.edu.ph/media	/1azfbbm2/o	
				m-and-claim-stub.		
5.	Documentary S	Stamp/s		will provide		
0.	(1 stamp per pa	•				
F	TRANSFER CF					
	Valid identificat		The Client	will provide		
-		ranscript of Record				
		ol attended - Copy for	Student La	st School Attended	1	
		niversity (1 Original				
	Copy)					
3.		udent Clearance	Office of A	dmission and Regi	stration or	
	TSU–OAR–SF	–18 (1 Original Copy)	download a			
				v.tsu.edu.ph/media	/5cllemm2/l-	
			student-clearance-form.pdf			
4.	Accomplished	•	Office of Admission and Registration or			
	ISU-OAR-SF	–21 (1 Original Copy)	download at			
			https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf			
5	Documentary	Stamp/c		will provide		
5.	Documentary S (1 stamp per pa	-				
F	FORM 137- A	age)				
-		tion Cord (ID)	The alignts	vill provido		
-	Valid identificat Accomplished	· · · ·		will provide dmission and Regis	stration or	
Ζ.		–21 (1 Original Copy)	download a	•		
	100-041-01			nttps://www.tsu.edu.ph/media/1azfbhm2/o-		
				m-and-claim-stub.		
3.	Documentary S	Stamp/s		will provide		
	(1 stamp per pa	•				
G.	<u> </u>	TOR IS NOT PRESENT				
1.	Authorization le	etter (1 Original Copy)	The client	will provide		
2.	Requestor's va	lid ID (1 Photocopy)				
2. 3.	•					
3.	Representative (1 Photocopy)	s valiu iD				
	· · · · · · · · · · · · · · · · · · ·		FEES TO	PROCESSING	PERSON	
С	LIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1.	Proceed to	1.1 Ask what type of	None	25 minutes	Staff-in-	
	the Office of	request, check			Charge	
	Admission	the system, and			Request	
	and	determine the			Section Office	
	Registration	necessary			of Admission	
	and get a	requirements.			and	
	ticket number from				Registration	
1	number trom		1	1		



	the kiosk	1.2 Informs the	None	20 minutes	
	machine.	client the list of	None	20 minules	
	Once the number	required documents			
	appears on	documents			
	the screen,				
	state the				
	document to				
	be				
	requested at				
	the Request				
	Section				
	window.			45 1 1	01 5
	Prepare the	2. Receives the	None	15 minutes	Staff-in-
	requirements,	completed			Charge
	Accomplish	Request Form along with the			Request Section
	the Request Form (TSU-	other required			Office of
	OAR-SF-21)	documents and			Admission
	and submit it	assess the fees			and
	along with the	for the			Registration
	other required	requested			0
	documents.	document in the			
		system.			
	Pay the	3. Processes the	See table	45 minutes	Staff-in-Charge
	required fees	payment and	below		Cashiering Unit
	thru onsite	issues the assessment/			
	(TSU Cashier)	official receipt.			
	Proceed to	4. Receives the	None	15 minutes	Staff-in-
	Request	proof of	Nono		Charge
	section	, payment and			Request
	window and	provides the			Section
	present the	appointment			Office of
	Official	date to claim			Admission and
	Receipt.	the requested			Registration
		document/s.			
		Note: Only			
		Undergraduate			
		& Graduate			
		students who			
1		are in the			
1		system and			
1		have complete			
1		the			
		requirements			
1		are allowed to			
		expedite the			
1		process to one day.			
5.	Receive the	5.1 Provides the	None	5 minutes	Staff-in-
	Claiming	claiming stub			Charge
	Stub and log	and asks the			Request
	it in the	client to fill out			Section
		the logbook.			



		<b>N</b> 1	40	
Request Logbook	5.2Endorses the request to Staff- in-Charge of Processing Section/ Registrar	None	10 minutes	Office of Admission and Registration
	5.3Processes the requested documents/s	None	3 working days For the Diploma & not in the system – 12 working days	Staff-in- Charge Processing Section Office of Admission and Registration
<ul> <li>6. On the appointmen t date,</li> <li>Proceed to the Office of</li> </ul>	6.1 Receives and checks the necessary requirements and claim stub.	None	45 minutes	<i>Staff-in-Charge</i> Release Section Office of Admission and Registration
Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the claiming stub along with the Documentar y Stamp/s. <i>Note: The claiming of the request depends on the given appointment / claiming date.</i>	6.2Prepares the requested documents.	None	20 minutes	
7. Receive the Requested document/s and log it in the Logbook	7. Releases the Requested Document/s and ask the client to fill-out the Logbook.	None	20 minutes	<i>Staff-in-Charge</i> Release Section Office of Admission and Registration
Т	OTAL FOR WALK-IN TRANSACTION:	See Table Below	3 Working Days, 3 Hours & 40 Minutes	



TOTAL FOR WALK-IN	12 Working
TRANSACTION OF STUDENTS	Days, 3 Hours
NOT IN THE SYSTEM:	& 40 Minutes
TOTAL FOR WALK-IN REQUEST	12 Working
	Days, 3 Hour &
OF DIPLOMA:	40 Minutes

Academic Document	Amount
1. Official Transcript of Record and other	PHP 100.00/page
certificate	
2. Bona fide	PHP 200.00
3. Consular	PHP 150.00
4. Diploma	PHP 300.00
5. Certified Photocopy	PHP 20.00/page

Note:

- The requirements to be complied with are only applicable for first request only.
- Expedited one-day processing of requests is only applicable to undergraduate and graduate students who are in the system with complete requirements.
- Additional processing day/s may be required for old students who are not in the system and during the holidays.
- Only those with complete requirements will be entertained.



# Office of Library Management and Services



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

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

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

Office or	Office of Library Management and Services (OLMS)				
Division:		0	,	/	
Classification: Type of	Simple G2G - Government to	Covernmer	ot.		
Transaction:	G2C - Government to Citizen				
Who may avail:	All				
	REQUIREMENTS		WHERE TO SEC	CURE	
1. Valid ID (1 Origina		The client	will provide	JORE	
2. Duly Signed Refe			will provide		
	lac State University				
Library Director (					
3. For Clients from		Cashiering	Unit		
Agencies Withou	ut MOA / MOU with	5			
TSU – Official Re	ceipt of Visiting				
Researcher's Fee					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		<b>BE PAID</b>	TIME	RESPONSIBLE	
1. Present the	1. Verifies the	None	2 minutes	Head and Staff	
referral letter at	presented referral			Office of Library	
the Circulation	letter.			Management and Services	
Counter of any unit of the TSU				and Services	
Library.					
Library.					
For Visitor's	Receives the	PHP	5 minutes	Staff-in-Charge	
from Non -	payment and	50.00 per	-	Cashiering Unit	
Government	issues the Official	head			
Agencies	Receipt.				
Without					
MOA/MOU with					
TSU: Proceed					
to the cashier to					
settle Visiting					
Researcher's					
Fee and secure					
the Official					
Receipt.					
Note: New					
transaction shall					
be done if the					
Visiting					
Researcher					
revisits the TSU					
library on the					
following day/s.					



2. Log the name on the Visitor's Logbook <i>TSU- LMS-SF-29.</i>	2. Performs reference procedures to identify needed information sources.	None	5 minutes	Head and Staff Office of Library Management and Services
For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Present the Official Receipt of payment of Visiting Researcher's Fee at the Circulation Counter.	For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Verifies the Official Receipt presented and performs reference procedures to identify needed information sources.	None	7 minutes	
3. State and negotiate the query/ies.	3. Analyzes query/ies and identifies possible information sources using the Online Public Access Catalogue.	None	5 minutes	Head and Staff Office of Library Management and Services
4. Receive answer to the query/ies.	<ul> <li>4.1 Presents the information source to the client.</li> <li>Note: if answer/s to the query/ies cannot be found, inform the client.</li> </ul>	None	1 minute	Head and Staff Office of Library Management and Services
	4.2 Records query/ies and sources of information for reference purposes.	None	2 minutes	Head and Staff Office of Library Management and Services
	TOTAL:	None	22 Minutes	
GOVE WITHOUT M	TOR'S FROM NON - RNMENT AGENCIES	PHP 50.00 per Head	27 Minutes	
	Regular meeting of th Id at the CHED confer Noven		CHED Diliman Q	
		no. 88, s. 2		



## 2. Process for Signing of Student Clearance

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

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

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



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



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



Department	4.1 Verifies the student's	None	2 hours and	Department
•	atudant'a		40	
	Sludeni S		10 minutes	Chairperson
Chairperson.	academic status.			Mother College
	Once the student			-
	has clear status,			
	countersign the			
	Clearance Form.			
	Note: If the			
	student has			
	deficiency or			
	lacking			
	requirements,			
	provide			
	instruction on			
	how to comply			
1.2 Drocood to the	the lacking.	Nana	20 minutes	Deer
	4.2Signs the	None	30 minutes	Dean Mathan Callaria
College Dean	Student			Mother College
L	clearance			
5. Signing of Student	Clearance at the Offi	ice of Admi	ission and Regis	stration
5.1 Proceed to the	5.1 Receives the	None	2 hours and 5	Staff
Office of	submitted duly		minutes	Office of
Admission and	signed Student			Admission and
Registration -	Clearance Form			Registration
-	5.2Notifies the	None	5 minutes	Staff
and get a ticket	students		• • • • • • • • • •	Office of
number from the	regarding the			Admission and
kiosk machine.	releasing of			Registration
Once the	Official			riogioriation
number appears	Transcript of			
on the screen,	Records or			
submit the Duly	Transfer of			
signed Student	Credentials.			
Clearance Form	Cieucillais.			
to the designated				
_				
College window.				
ΤΟΤΑΙ WITH NO	ACCOUNTABILITY:	None	8 Hour & 10	
			Minutes	
		Outotor		
TOTAL MUTU		Outstan	9 Hours & 1	
	ACCOUNTABILITY:	ding	Minute	
1		Balance	minuto	

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

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



## **Office of Student Affairs and Service**



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

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

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



## Office of TSU National Service Training Program



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

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

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



# **Research, Accreditation and Records Unit**



#### 1. Processing of Document Request Service (ONLINE AND WALK-IN)

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

Office or Division:	Research, Accreditation and Records Unit (RARU)				
Classification:	Complex				
Type of	G2G – Government to Government				
Transaction:	G2B – Government to Business Entity/ies				
Who may avail:	Colleges and Units of	the Univers	ity, Accreditation E	Bodies	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
1. Accomplished Do	cument Request	Research,	Accreditation and	Records Unit or	
Form DRF TSU-F	RAR-SF-01	download a	at		
(1 Original Copy)			<u>w.tsu.edu.ph/medi</u>		
			pdated-word-form		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		<b>BE PAID</b>	TIME	RESPONSIBLE	
1. For Walk-In: Submit accomplished Document Request Form to the Research, Accreditation and Records Unit.	<ul> <li>1.1.1 For Walk-In: Receives the DRF from the client through e-mail and a printed copy if walk-in.</li> <li>1.1.2 Records the document in the Incoming Documents Monitoring Logbook.</li> </ul>	None	3 minutes	<i>Technical Staff</i> Research, Accreditation and Records Unit	
For Online: Send an electronic copy of the Document Request Form via e-mail thru <u>sas.rarunit@gm</u> <u>ail.com.</u>	<ul> <li>1.2.1 For Online: Receives and downloads the Document Request Form and acknowledges the receipt of email.</li> <li>1.2.2 Prints the Document Request Form as proof of service transaction.</li> </ul>				



	1.3 For Walk-In and Online: Assesses the list of the requested records to determine their availability.	None	2 hours	<i>Unit Head</i> Research, Accreditation and Records Unit
	Note: If deemed sensitive and confidential, seek the approval of the Data Privacy Officer.		3 hours	<i>Data Privacy Officer</i> Data Privacy Unit
	1.4 For Walk-In and Online: Prepares the available documents listed on the approved Document Request Form. Scans the documents and records to produce soft copies if transaction is via online and printed copies if transaction is via walk-in.	None	6 working days	<i>Technical Staff</i> & <i>Unit Head</i> Research, Accreditation and Records Unit
2. Receive the requested documents and affix his or her signature in the Document Monitoring Logbook.	<ul> <li>2. Releases the requested documents.</li> <li>For Walk-In: Releases the requested document and instructs the client to affix his or her signature in the Document Monitoring Logbook.</li> <li>For Online: Sends scanned copies through email.</li> </ul>	None	15 minutes	Technical Staff Unit Head Research, Accreditation and Records Unit
TOTAL FOR ORDI	NARY DOCUMENTS:	None	6 Working Days, 2 Hours & 18 Minutes	



## Scholarship and Financial Assistance Unit



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

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

Office or Division:	Scholarship and Financial Assistance Unit (SFAU)				
Classification:	Complex				
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business				
	TSU Students	Dusiness			
	REQUIREMENTS		WHERE TO SE	CURE	
1. Accomplished A		Assistance	Scholarship and Fi Unit Office, Scho System (SOAS)	inancial	
Barangay Indige	c <b>ant -</b> Certification of ency (1 Original Copy) Registration (COR)	The client	will provide		
(1 Original Copy	,				
4. Report of Grade (1 Original Copy	. ,	The client	will provide		
	<b>h Disability (PWD) -</b> ation	TSU Medic	cal Unit		
6. For Person with PWD ID (1 Phot	<b>h Disability (PWD) -</b> ocopy)	The client will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO		PERSON	
1. For Walk-In: Receive the Application Form from the office of Scholarship and Financial Assistance Unit.	1. For Walk-In: Provides the Scholarship Application form and the list of other requirements.	BE PAID None	TIME 5 minutes	RESPONSIBLE Staff Scholarship and Financial Assistance Unit	
For Online: Log in to TSU Scholarship Online Application System ( <u>https://scholar</u> <u>ship.tsu.edu.p</u> <u>h</u> ) and fill out the application form.	For Online: Log in to TSU Scholarship Online Application System ( <u>https://scholarshi</u> <u>p.tsu.edu.ph</u> ) and views list of applicant/s.	None	2 minutes	SOAS Administrator Scholarship and Financial Assistance Unit	
2. For Walk-In: Submit the accomplished forms along	2.1 For Walk-In: Receives the submitted requirements and		5 minutes	<i>Staff</i> Scholarship and Financial Assistance Unit	



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



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

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



# **Sports and Development Unit**



## 1. Processing of Request for Hosting a Sports Event

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

Office or	Sports and Developm	ent Unit (SI	DU)		
Division:	Llichty Technical				
Classification:	Highly Technical G2C - Government to	Citizon			
Type of Transaction:	G2G - Government to		nt		
Transaction.				State	
Who may avail:	TSU Student Athletes, TSU Employees, and Other State Universities and Colleges				
CHECKLIST OF	REQUIREMENTS	900	WHERE TO SE	CURE	
A. FOR STUDENTS					
1. Valid Identificatio	n Card (ID)	The client	will provide		
(1 Photocopy)			-		
2. Certificate of Reg	istration (COR)				
(1 Certified True	Сору)				
3. Parental Consent	(Notarized)				
(1 Original Copy)					
4. Vaccination Card	· · · · · · · · · · · · · · · · · · ·				
5. Parents' ID with S	-				
(1 Original Copy a					
6. Report of Grades					
(1 Certified True)					
7. Philippine Statisti	cs Authority (PSA)				
Birth Certificate	and 1 Dhataaany)				
(1 Original Copy a 8. Medical Certificat		TSU Medi	cal I Init		
		TSU or Ho			
9. Eligibility Form (1 Original Copy)		130 0110			
	=S				
B. FOR EMPLOYED	ES	None			
None		None FEES TO	PROCESSING	PERSON	
	AGENCY ACTIONS	None FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
None CLIENT STEPS 1. Receive	AGENCY ACTIONS 1.1 Submits a memo	FEES TO BE PAID	TIME	RESPONSIBLE	
None CLIENT STEPS 1. Receive notification	AGENCY ACTIONS 1.1 Submits a memo to CHED that the	FEES TO		RESPONSIBLE Sports Director	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the	FEES TO BE PAID	TIME	RESPONSIBLE Sports Director Sports and	
None CLIENT STEPS 1. Receive notification	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports	FEES TO BE PAID	TIME	RESPONSIBLE Sports Director	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event.	FEES TO BE PAID None	TIME	RESPONSIBLE Sports Director Sports and Development Unit	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the	FEES TO BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the	FEES TO BE PAID None	TIME 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the	FEES TO BE PAID None	TIME 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University	FEES TO BE PAID None	TIME 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President.	FEES TO BE PAID None	TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts	FEES TO BE PAID None	TIME 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with	FEES TO BE PAID None	TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional	FEES TO BE PAID None	TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with	FEES TO BE PAID None	TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then	FEES TO BE PAID None	TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning	FEES TO BE PAID None	TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development	
None CLIENT STEPS 1. Receive notification about incoming	<ul> <li>AGENCY ACTIONS</li> <li>1.1 Submits a memo to CHED that the university is the host for the sports event.</li> <li>1.2 Endorses the agenda to the Office of the University President.</li> <li>1.3 Conducts meeting with Regional Directors, then planning afterwards.</li> </ul>	FEES TO BE PAID None None	TIME         10 minutes         30 minutes         30 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a meeting with Sports Directors	FEES TO BE PAID None None	TIME         10 minutes         30 minutes         30 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit Staff-in-Charge Sports and Development	
None CLIENT STEPS 1. Receive notification about incoming	<ul> <li>AGENCY ACTIONS</li> <li>1.1 Submits a memo to CHED that the university is the host for the sports event.</li> <li>1.2 Endorses the agenda to the Office of the University President.</li> <li>1.3 Conducts meeting with Regional Directors, then planning afterwards.</li> <li>1.4 Conducts a meeting with Sports Directors and Tournament</li> </ul>	FEES TO BE PAID None None	TIME         10 minutes         30 minutes         30 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit Staff-in-Charge Sports and	
None CLIENT STEPS 1. Receive notification about incoming	<ul> <li>AGENCY ACTIONS</li> <li>1.1 Submits a memo to CHED that the university is the host for the sports event.</li> <li>1.2 Endorses the agenda to the Office of the University President.</li> <li>1.3 Conducts meeting with Regional Directors, then planning afterwards.</li> <li>1.4 Conducts a meeting with Sports Directors</li> </ul>	FEES TO BE PAID None None	TIME         10 minutes         30 minutes         30 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit Staff-in-Charge Sports and Development	



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





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

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

Office or	Sports and Development Unit (SDU)				
Division:	··· · · <del>·</del> · · · ·				
Classification:	Highly Technical	<u></u>			
Type of	G2C - Government to Citizen				
Transaction:					
		and Other State Universities and Colleges			
		WHERE TO SECURE			
1. Valid Identificatio	n Card (ID)	The client will provide			
(1 Photocopy)					
2. Certificate of Reg					
(1 Certified True					
3. Parental Consent	. ,				
(1 Original Copy)					
4. Vaccination Card					
(1 Original Copy)					
5. Parents ID with S	0				
(1 Original Copy					
6. Report of Grades					
(1 Certified True) 7. Philippine Statisti					
Birth Certificate	CS Authonity (PSA)				
	and 1 Photocony)				
8. Medical Certificat	and 1 Photocopy)	TSU Medical Unit			
9. Eligibility Form (1		TSU or Host School			
		NKAGES OFFICE (IALO)			
1. CHED-IAS Form		Sports and Development Unit			
(1 Original Copy)		Sports and Development Onit			
	ter from the President				
(1 Original Copy)					
3. Approved Pursue					
(1 Original Copy)					
4. Notice of Accepta					
(1 Original Copy)					
5. Invitation Letter, i					
(1 Original Copy)					
6. Background of th					
Organizers					
•	nks, if applicable)				
(1 Original Copy)	,				
7. Certification of ap	proved Budget				
Signed by Budge					
Accounting Office					
(1 Original Copy)					
8. Breakdown of Ex					
	ticipant and source of				
funding)					
(1 Original Copy)					
9. Official List of Pa	•				
(1 Original Copy)					
10. Approved Comp					
(CSW) - (1 Origin	а сору)				



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



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



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

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

Office or Division:	Sports and Development Unit (SDU)				
Classification:	Highly Technical				
Type of	G2C - Government to Citizens				
Transaction:					
Who may avail:	TSU Student Athletes and Other State Universities and Colleges				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
1. Valid Identification	n Card (ID)	The client	will provide		
(1 Photocopy)					
2. Certificate of Reg					
(1 Certified True (					
3. Parental Consent	(Notarized)				
(1 Original Copy)	(1 Original Capy)				
4. Vaccination Card					
5. Parents' ID with S (1 Original Copy					
6. Report of Grades					
(1 Certified True (					
7. Philippine Statisti					
Birth Certificate					
(1 Original Copy a	and 1 Photocopy)				
8. Medical Certificat		TSU Medi	cal Unit		
9. Eligibility Form (1	Original Copy)	TSU or Ho	ost School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Receives					
	1.1 Submits	None	2 hours	Sports Director	
notification	complete	None	2 hours	Sports and	
notification about the	complete documentation of	None	2 hours	Sports and Development	
notification about the upcoming sports	complete documentation of medalist to the	None	2 hours	Sports and	
notification about the	complete documentation of medalist to the Host University	None	2 hours	Sports and Development	
notification about the upcoming sports	complete documentation of medalist to the	None	2 hours	Sports and Development	
notification about the upcoming sports	complete documentation of medalist to the Host University after receiving a	None	2 hours	Sports and Development	
notification about the upcoming sports	complete documentation of medalist to the Host University after receiving a notification	None	2 hours	Sports and Development	
notification about the upcoming sports	complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from	None	2 hours	Sports and Development	
notification about the upcoming sports	complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level	None	2 hours	Sports and Development	
notification about the upcoming sports	complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization	None	2 hours	Sports and Development	
notification about the upcoming sports	complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level	None	2 hours	Sports and Development	
notification about the upcoming sports	complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.	None	2 hours	Sports and Development	
notification about the upcoming sports	complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.	None	2 hours	Sports and Development	
notification about the upcoming sports	complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.	None	2 hours	Sports and Development	
notification about the upcoming sports	complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. <i>Note: Host</i> <i>University</i> <i>receives,</i>	None	2 hours	Sports and Development	
notification about the upcoming sports	complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. <i>Note: Host University</i> <i>receives,</i> <i>evaluates, and</i>	None	2 hours	Sports and Development	
notification about the upcoming sports	complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. <i>Note: Host University</i> <i>receives,</i> <i>evaluates, and</i> <i>selects qualified</i>	None	2 hours	Sports and Development	
notification about the upcoming sports	complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. <i>Note: Host University</i> <i>receives,</i> <i>evaluates, and</i>	None	2 hours	Sports and Development	
notification about the upcoming sports	complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. <i>Note: Host University</i> <i>receives,</i> <i>evaluates, and</i> <i>selects qualified</i> <i>players. If there</i>	None	2 hours	Sports and Development	



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



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

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

Office or	Sports and Developm	ent I Init (SI	ווס)		
Division:					
Classification:	Highly Technical				
Type of	G2C - Government to Citizen				
Transaction:	G2G - Government to Government				
Who may avail:	TSU student athletes, TSU Employees, and Other State Universities and Colleges				
	REQUIREMENTS	WHERE TO SECURE			
A. FOR STUDENTS					
1. Valid Identification (1 Photocopy)	n Card (ID)	The client will provide			
2. Certificate of Reg	istration (COR)	-			
(1 Certified True (					
3. Parental Consent					
(1 original copy)					
4. Vaccination Card		-			
5. Parents' or Guard					
Signature (1 Origi					
B. FOR EMPLOYEE None	20	None			
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Receive an invitation to the upcoming sports event.	1.1 Receives an invitation and endorse the invite to the Sports Development and Management Unit.	None	30 minutes	<i>Staff-in-Charge</i> Office of the University President	
	1.2 Receives a sporting event invitation and relay it to the players and coaches.	None	10 minutes	<i>Sports Director</i> Sports and Development Unit	
2. Attend training.	2.1 Informs the players and coaches about the other agenda/s; and instructs the players to start training after preparing the needed requirements.	None	14 working days	<i>Staff-in-Charge</i> Sports and Development Unit	
	2.2 Prepares the budget letter for the budget breakdown.	None	1 working day	<i>Staff-in-Charge</i> Sports and Development Unit	



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



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

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

Office or Division:	Sports and Development Unit (SDU)				
Classification:	Highly Technical				
Type of	G2C - Government to Citizen				
Transaction:	G2G - Government to Government				
Who may avail:	TSU Student Athletes, TSU Employees, and Other State Universities and Colleges				
CHECKLIST O			WHERE TO SE	CURE	
A. FOR STUDENT				CORE	
1. Valid Identification		The client	will provide		
(1 Photocopy)			I		
2. Certificate of Re	gistration (COR)				
(1 Certified True					
3. Notarized Parent					
(1 Original Copy					
4. Vaccination Card		1			
5. Parents' ID with					
(1 Original Copy	-				
6. Report of Grades					
(1 Certified	Frue Copy)				
7. Philippine Statist	ics Authority (PSA)				
Birth Certificate					
	and 1 Photocopy)				
	te (1 Original Copy)	TSU Medical Unit			
9. Eligibility Form (		TSU or Host School			
B. FOR EMPLOYE	ES	•			
None		None			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Receive an	1.1 Convenes				
information	meeting of	Institutio	3 hours	Sports Director	
about the	Regional Sports	nal		Sports and	
upcoming	Directors to	Contribu		Development	
sports event.	discuss the	tion		Unit	
	schedule of the				
	sports event; then,				
	conducts planning				
	afterwards.				
		NI	10	Otoff in Ohoma	
	1.2 Endorses to the Office of the	None	10 minutes	Staff-in-Charge	
				Sports and	
	University President the			Development Unit	
				UTIIL	
	communication				
	letter containing the discussed				
	agenda. 1.3 Conducts	None	2 hours	Staff in Charge	
		none	2 hours	Staff-in-Charge	
	meeting				



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



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



### **Student Discipline Unit**



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

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

Office or Division:	Student Discipline Un			
Classification:	Highly Technical	11 (300)		
	G2C – Government to	Citizon		
Type of	G2B – Government to		Entity/iee	
Transaction:	G2G – Government to			
Who may avail:	All	Governing	5111	
	REQUIREMENTS		WHERE TO SE	
1. Accomplished Co		Student D	iscipline Unit or D	
•	(1 Original Copy)	TSU Webs	•	
	(1 oligiliai oopy)	-	v.tsu.edu.ph/media/	vdangz0v/tsu-sdu-
			plainant-letter.docx	
2. Accomplished Le	tter of Response	Student D	iscipline Unit or D	ownload at the
TSU-SDU-SF-03		TSU Web	site	
(1 Duplicate Cop	y/ Photocopy)	https://www.tsu.edu.ph/media/1mch5vfp/tsu		ia/1mch5vfp/tsu-
		<u>sdu-sf-03-</u>	respond-letter.doo	<u>CX</u>
3. Documented Evid	dence/s	The client	will provide	
(2 Photocopies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. File a formal	1.1 Accepts the	None	3 minutes	Assistant
written complaint	complaints and			Director
at the office of	records the			Student
Student	necessary			Development Services
Discipline Office (R202, TSU	information in the logbook (TSU-			Services
Student Center,	SDU-SF-09).			Technical Staff
Lucinda	3D0-3F-09).			Student
Extension				Discipline Unit
Campus, Tarlac	1.2 Coordinate with	None	2 working days	Assistant
City).	other offices	None		Director
	(Office of			Student
Note: Use only	Management			Development
the forms	Information			Services
provided by	Systems, Civil			
SDU. Include	Security Unit, and			Technical Staff
documented	Guidance			Student
evidence if there	Counseling			Discipline Unit
is any.	Offices) to trace			
	the whereabouts of			
	the respondent.			
	1.3 Issues notice to	None	3 working days	Assistant
	defendant			Director
	regarding the			Student
	complaint.			Development
				Services
	Note: Defendant is			
	given 3 working			Technical Staff
	days to respond on			Student
	the complaint.			Discipline Unit



	TOTAL:	None	15 Working Days & 3 Minutes	
for a copy of the case's resolution upon being informed by Student Discipline Unit.	3.2 The defendant must report at Student Discipline Unit to explain the penalties for his/her violative acts.	None	3 working days	
wait for the resolution of the case once the defendant admits partially/fully the allegation and will report at the office of Student Discipline Unit	admits the allegations, both parties will be informed regarding the case's resolution and the defendant must report at Student Discipline Unit.			<i>Director</i> Student Development Services <i>Technical Staff</i> Student Discipline Unit
<ol> <li>Attend the scheduled hearing at the TSU Student Center, Lucinda Extension Campus, Tarlac City.</li> <li>Complainant will</li> </ol>	<ul> <li>2.1 Schedules a hearing/ formal investigation for both parties. Notifies both parties; minutes of the hearing must be filed/recorded.</li> <li>3.1 When defendant</li> </ul>	None	3 working days	Assistant Director Student Development Services Technical Staff Student Discipline Unit Assistant

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

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



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

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

Office or Division:	Student Discipline Un	it (SDU)		
Classification:	Highly Technical			
	G2C – Government to	Citizen		
Type of	G2B – Government to	Business	Entity/ies	
Transaction:	G2G – Government to			
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Accomplished Co	omplaint Form	Student I	Discipline Unit or D	Download at the
TSU-SDU-SF-01	(1 Original Copy)	TSU Web		
			w.tsu.edu.ph/media	
0 Accomplished Lo	tter of Deenenee		<u>iplainant-letter.docx</u>	
2. Accomplished Le TSU-SDU-SF-03	•	TSU Wel	Discipline Unit or E	Jownload at the
(1 Duplicate Cop			ww.tsu.edu.ph/me	dia/1mch5vfp/teu
	y/Tholocopy)		B-respond-letter.dc	
3. Documented Evid	dence/s		it will provide	
(2 Photocopies)				
		FEES	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	TO BE	TIME	RESPONSIBLE
1. File a formal		PAID None	3 minutes	
written	1.1 Accepts the	none	3 minutes	Assistant Director
complaint at the	complaints and			Student
office of Student	records the			Development
Discipline	necessary			Services
Officer (R202,	information in the			
TSU Student	logbook (TSU-			Technical Staff
Center, Lucinda	SDU-SF-09).			Student
Extension	,			Discipline Unit
Campus, Tarlac	1.2 Coordinate with	None	2 working days	Assistant
City).	other offices			Director
	(Office of			Student
Note: Use only	Management			Development
the forms	Information			Services
provided by	Systems, Civil			Tackies Otoff
SDU. Include documented	Security Unit, and Guidance			<i>Technical Staff</i> Student
evidence if there	Counseling			Discipline Unit
is any.	Offices) to trace			
lo arry.	the whereabouts			
	of the respondent.			
	1.3 Issues notice to	None	3 working days	Assistant
	defendant			Director
	regarding the			Student
	complaint.			Development
				Services
	Note: Defendant is			
	given 3 working			Technical Staff
	days to respond on			Student
	the complaint.			Discipline Unit



<b></b>			1	
2. Attend the	2.1 Schedules a	None	3 working days	Assistant
scheduled	hearing/ formal			Director
hearing at the	investigation for			Student
TSU Student	both parties.			Development
Center, Lucinda	Notifies both			Services
Extension	parties; minutes			
Campus, Tarlac	of the hearing			Technical Staff
City.	must be			Student
	filed/recorded.			Discipline Unit
	2.2 If defendant	None	10 working	Assistant
	denies the		days	Director
	allegations and			Student
	Student			Development
	Discipline Unit,			Services
	however finds			
	probable guilt,			Technical Staff
	the discipline			Student
	committee will			Discipline Unit
	convene.			Descident
				President
	2.3 Investigation will			Supreme
	be conducted by			Student Council
	the committee.			Director
	2.4 Decision will be			Director
	2.4 Decision will be		5 working days	Office of
	rendered.		from the last	Student Affairs
			meeting of	and Service
			discipline committee	Vice President
			committee	Vice President, Office of the
				Vice President
				for Academic Affairs
2 Compleinent will	3.1 If committee	None	E working dava	Analis Assistant
3. Complainant will wait for the	finds no	none	5 working days	
resolution and			upon receipt of the notification	<i>Director</i> Student
written notice of	substantial proof			
the case once	against the defendant or if			Development Services
the committee's				Services
decision was	the university lacks			Technical Staff
rendered and	jurisdiction,			Student
will report at the	dismissal of the			Discipline Unit
office of Student	case will be			
Discipline Unit	done. But if not,			President
for a copy of the	written notice to			Supreme
case's	both parties			Student Council
resolution upon	regarding the			
being informed	resolution of the			Director
by Student	cased will be			Office of
Discipline Unit.	served.			Student Affairs
	301 VCu.			and Service
				Vice President,
				Office of the
				Vice President
L	1		1	



			for Academic Affairs
TOTAL:	None	28 Working Days & 3 Minutes	

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



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

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

Office or Division:	Student Discipline U	nit (SDU)		
Classification:	Complex			
	G2C – Government t	o Citizen		
Type of	G2B – Government t	o Business	Entity/ies	
Transaction:	G2G – Government f		5	
Who may avail:	All			
Who may avail:				
		Ctudent D	WHERE TO SE	
1. Accomplished Co			iscipline Unit or De	ownload at the
TSU-SDU-SF-01	(1 Original Copy)	TSU Webs		
			v.tsu.edu.ph/media/	vdangzuv/tsu-sdu-
			blainant-letter.docx	
2. Accomplished Let	tter of Response		iscipline Unit or D	ownload at the
TSU-SDU-SF-03		TSU Web		
(1 Duplicate Copy	/ Photocopy)	https://www.tsu.edu.ph/media/1mch5vfp/ts		
		sdu-sf-03-respond-letter.docx		CX
3. Documented Evic	lence/s	The client	will provide	
(2 Photocopies)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. File a formal	1. Accept the	None	1 hours &	Assistant
written complaint	complaints and		30 minutes	Director
at the office of	will record the			Student
Student	necessary			Development
Discipline Office	information to			Services
(R202, Tarlac	Student			00111003
State University	Discipline			Technical Ctoff
Student Center,	Logbook,			Technical Staff
Lucinda	Complainant			Student
Extension	Logbook, Case			Discipline Unit
Campus, Tarlac	Summary			
City)	Logbook and			
	Student Blotter) *			
Note: Use only				
the forms				
provided by				
Student				
Discipline Unit.				
Include any				
documented				
evidence if there				
is any*				
2. Wait for the	2. Student	None	5 working days	Vice President
		none	5 working days	
notice coming	Discipline Unit			Office of The
from the Student	will forward the			Vice President
Discipline Unit	complaint to			for Academic
regarding the	Office of The			Affairs
progress of the	Vice President			
case or for the	for Academic			or
schedule of	Affairs if the			
hearing to be	defendant is			Vice President
given by the	faculty or to			Office of The
Grievance Board	Office of The			Vice President



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

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



### 4. Procedure for Appeal

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

	Otudent Dissipling Liv			
Office or Division:	Student Discipline Ur	nit (SDU)		
Classification:	Highly Technical G2C – Government t	o Citizon		
Type of	G2B – Government to		Entity/ico	
Transaction:	G2G – Government t		5	
Who may avail:	All	0 Governin	GIIL	
	REQUIREMENTS		WHERE TO SE	CURE
1. Letter of Appeal		The client	will provide	CORE
(1 Original or Phot	(vqooo			
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. The Defendant	1. Forward the	None	10 Working	Technical Staff
or Complainant	appeal base		Days from	Student
may appeal to	from whom		Notice	Discipline Unit
the decision of	decision will be			
offices of	appealed by the			
committee	defendant or the			
through written	complainant:			
form to be submitted at	1.1 Student			Technical Staff
the office of	Discipline Unit's			Student
Student	decision is			Discipline Unit
Discipline	appealable to			
Office (R202,	the Director of			
Tarlac State	Office of			
University	Student Affairs			
Student Center,	and Service			
Lucinda	within 10 days			
Extension	from notice.			
Campus,				
Tarlac City)	1.2 Office of			Technical Staff
	Student Affairs			Office of
	and Service's decision is			Student Affairs and Services
	appealable to			and Services
	the Office of			
	The Vice			
	President for			
	Academic			
	Affairs within 10			
	days from			
	notice.			
	1.3Office of The			Staff
	Vice President			Office of the
	for Academic			Vice President
	Affairs decision			for Academic
	is appealable to the President			Affairs
	within 10 days from notice.			
L				1



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



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

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

Office or Division:	Student Discipline Un			
Classification:	Simple	11 (300)		
Type of	G2C - Government to	Citizen		
Transaction:	020 - Ooveniment to	Citizen		
Who may avail:	Students and Alumni	of Bachelor (	of Arts in Psychol	av Program
	REQUIREMENTS		WHERE TO SE	0
1. Transcript of Reco		Office of A	dmission and Reg	
"For Board Examin			annission and reg	150 40011
(1 Photocopy)				
2. Official Receipt (1	Original Copy)	Cashiering	Unit	
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. Proceed to the	1. Validates	None	3 minutes	Associate
Guidance and	Transcript of			Guidance
Counseling Unit	Records			Counselor
in the Main	presented			Guidance and
Campus and	and issues			Counseling Unit
present the	payment slip.			
Transcript of	· · ·			
Records to				
secure payment				
slip.				
2. Proceed to the	2. Processes the	PHP	15 minutes	Staff
Cashiering Unit	payment and	20.00		Cashiering Unit
to settle the	issues Official			
needed fee and	Receipt.			
secure Official				
Receipt.				
3. Proceed to the	3. Issues Certificate	None	2 minutes	Assistant
Student	of Good Moral			Director
Discipline Office	Character.			Student
and present the				Development
Transcript of				Services
Records and				Technical Ol- M
Official Receipt.				Technical Staff
				Student
1 Fill out the	4. Instructs client to	None	1 minuto	Discipline Unit
4. Fill out the	4. Instructs client to fill out Certificate	inone	1 minute	Assistant
request for Certificate of	of Good Moral			Director Student
Good Moral	Character			Student Dovelopment
Character				Development Services
Logbook.	Logbook.			Services
LUYDUK.				Technical Staff
				Student
				Discipline Unit
		PHP		
	TOTAL:	20.00	21 Minutes	



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



### Testing, Evaluation, and Measurement Unit



#### 1. Processing of Admission Test Application for Incoming Freshmen Students

This service allows incoming first-year college students to apply for College Admission Test.

Office or Division:	Testing, Evaluation, and	d Monito	rina Services Unit	(TEMSU)
Classification:	Highly Technical		5	· · · ·
Type of		itizon		
Transaction:	G2C - Government to C	nuzen		
Who may avail:	Incoming TSU Freshma	n Stude		
	REQUIREMENTS		WHERE TO S	ECURE
1. Digital Image / Sc		The clie	ent will provide	
	-Size Photo on a White			
Background with	•			
-	RUZ, JUANA CRUZ)			
(1 Electronic Copy	y) anned Front and Back			
	B Grade 11 / Grade 12 /			
	S Rating with Final			
GWA (1 Electroni	•			
3. Digital Image / Sc				
<b>u</b>	cs Authority (PSA) Birth			
Certificate (1 Elec	,			
4. Digital Image / Sc	anned Front Page of			
Certificate of Goo	d Moral Character			
(1 Electronic Cop				
	anned Copy of Income			
	ents with Basic Salary /			
Certificate of Indig				
(1 Electronic Copy				
			adable at act tour	odu ph
	ished TSU-CAT Online	Downlo	badable at cat.tsu.	edu.ph
Application Form	Ished ISU-CAT Online		adable at cat.tsu.	edu.ph
Application Form		FEES		
	AGENCY ACTIONS		PROCESSING	edu.ph PERSON RESPONSIBLE
Application Form		FEES TO	PROCESSING	PERSON
Application Form		FEES TO BE	PROCESSING	PERSON
Application Form CLIENT STEPS 1. Create an online account at CAT	AGENCY ACTIONS <ol> <li>Views submitted         <pre>applications via</pre> </li> </ol>	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE Staff-in-Charge Testing,
Application Form CLIENT STEPS 1. Create an online account at CAT website	AGENCY ACTIONS <ol> <li>Views submitted         applications via         CAT portal and     </li> </ol>	FEES TO BE PAID	PROCESSING TIME 20 working	PERSON RESPONSIBLE Staff-in-Charge Testing, Evaluation, and
Application Form <b>CLIENT STEPS</b> 1. Create an online account at CAT website (cat.tsu.edu.ph).	AGENCY ACTIONS 1. Views submitted applications via CAT portal and evaluates all the	FEES TO BE PAID	PROCESSING TIME 20 working	PERSON RESPONSIBLE Staff-in-Charge Testing, Evaluation, and Monitoring
Application Form <b>CLIENT STEPS</b> 1. Create an online account at CAT website (cat.tsu.edu.ph). <u>Fill-out the online</u>	AGENCY ACTIONS 1. Views submitted applications via CAT portal and evaluates all the submitted	FEES TO BE PAID	PROCESSING TIME 20 working	PERSON RESPONSIBLE Staff-in-Charge Testing, Evaluation, and Monitoring Services
Application Form <b>CLIENT STEPS</b> 1. Create an online account at CAT website (cat.tsu.edu.ph). <u>Fill-out the online</u> <u>application form;</u>	AGENCY ACTIONS 1. Views submitted applications via CAT portal and evaluates all the	FEES TO BE PAID	PROCESSING TIME 20 working	PERSON RESPONSIBLE Staff-in-Charge Testing, Evaluation, and Monitoring
Application Form CLIENT STEPS 1. Create an online account at CAT website (cat.tsu.edu.ph). Fill-out the online application form; upload and	AGENCY ACTIONS 1. Views submitted applications via CAT portal and evaluates all the submitted requirements.	FEES TO BE PAID	PROCESSING TIME 20 working	PERSON RESPONSIBLE Staff-in-Charge Testing, Evaluation, and Monitoring Services
Application Form CLIENT STEPS 1. Create an online account at CAT website (cat.tsu.edu.ph). Fill-out the online application form; upload and submit all	AGENCY ACTIONS 1. Views submitted applications via CAT portal and evaluates all the submitted requirements. Note: If submitted	FEES TO BE PAID	PROCESSING TIME 20 working	PERSON RESPONSIBLE Staff-in-Charge Testing, Evaluation, and Monitoring Services
Application Form CLIENT STEPS 1. Create an online account at CAT website (cat.tsu.edu.ph). Fill-out the online application form; upload and	AGENCY ACTIONS 1. Views submitted applications via CAT portal and evaluates all the submitted requirements. Note: If submitted requirements are	FEES TO BE PAID	PROCESSING TIME 20 working	PERSON RESPONSIBLE Staff-in-Charge Testing, Evaluation, and Monitoring Services
Application Form CLIENT STEPS 1. Create an online account at CAT website (cat.tsu.edu.ph). Fill-out the online application form; upload and submit all	AGENCY ACTIONS 1. Views submitted applications via CAT portal and evaluates all the submitted requirements. Note: If submitted	FEES TO BE PAID	PROCESSING TIME 20 working	PERSON RESPONSIBLE Staff-in-Charge Testing, Evaluation, and Monitoring Services
Application Form <b>CLIENT STEPS</b> 1. Create an online account at CAT website (cat.tsu.edu.ph). Fill-out the online application form; upload and submit all requirements.	AGENCY ACTIONS 1. Views submitted applications via CAT portal and evaluates all the submitted requirements. Note: If submitted requirements are incomplete, a	FEES TO BE PAID	PROCESSING TIME 20 working	PERSON RESPONSIBLE Staff-in-Charge Testing, Evaluation, and Monitoring Services
Application Form CLIENT STEPS 1. Create an online account at CAT website (cat.tsu.edu.ph). Fill-out the online application form; upload and submit all requirements. <u>Note:</u> The client	AGENCY ACTIONS 1. Views submitted applications via CAT portal and evaluates all the submitted requirements. Note: If submitted requirements are incomplete, a notification will be	FEES TO BE PAID	PROCESSING TIME 20 working	PERSON RESPONSIBLE Staff-in-Charge Testing, Evaluation, and Monitoring Services
Application Form CLIENT STEPS 1. Create an online account at CAT website (cat.tsu.edu.ph). Fill-out the online application form; upload and submit all requirements. <u>Note:</u> The client needs a valid	AGENCY ACTIONS 1. Views submitted applications via CAT portal and evaluates all the submitted requirements. Note: If submitted requirements are incomplete, a notification will be sent informing the	FEES TO BE PAID	PROCESSING TIME 20 working	PERSON RESPONSIBLE Staff-in-Charge Testing, Evaluation, and Monitoring Services
Application Form CLIENT STEPS 1. Create an online account at CAT website (cat.tsu.edu.ph). Fill-out the online application form; upload and submit all requirements. Note: The client needs a valid email address for the filing of application and	AGENCY ACTIONS 1. Views submitted applications via CAT portal and evaluates all the submitted requirements. Note: If submitted requirements are incomplete, a notification will be sent informing the need for	FEES TO BE PAID	PROCESSING TIME 20 working	PERSON RESPONSIBLE Staff-in-Charge Testing, Evaluation, and Monitoring Services
Application Form <b>CLIENT STEPS</b> 1. Create an online account at CAT website (cat.tsu.edu.ph). Fill-out the online application form; upload and submit all requirements. <u>Note:</u> The client needs a valid email address for the filing of application and for receiving of	AGENCY ACTIONS 1. Views submitted applications via CAT portal and evaluates all the submitted requirements. Note: If submitted requirements are incomplete, a notification will be sent informing the need for resubmission of	FEES TO BE PAID	PROCESSING TIME 20 working	PERSON RESPONSIBLE Staff-in-Charge Testing, Evaluation, and Monitoring Services
Application Form <b>CLIENT STEPS</b> 1. Create an online account at CAT website (cat.tsu.edu.ph). Fill-out the online application form; upload and submit all requirements. <u>Note:</u> The client needs a valid email address for the filing of application and for receiving of notifications	AGENCY ACTIONS 1. Views submitted applications via CAT portal and evaluates all the submitted requirements. Note: If submitted requirements are incomplete, a notification will be sent informing the need for resubmission of	FEES TO BE PAID	PROCESSING TIME 20 working	PERSON RESPONSIBLE Staff-in-Charge Testing, Evaluation, and Monitoring Services
Application Form <b>CLIENT STEPS</b> 1. Create an online account at CAT website (cat.tsu.edu.ph). Fill-out the online application form; upload and submit all requirements. <u>Note:</u> The client needs a valid email address for the filing of application and for receiving of	AGENCY ACTIONS 1. Views submitted applications via CAT portal and evaluates all the submitted requirements. Note: If submitted requirements are incomplete, a notification will be sent informing the need for resubmission of	FEES TO BE PAID	PROCESSING TIME 20 working	PERSON RESPONSIBLE Staff-in-Charge Testing, Evaluation, and Monitoring Services



test permit.	TOTAL:	None	40 Working Days	
email containing a notification on the successful submission of online application and	the registered email address and at the online account of the applicant at CAT website (cat.tsu.edu.ph)		days	Testing, Evaluation, and Monitoring Services Unit
2. Receive an	2. Sends test permit to	None	20 working	Staff-in-Charge

\*The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, and availability of the signatories. This is also based on the approved calendar of activities of the unit.

Approved Calendar of Activities:

- Receiving and Reviewing of Online Application 2 months
- Administration of TSU-College Admission Test 2.5 months
- Posting of Results End of May of every Academic Year



## 2. Processing of Application for the Administration of Psychological Test to Transferee Students

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

Office or Division:				
Classification: Type of	Complex			
Transaction:	G2C - Government to	Citizen		
Who may avail:	Transferee Students			
1. Properly Accompli	REQUIREMENTS shed Admission Slip	Office of	WHERE TO SE Registration and	
(1 Original Copy)		(Main Ca	•	
		FEES	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	TIME	RESPONSIBLE
1. Submit the properly filled out Admission Slip and present it to Testing, Evaluation, and Measurement Unit.	1.1 Receives and checks the presented admission slip. <i>Note: If submitted</i> <i>admission slip is</i> <i>faulty, (return back</i> <i>to the client)</i>	None	5 minutes	<i>Staff-in-Charge</i> Testing, Evaluation, and Monitoring Services Unit
2. Receive and accomplish the Application Form	2.1 Issues blank Application Form to the client.	None	2 minutes	<i>Staff-in-Charge</i> Testing, Evaluation, and
for Transferees to be submitted to Testing, Evaluation and Measurement Unit	2.2 Receives and evaluates the submitted accomplished Application Form. <i>Note: If</i> <i>Application Form</i>	None	4 minutes	Monitoring Services Unit
	is not properly filled out, return to the applicant.			
3. Receive the test permit and be informed on the schedule of psychological exam.	3. Issues test permit and informs the schedule of psychological exam.	None	3 working days & 7 minutes Note: The total waiting time between the issuance of the test permit and admission of psychological test is 3 working days.	
4. Proceed to the Testing Area on the scheduled	4.1 Administers Psychological Test.	None	45 minutes	<i>Staff-in-Charge</i> Testing, Evaluation, and



date and time of the exam; present the test permit,				Monitoring Services Unit
and take the Psychological Test.	3.2 Checks and evaluates Psychological Test Result.	None	3 hours	
5. Receive the Psychological Test Result.	5.1 Prepares and releases result of Psychological Test.	None	1 hour	Staff-in-Charge Testing, Evaluation, and Monitoring Services Unit
	TOTAL:	None	3 Working Days, 5 Hours & 3 Minutes	



# OFFICES UNDER THE OFFICE OF THE VICE

### PRESIDENT FOR ADMINISTRATION

**List of External Services** 



### **Accounting Unit**



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

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

Office or Division:	Accounting Unit (AU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to G2G – Government to G2B – Government to	Governme		
Who may avail:	All		-	
CHECKLIST O	REQUIREMENTS		WHERE TO SE	CURE
(1 Duplicate Co		The client v	will provide	
Pre-Assessmer (1 Duplicate Co				
3. Transfer of fund Disbursement (1 Duplicate C	Voucher opy)			
4. Assessment of (Research) TSU-URO-SF-	consultation fees 72 (1 Original Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction at the Accounting Unit.	1.1 Opens the TSU's System for Assessment: checks if there's already an account. Creates an account if the client is no account (as needed).	None	1 minute	<i>Staff</i> Accounting Unit
	1.2 Assesses particular fee/s.	None	2 minutes	<i>Staff</i> Accounting Unit
2. Receive Assessment Slip.	2. Prints and releases assessment slip.	None	2 minutes	<i>Staff</i> Accounting Unit
	TOTAL:	None	5 Minutes	



### **Cashiering Unit**



### 1. Process for Claiming of Checks

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

Office or Division:	Cashiering Unit - Disbu	Cashiering Unit - Disbursement (CU)			
Classification:	Simple				
Type of Transaction:	G2C - Government to G2B – Government to G2B – Government to G2G - G0Vernment G2G - G0Vernment to G2G - G0Vernment to G2G - G0Vernment to G2G - G0V	Business Er	-		
Who may avail:	All				
	F REQUIREMENTS		WHERE TO SEC	CURE	
1. One (1) Valid ID	) (1 Original Copy)	The client	will provide		
<ul> <li>2. For Authorized Representative <ul> <li>a. Authorization or Special Power of</li> <li>Attorney (SPA) - (1 Original Copy)</li> <li>b. One (1) Valid ID of Representative</li> <li>c. One (1) Valid ID of Payee with</li> <li>Three (3) Specimen Signature</li> <li>(1 Photocopy)</li> </ul> </li> </ul>					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
1. Present valid ID. If transacting as authorized representative, present the needed requirements.	1. Checks the completeness of requirements. <i>Note: If</i> <i>requirements are</i> <i>lacking, terminate</i> <i>transaction and</i> <i>inform the client of</i> <i>the lacking.</i>	BE PAID None	TIME 5 minutes	RESPONSIBLE Releasing Officer Cashiering Unit	
2. Issue an Official Receipt.	2. Verifies the issued Official Receipt.	None	5 minutes	Releasing Officer Cashiering Unit	
3. Sign on the Disbursement Voucher.	3. Requests for client's signature on the Disbursement Voucher.	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit	
4. Claim check and tax certificate for suppliers.	4. Releases the check and tax certificate, if any.	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit	
	TOTAL:	None	20 Minutes		



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

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

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



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

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

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

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



### **Civil Security Unit**



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

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

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



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



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

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

Office or Division:	Civil Security Unit (C	SU)		
Classification:	Complex	,00)		
Type of Transaction:	G2C – Government	to Citizen		
	G2B – Government		Entity/ies	
	G2G – Government			
Who may avail:	All		ont	
CHECKLIST OF RE			WHERE TO S	SECURE
1. Request Letter Subject		The client v	will provide.	JEGONE
Addressed to Data Pr				
(1 Original Copy)				
Additional Requirement	t/s for those asking t	for a conv o	of the footage:	
2. Formal Complaint / Complain			will provide.	
Order				
	AGENCY	FEES TO	PROCESSIN	PERSON
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Proceed to Civil	1. Provides the	None	3 minutes	Administrative Aide
Security Unit Office	Request for			Civil Security Unit
to acquire Request	CCTV Footage			Head
for CCTV Footage	Review Form			Chief for Operation
Review Form (TSU-	(TSU-CSU-SF-			Security Guard on
CSU-SF-48).	48).			Duty
	,			Civil Security Unit
2. Submit the	2.1 Accepts the	None		Administrative Aide
documentary	form and			Civil Security Unit
requirements to Civil	assess the			Head
Security Unit Office.	submitted			Chief for Operation
-	request.			Security Guard on
			5 working	Duty
			days	Civil Security Unit
	2.2Forwards the	None		Administrative Aide
	document to			Shift in-Charge
	the Civil			Chief for Operation
	Security Unit			Assistant Head
	Head and Data			Civil Security Unit
	Privacy Officer			
	for approval.			
	2.3 Evaluates the	None		Civil Security Unit
	forwarded			Head
	document,			Civil Security Unit
	particularly the			
	type of request			Data Privacy Officer
	if it is for			Data Privacy Office
	viewing only or			
	requesting a			
	copy of footage			
	and endorse			
	the approved			
	request signed			
	by the			
	University			
	President to			



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



### **Contract Management Unit**



#### 1. Processing of Approval and Issuance of Work Suspension Order

This service allows the contractor to receive a work suspension order initiated by the contractor or initiated by the Office of Facilities Development and Management based on the guidelines, documentary requirements, and methodology for the approval or disapproval of the request and the prescribed timeframe in accordance with RA 9184 and its IRR.

Office or Division:	Office of Facilities Development and Management - Contract			
	Management Unit	(OFDM-CI	MU)	
Classification/s:	Highly Technical			
Type of	G2B-Government	to Busines	s Entity/ies	
Transaction:				
Who may avail:			/ Infrastructure Proje	
1. Letter of Intent of	T OF REQUIREMENT	5	WHERE TO	
(1 Original Copy	-		The client will prov	lue
	Vork Suspension Order	Form	Office of Facilities	Development and
	g information (1 Origina		Management - Cor	
	g memorial on ( r engin		Management Unit	
		FEES TC		PERSON
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. Submit Letter of Intent addressed to the University President attached with Retention Bond to	1.1 Receives the Letter of Intent and submit to the Office of the University President for action.	None	2 working days	<i>Staff-in-Charge</i> Records and Archives Unit
the Records and Archives Unit (RAU) of TSU for logging and controlling.	1.2 Endorses the letter to the Office of the Vice President for Administration for action.	None	1 working day	<i>University</i> <i>President</i> Office of the University President
	1.3 Endorses the letter to the Office of Facilities Development and Management for action.	None	1 working day	Vice President Office of the Vice President for Administration
	1.4 Forwards the request letter to the Contract Management Unit to check and validate the request.	None	6 working hours	Director Office of Facilities Development and Management
	1.5 Prepares the documentary requirements for Processing of Retention	None	1 working day	Staff-in-Charge Office of Facilities Development and



Money based on the Checklist.			Management – Contract Management Unit
1.6 Checks the prepared documents if correct and complete.	None	1 working day	Unit Head Office of Facilities Development and Management – Contract Management Unit
1.7 Reproduces three (3) copies of the documentary requirements as stated in the Checklist.	None	1 working day	Staff-in-Charge Office of Facilities Development and Management – Contract Management Unit
1.8 Prepares the Recommendatio n Letter attached with the documentary requirements for Processing of Retention Money.	None	1 working day	<i>Unit Head</i> Office of Facilities Development and Management – Contract Management Unit
1.9 Validates the attached documents and signs the Recommendatio n Letter.	None	1 working day	<i>Director</i> Office of Facilities Development and Management
1.10 Forwards the Recommendatio n Letter to the Office of the Vice President for Administration to recommend for approval.	None	1 working day	<i>Clerk</i> Office of Facilities Development and Management
1.11 Forwards the Recommendatio n Letter to the Office of the University President for approval.	None	1 working day	<i>Clerk</i> Office of the Vice President for Administration
1.12 Forwards the Recommendatio	None	1 working day	Clerk



n l cttor to			
n Letter to			Office of the
Records and			University
Archives Unit to			President
record and file a			
copy and			
releases the			
remaining			
copies to Office			
of Facilities			
Development			
and			
Management to			
be used for			
Variation Order /			
Additional Work			
Billing.			
1.13 Receives the	None	1 working day	Staff-in-Charge
signed	-		Office of
Recommendatio			Facilities
n Letter and			Development
compiles all the			and
documentary			Management –
requirements for			Contract
Processing of			Management
Retention			Unit
Money.			Onic
1.14 Prepares the	None	2 working days	Unit Head
Disbursement	None		Office of
Voucher for			Facilities
Processing of			Development
Retention			and
Money and			
attach all			Management – Contract
compiled			Management Unit
documentary			Unit
requirements.	None	1 working day	Director
1.15 Signs the	none	1 working day	
Disbursement Voucher			Office of
Voucher.			Facilities
			Development
			and
4 40 1 41	N	<b>4</b>	Management
1.16 Logs the	None	1 working day	Staff-in-Charge
signed voucher			Office of
and forward to			Facilities
the Accounting			Development
Unit.			and
			Management –
			Contract
			Management
		<b>A-1-</b>	Unit
		17 Working	
TOTAL:	None	Days and 6	
		Hours	



### **Employee Welfare Unit**



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

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

<u> </u>							
Office or	Office of Human Resource Development and Management - Employee						
Division:	Welfare Unit (OHRDM-EWU)						
Classification:	Simple						
Type of	G2G – Government to Government						
Transaction:	G2B – Government to						
Who may avail:	Any Government Age	ncies and P					
	REQUIREMENTS		WHERE TO SEC	CURE			
1. List of Personne		The client	The client will provide				
	al Copy) such as						
a. Name	Name						
	b. Position						
c. Date Hired							
d. Monthly Salar							
e. Employment S							
f. Confirmation for							
Resignation / Se	paration, and etc.						
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON			
		BE PAID	TIME	RESPONSIBLE			
1. For Walk-In /	1.1 For Walk-In /	None	5 minutes	Staff			
Phone Call	Phone Call			Employee			
Requests:	Requests:			Welfare Unit			
Submit the list	Receives and lists						
of personnel	the needed						
information to	details and						
be verified to	informs the client						
the office of	of feedback after.						
Employee							
Welfare Unit or							
call (045) 606-							
8155.							
	For Online:						
For Online:	Receives the						
Request for the	email from the						
employment	Background						
details of the	Investigator and						
TSU personnel	start the						
concerned at	verification /						
hrdmo@tsu.ed	checking of the						
<u>u.ph</u>	employment						
	records of the						
	personnel						
	concerned. 1.2 Verifies if the	None	20 minutes	<u></u>			
		None.	30 minutes	Staff Employee			
	requested person			Employee Wolfaro Lipit			
	is/was hired.			Welfare Unit			
	Prepares and lists the information						
2. Receive	needed. 2. For Walk-In /	None	5 minutes	Staff			
2. Receive feedback	2. For Walk-In / Phone Call	none	5 minutes				
TEEUDACK				Employee Welfare Linit			
	Requests:			Welfare Unit			



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



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

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

011			1 1 8 4		
Office or		Office of Human Resource Development and Management – Employee			
Division:	Welfare Unit (OHRDM	-EVVU)			
Classification:	Simple	<u> </u>			
Type of	G2G – Government to				
Transaction:	G2C – Government to				
Who may avail:	Active or Inactive TSU	Employee			
	REQUIREMENTS		WHERE TO SEC		
	complished Certification		man Resource De		
or Documents Re	• •	•	nt or access the for	rm thru	
TSU-HRD-SF-26	(1 Original Copy)	http://bit.ly/3	q4tT29		
	mplished Certification				
or Documents Re	• •				
http://bit.ly/3q4tT2					
2. For Inactive Em		The client w	ill provide		
Clearance (1 Ori		4			
3. For Representat					
Letter (1 Original		4			
4. Any document as					
	not limited to: List of				
	ments, Letter Asking				
for Compliance, etc	(1 Original Copy)				
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
	4 Ean Malla Inc	BE PAID	TIME	RESPONSIBLE	
1. For Walk-In:	1. For Walk-In:	None	5 minutes	Staff	
Submit the	Receives and verifies the			Employee Welfare Unit	
properly accomplished	Certification /				
Certification /	Documents				
Documents	Request Slip.				
Request Slip at	Request Slip.				
Office of Human					
Resource					
Development and					
Management.					
For Online:	For Online:			Staff	
Email	Checks the			Employee	
hrdmo@tsu.edu.	Certifications /			Welfare Unit	
ph or fill out the	Documents				
online form	Request Form				
(http://bit.ly/3q4t	online excel file				
<u>(<i>IIID.//DILIV/3041</i></u> <u>729) to request</u>	that acts as the				
the employment	database of the				
details of the	online form.				
TSU personnel					
concerned.	Note: If				
concerned.	Certification /				
		1			
	Documents Request Slip is not				



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



## **Facilities Maintenance Unit**



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

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

, ,				<b>–</b>	
Office or Division:	Office of Facilities D Maintenance Unit (C		5	- Facilities	
	Minor Repairs – Sim		_		
Classification:	Major Repairs – Hig		l		
	Job Outs – Highly To				
Type of	G2C- Government to		ntitu <i>l</i> ioo		
Transaction:		/ernment to Business Entity/ies /ernment to Government			
Who may avail:	TSU Employees, St			Stakeholders	
	REQUIREMENTS		WHERE TO SEC		
1. Accomplished and		Facilities Ma	aintenance Unit o		
Request for Pre-R		https://www	.tsu.edu.ph/media	a/ackfvepa/sf-01-	
Repair and Other		02-request-	for-pre-repair-rev-	02.docx	
TSU-FMU-SF-01	(2 Original Copies)				
2. If there is no ava	-	The client w	vill provide		
(For Internal Clie					
Request for Fundi					
	Jniversity President				
(1 Original Copy)		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit the	1.1 Receives,	None	2 minutes	Clerk	
Accomplished	records, and			Facilities	
and Duly Signed	documents the			Maintenance	
requirement/s to	submitted			Unit	
the Facilities	document.				
Maintenance	1.2 Forwards the	None	3 minutes		
Unit.	submitted documents to the			Facilities Maintenance	
	Unit Head.			Unit	
	1.3 Assigns	None	30 minutes	Unit Head	
	Maintenance Staff			Facilities	
	to conduct a pre-			Maintenance	
	repair inspection			Unit	
	to determine the				
	repair to be done.				
	1.4 Conducts pre-	None	1 hour	Maintenance	
	repair inspection			Staff	
	to determine the damage and			Facilities Maintenance	
	materials needed.				
2. Receives	2.1 Discusses the	None	15 minutes	Unit Head	
notification or e-	final evaluation of			Facilities	
mail for	the request for			Maintenance	
evaluation of	pre-repair.			Unit	



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



<b></b>			1	
4. Fill-Out the Customer Feedback Form and signs accomplishment form if the request pre- repair is completed.	<ul> <li>4.1 Once the repair is completed, requests client to fill-out the Customer Feedback Form and signs accomplishment form.</li> <li>4.2 For Job Out Related Work: Prepares the post Repair Inspection Report Form and forward to Technical</li> </ul>	None	10 minutes 30 minutes	Maintenance Staff Facilities Maintenance Unit Unit Head Facilities Maintenance Unit Staff Facilities
	Working Committee to conduct of post repair Inspection.			Maintenance Unit
	4.2 For Job Out Related Work: Collects excess unused materials will return to Office of Facilities Development and Management stock room for safekeeping.	None	15 minutes	<i>Maintenance Staff</i> Facilities Maintenance Unit
	4.4 Fills out the accomplishment report of completed/ finished tasked.	None	10 minutes	<i>Maintenance Staff</i> Facilities Maintenance Unit
	4.5 Records, encodes and photocopies each of the accomplished project for documentation Purposes.	None	20 minutes	<i>Clerk</i> Facilities Maintenance Unit
	HERE IS AVAILABLE S (MINOR REPAIRS):	None	4 Hours & 5 Minutes	
	HERE IS AVAILABLE 6 (MAJOR REPAIRS):	None	7 Working Days, 3 Hours & 45 Minutes	
TOTAL IF THE	REPAIR IS FOR JOB OUT:	None	4 Hours & 20 Minutes	



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

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



## **Monitoring Unit**



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

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

Office or Division:	Facilities Develop (FDMO-MU)	Facilities Development and Management Unit – Monitoring Unit (FDMO-MU)			
Classification:	Simple				
Type of Transaction					
Who may avail:		e University li	nfrastructure Proje		
	REQUIREMENTS		WHERE TO SEC		
1. Duly Filled-Out N Request Form (1			evelopment and M itoring Unit (FDM0		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the filled-out Material Approval Request Form	1.1 Receives the filled-out form and material sample for validation and review.	None	10 minutes	Project-in - Charge Monitoring Unit	
to the Monitoring Unit.	1.2 Logs the submitted Material Approval Request Form in the incoming communications log.	None	15 minutes	Project-in - Charge Monitoring Unit	
	<ul> <li>1.3 Validates if the proposed item is in accordance with the contract's standards and specifications.</li> <li>Note: If not in accordance, put "disapproved" on the remarks and resubmit another material subject for approval.</li> </ul>		5 hours	<i>Evaluator/s</i> Monitoring Unit	
	1.4 Signs the Material Approval Request Form.	None	10 minutes	<i>Project-in - Charge</i> Monitoring Unit <i>Unit Head</i> Monitoring Unit	
	1.5 Logs the contractor's copy in the out-going communications log.	None	15 minutes	Project-in - Charge Monitoring Unit	



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



## Office of Business Affairs and Auxiliary Services

### **External Services**

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### 1. Digital Studio RFID Processing – For Alumni IDs

The service allows alumni of the University to secure Alumni Identification (ID) Card.

Office or Division:	Office of Alumni At	• • •	and Office of Bus	iness Affairs &		
Classification	Auxiliary Services	(UBAAS)				
Classification:	Simple					
Type of Transaction:	G2C – Governmer	nt to Citizen				
Who may avail:						
	REQUIREMENTS	Office of A	WHERE TO SEC lumni Affairs or do			
1. Accomplished Re Form <i>TSU-AAO</i> -		-	v.tsu.edu.ph/medi			
(1 Original Copy)		est-for-alur		a/ozuunw ip/iequ		
(Tonginal Copy)		FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. For Face-to-	1.1 For Face-to-	None	5 minutes	Staff-in-Charge		
Face	Face		-	Office of Alumni		
Transaction:	Transaction:			Affairs		
Submit the	Receives					
accomplished	submitted request					
Request for	form.					
Alumni ID Form						
to Office of	For Online					
	Transaction:					
Alumni Affairs.						
	Downloads the					
For Online	form.					
Transaction:						
Send the	Note: If submitted					
accomplished	form is improperly					
Request for	filled out, return to					
Alumni ID Form	client.					
via email to	1.2 Verifies the	None	2 working days			
tsualumniassoc	identity thru the					
iation@gmail.c	Alumni Database					
<u>om</u> .	and inputs the					
	Alumni Number.					
2. For Face-to-	2. For Face-to-	None	10 minutes	Staff-in-Charge		
Face	Face Transaction:			Office of Alumni		
Transaction:	Releases Alumni			Affairs		
Receive Alumni	Number and					
Number written	informs the client					
in Alumni Form.	to proceed to					
	Office of Business					
For Online	Affairs and					
Transaction:	Auxiliary Services					
Receive Alumni	at the 2nd Floor					
Number thru	and present the					
email.	accomplished					
	Alumni Form for					
	the Processing of					
	Alumni ID.					
	For Online					
	Transaction:					
	Releases Alumni					
	IVEIEASES AIUIIIII		l			



	Number via email and informs the client to proceed to Office of Business Affairs and Auxiliary Services at the 2nd Floor and present the accomplished Alumni Form for the Processing of Alumni ID.			
3. Present the Alumni ID Number and Alumni Form at the Office of Business	3.1 Receives and verifies the information on the form provided.	None	3 minutes	<i>Clerk</i> Digital Studio – Office of Business Affairs and Auxiliary Services
Affairs and Auxiliary Services.	3.2 Calls the client next in line and take a photo for the ID.	None	10 minutes	<i>Clerk</i> Digital Studio – Office of Business Affairs and Auxiliary Services
	3.3 Processes the Alumni ID for releasing.	None	5 minutes	<i>Clerk</i> Digital Studio – Office of Business Affairs and Auxiliary Services
2. Receive the Alumni ID.	2. Releases the Alumni ID.	None	2 minutes	Digital Studio – Office of Business Affairs and Auxiliary Services
	TOTAL:	None	2 Working Days & 35 Minutes	

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

\* This is a multi-stage process. The Office of Alumni Affairs is only responsible for the receiving and verification of initial requirements, and issuance of Alumni ID Number. The Office of Business Affairs and Auxiliary Services is the in-charge office for the processing and releasing of the Alumni ID.



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

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

Office or Division: Office of Business Affairs & Auxiliary Services (OBAAS)				
Office or Division Classification:		Analis & Al	ixiliary Services (C	JDAAS)
	Simple G2C – Governmer	at to Citizon		
Type of Transaction:	G2G - Governmen		mont	
Transaction.				roity
	Student Organizat	•	•	rsity
Who may avail:	Offices and Units		ISILY	
	Government Agen			
	F REQUIREMENTS	organization	WHERE TO SE	
1. Request Letter		The client		JUKE
	dent (1 Original Copy)			
2. Endorsement fro		Office of th	e University Presi	dent
President (1 Du	•		e Oniversity Fresh	ueni
Flesideni (TDu	olicate Copy)	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Present either	1.1 Receives and	None	2 minutes	Clerk
of the Request	verifies the	None	2 minutes	Office of
letter	document/s			Business Affairs
approved by	presented.			& Auxiliary
the TSU	procornou.			Services
President or	Note: If submitted			
Endorsement	documents are			
from the TSU	incomplete, reject			
President to	the application and			
the Office of	inform the client of			
Business				
Affairs and	the lacking document/s.			
Auxiliary		None		Clerk
Services.	1.2 Checks the availability of the	None	3 minutes	Office of
	facility requested			Business Affairs
	and prepares the			& Auxiliary
	Application Form			Services
	and Assessment of			00111003
	Fees (if rental is			
	applicable).			
	Note: If facility is			
	not available on			
	the requested			
	date, inform the			
	client.			
2. Proceed to the	2. Receives and	Refer to	7 minutes	Staff
Cashiering	processes the	Rental		Cashiering Unit
Unit for	payment.	Matrix		_
payment.		Below		
Note: For				
clients with				
tarpaulin for				
posting,				
proceed to				



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

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

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



## **Office of Gender and Development**



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

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

Office or Division:	Office of Gender ar	Office of Gender and Development			
Classification:	Simple	I			
Type of	G2C - Government	to Citizen			
Transaction:	G2G - Government				
Who may avail:		Students and Employees			
	REQUIREMENTS		WHERE TO SE	CURE	
A. For Online	4	The allows			
1. Concerns/Reques (1 Electronic Cor		The client	will provide		
2. File Attachment, <i>i</i>					
(1 Electronic Cop					
B. For Walk-In					
None		None			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		<b>BE PAID</b>	TIME	RESPONSIBLE	
1. For Walk-In:	1. For Walk-In:	None	15 minutes	Clerk/Technical	
Proceed to the Office of	Receives and acknowledge the			<i>Staff</i> Office of Gender	
Gender and	clients concerns			and	
Development -	and review			Development	
Main Campus	letters if there				
to inquire	are any, then				
regarding the Childcare	forward to the				
enrollment or	officer in charge.				
other services	For Online:				
offered by the	Receives and				
office.	reviews the				
	content of email				
For Online:	and attachments if there are any.				
Send concerns	il there are any.				
or requests to					
the Office of					
Gender and					
Development email <i>at</i>					
tsu cgad@gm					
ail.com					
Note: Attach					
file/s, if any.					
2. For Walk-In:	2. For Walk-In:	None	15 minutes	Technical Staff	
Receive	Informs the client regarding the			Office of Gender and	
response regarding the	steps and			Development	
concern or list	procedures for			Leterophone	
of	the inquired				
requirements	service.				
needed to avail					



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

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



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

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

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



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



## Office of Human Resource Development and

## Management



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

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

Office or Division	Office of Llumon Deer		mont and Manag	
Office or Division:	Office of Human Reso	ource Develop	oment and Manage	
Classification:	Complex	0.141		
Type of	G2C – Government to			
Transaction:	G2B – Government to			
	G2G – Government to	Government	t	
Who may avail:	All			
	REQUIREMENTS		WHERE TO SEC	URE
1. Request letter that	<ol> <li>Request letter that includes the</li> </ol>		ill provide	
following data: (1	following data: (1 Original Copy)			
a. Document/Da	ta to be requested			
b. Purpose				
c. Who to contac	xt			
2. Any document to	support the			
requested docum	ent/data such as but			
not limited to:				
a. Request Letter	or Compliance from	The client w	ill provide	
other governm	-		-	
(1 Original Cor	•			
b. For research p	• /			
-	may prove on-going			
research. (1 O				
	nt concerning data			
-	ta Privacy Act of 2012			
(1 Original Cop				
	ntity/ies: Approved or	The client w	ill provide	
Signed Authorization letter from the				
0				
former or current				
former or current (1 Original Copy)	employee.	FEES TO	PROCESSING	PERSON
former or current		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
former or current (1 Original Copy)	employee.			
former or current (1 Original Copy) CLIENT STEPS 1. Submit the	employee. AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
former or current (1 Original Copy) CLIENT STEPS	employee. AGENCY ACTIONS 1.1 Receives the	<b>BE PAID</b>	TIME	RESPONSIBLE Messenger
former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary	employee. AGENCY ACTIONS 1.1 Receives the submitted	<b>BE PAID</b>	TIME	<b>RESPONSIBLE</b> <i>Messenger</i> Office of Human Resource
former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with	employee. AGENCY ACTIONS 1.1 Receives the submitted	<b>BE PAID</b>	TIME	<b>RESPONSIBLE</b> <i>Messenger</i> Office of Human
former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i>	employee. AGENCY ACTIONS 1.1 Receives the submitted	<b>BE PAID</b>	TIME	RESPONSIBLE Messenger Office of Human Resource Development
former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office	employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity,	<b>BE PAID</b>	TIME	RESPONSIBLE Messenger Office of Human Resource Development and
former or current (1 Original Copy) <b>CLIENT STEPS</b> 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human	employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management
former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource	employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity,	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff
former or current (1 Original Copy) <b>CLIENT STEPS</b> 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and	employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director
former or current (1 Original Copy) <b>CLIENT STEPS</b> 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human
former or current (1 Original Copy) <b>CLIENT STEPS</b> 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource
former or current (1 Original Copy) <b>CLIENT STEPS</b> 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development
former or current (1 Original Copy) <b>CLIENT STEPS</b> 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary. Note: If incomplete	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and
former or current (1 Original Copy) <b>CLIENT STEPS</b> 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	<ul> <li>AGENCY ACTIONS</li> <li>AGENCY ACTIONS</li> <li>1.1 Receives the submitted document/s.</li> <li>1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary.</li> <li>Note: If incomplete return the submitted</li> </ul>	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and
former or current (1 Original Copy) <b>CLIENT STEPS</b> 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary. Note: If incomplete return the submitted requirement/s and	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and
former or current (1 Original Copy) <b>CLIENT STEPS</b> 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	<ul> <li>AGENCY ACTIONS</li> <li>AGENCY ACTIONS</li> <li>1.1 Receives the submitted document/s.</li> <li>1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary.</li> <li>Note: If incomplete return the submitted</li> </ul>	BE PAID None	TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and Management
former or current (1 Original Copy) <b>CLIENT STEPS</b> 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management – Main Campus.	employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary. Note: If incomplete return the submitted requirement/s and inform the lacking. 2.1 Informs the	BE PAID None	TIME         5 minutes         10 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and Management
former or current (1 Original Copy) <b>CLIENT STEPS</b> 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management – Main Campus. 2. Receives notification on	employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary. Note: If incomplete return the submitted requirement/s and inform the lacking. 2.1 Informs the client about the	BE PAID None	TIME         5 minutes         10 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and Management Messenger Office of Human
former or current (1 Original Copy) <b>CLIENT STEPS</b> 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management – Main Campus. 2. Receives notification on the schedule of	<ul> <li>AGENCY ACTIONS</li> <li>1.1 Receives the submitted document/s.</li> <li>1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary.</li> <li>Note: If incomplete return the submitted requirement/s and inform the lacking.</li> <li>2.1 Informs the client about the release date of</li> </ul>	BE PAID None	TIME         5 minutes         10 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and Management Messenger Office of Human Resource
former or current (1 Original Copy) <b>CLIENT STEPS</b> 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management – Main Campus. 2. Receives notification on	employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary. Note: If incomplete return the submitted requirement/s and inform the lacking. 2.1 Informs the client about the	BE PAID None	TIME         5 minutes         10 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and Management Messenger Office of Human



requested documents.				and Management
				or
				<i>Staff</i> Office of Human Resource
				Development and
	2.2 Prepares the requested personnel- related documents and/or reports.	None	4 working days	Management Staff Office of Human Resource Development and Management
				or
				<i>Concerned</i> <i>Unit Head</i> Office of Human Resource Development and Management
				or
				<i>Director</i> Office of Human Resource Development and Management
	2.3If the requested	None	5 minutes	Staff
	document/s was completed before released date, inform the client thru MS Teams for releasing.			Office of Human Resource Development and Management or
	In case the requested document requires more time to complete, inform the client thru MS Teams for rescheduled releasing date.			Concerned Unit Head Office of Human Resource Development and Management



3. Receive the requested document/s and/or report/s.	3. Releases the requested document/s and/or reports/.	None	5 minutes	Messenger Office of Human Resource Development and Management
	TOTAL:	None	4 Working Days & 30 Minutes	



## **Procurement Unit**



### **1. Process of Acquiring Bidding Documents**

The service allows suppliers and contractors to acquire bidding documents to compete in the bidding as mandated by the law (RA 9184).

<ol> <li>Letter of Intent (1 Original Copy</li> <li>If Paid via Ove Receipt (1 Phote</li> <li>If Paid via Onli</li> </ol>	Division Simple G2B – Government to B All Eligible Business Er F REQUIREMENTS ( or 1 Electronic Copy) r-the-Counter, Official pcopy) ne Banking, Official			
Receipt (1 Scan	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies.	1.1 Receives the Letter of Intent and other requirements from prospective bidders.	None	5 minutes	Staff-in-Charge BAC Secretariat Procurement Unit
	1.2 Assesses the submitted requirements and informs the contractors / suppliers on the fee.	None	5 minutes	<i>Staff-in-Charge</i> BAC Secretariat Procurement Unit
2. Pay the fee at the Cashiering Unit.	2. Receives payment and issues Official Receipt.	Maximum Cost of Bidding Document s Based on the Approved Budget for the Contract (ABC) (See table below)	5 minutes	<i>Staff-in-Charge</i> Cashiering Unit
3. Provide photocopy of the Official Receipt and submit complete set of bidding documents.	3. Requires the prospective bidder or supplier a complete set of bidding documents and a photocopy of the Official Receipt.	None	5 minutes	<i>Staff-in-Charge</i> BAC Secretariat Procurement Unit



TOTAL:	Maximum Cost of Bidding Documen ts based on ABC	20 Minutes	
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Approved Budget for the Contract	Maximum Cost of the Bidding Documents
PHP 500,000.00 and below	PHP 500.00
More than PHP 500,000.00 up to PHP 1,000,000.00	PHP 1,000.00
More than PHP 1,000,000.00 up to PHP 5,000,000.00	PHP 5,000.00
More than PHP 5,000,000.00 up to PHP 10,000,000.00	PHP 10,000.00
More than PHP 10,000,000.00 up to PHP 50,000,000.00	PHP 25,000.00
More than PHP 50,000,000.00 up to PHP 500,000,000.00	PHP 50,000.00
More than PHP 500,000,000.00	PHP 75,000.00



## **Records and Archives Unit**



#### **1. Process of Receiving and Controlling Records and Documents**

The service allows a systematic procedure of receiving records / documents from other agencies/institutions (government or non-government), taking into consideration the agency's Policies and Procedure on official communications (Admin. Order No. 67, s.2018), compliance to Republic Act 9470 (National Archives of the Philippines, (NAP Act of 2007), RA 10173 (Data Privacy Act), Executive Order No. 2 -The Freedom of Information (FOI) Act and RA 11032-Ease of Doing Business (EODB).

Office or Division: Records and Archives Unit (RAU)				
Office or Division:			.0)	
Classification:	Simple			
Type of	G2C - Government		//	
Transaction:	G2B – Government			
	G2G - Government	t to Government		
Who may avail:	All Stakeholders			
	REQUIREMENTS		WHERE TO SEC	CURE
agencies address President (2 Orig	1. Correspondences from outside agencies addressed to the TSU President (2 Original Copies)		will provide	
2. Approved Letter President (2 Orig	-			DEDOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the communication letter with attachments, if any, at the Records and Archives Unit.	<ul> <li>1.1 Receives and reviews the communication letter addressed to the TSU President and shall be indicated if printed by or received thru postal.</li> <li>1.2 Stamps at the upper right portion using the Records and Archives Unit seal and assigns a tracer number, date, time and initial of the Records and Archives Unit receiving staff.</li> </ul>	None	7 minutes 7 minutes	Staff Records and Archives Unit Staff Records and Archives Unit
	1.3 Records the communication in the assigned logbook of external documents.	None	7 minutes	Staff Records and Archives Unit
2. Receive notification that the communication is already forwarded to the University President for	2. Forwards the communication to the University President for appropriate action.	None	7 minutes	<i>Staff</i> Records and Archives Unit



appropriate action.				
	TOTAL:	None	28 Minutes	



## **Recruitment, Selection and Promotion Unit**



### 1. Processing of Job Vacancies Application

The service allows clients to apply for specific job vacancies or positions posted by the Office of Human Resource and Development Management.

Office or Division:	Office of Human Reso	Irce Develo	pment and Manac	iement –
	Office of Human Resource Development and Management – Recruitment, Selection and Promotion Unit (OHRDM-RSPU)			
Classification:	Highly Technical			
Type of	G2C – Government to	Citizen		
Transaction:		-		
Who may avail:	All Eligible Applicants			
	REQUIREMENTS		WHERE TO SEC	CURE
1. Application Letter (		The client	will provide	
2. Personal Data She			•	
(1 Original copy)				
3. Official Transcript of	3. Official Transcript of Record/Form 137			
whichever is applic	whichever is applicable			
(1 Original Copy an	id 1 Photocopy)			
4. Certificate of units	4. Certificate of units earned in Post-			
Graduate course/s,	Graduate course/s, if any			
(1 Original Copy an	d 1 Photocopy)			
5. Certificate of Eligib				
(1 Original Copy an				
6. Certificate of Traini				
	last five (5) years for			
non-teaching and te	en (10) years for			
9	teaching.			
(1 Original Copy an				
	ds, Plaque or Letter of			
Commendation for	( )			
Years (1 Original Copy and 1 Photocopy)				
8. Certificate of Emplo				
Outside of Government Service				
(1 Original Copy and 1 Photocopy) 9. Performance Rating / Individual				
	nitment Review (IPCR)			
Last Two (2) Rating				
Plantilla	j ili ule Fleselli			
(1 Original Copy an	d 1 Photocony)			
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit all	1.1 Receives	None	1 minute	Front Desk
requirements and	submitted			Office of Human
present all original	document/s.			Resource
copies.				Development
				and
Note: Receiving of				Management
application is until				or
the date specified				or
in the publication				Staff
for published				Recruitment,
positions.				Selection, and
				Promotion Unit
	1.2 Verifies	None	5 minutes	Front Desk
	photocopied			Office of Human
	documents upon			Resource



		TOTAL:	None	12 Working Days & 21 Minutes	
4.	Receives notification regarding the result of the examination and interview.	<ol> <li>Informs the result of the examination and interview via email or phone text/call.</li> </ol>	None	10 minutes	<i>Staff</i> Recruitment, Selection, and Promotion Unit
		3.2 Prepares the ranking sheet and route to the concerned officials for signature.	None	2 working days	<i>Unit Head &amp; Staff</i> Recruitment, Selection, and Promotion Unit
		3.1 Wait for the rating of Human Resource Merit Promotion and Selection Board (HRMPSB).	None	2 working days	<i>Staff</i> Recruitment, Selection, and Promotion Unit
3.	Attends the scheduled examination and demo and/or interview.	3.1 Conducts the examination and interview on the scheduled date.	None	2 working days	<i>Staff</i> Recruitment, Selection, and Promotion Unit
2.	Receive notification on the schedule of examination, demo and/or interview.	2. Informs the applicant on his/her schedule of examination, demo and/or interview.	None	5 minutes	<i>Staff</i> Recruitment, Selection, and Promotion Unit
	1.4Forwards to the hiring Head/Dean/ Director for shortlisting.	None	3 working days	Promotion Unit Staff Recruitment, Selection, and Promotion Unit	
		1.3Encodes and screen application.	None	3 working days	<i>Staff</i> Recruitment, Selection, and
				<i>Staff</i> Recruitment, Selection, and Promotion Unit	
					Management or
	presentation of its original copies.			Development and	



## **Supply and Property Management Unit**



# 1. Processing of Request for the Receipt, Inspection and Acceptance of Deliveries of Supplies, Materials and Equipment

The service allows the receiving, inspection, and acceptance of deliveries of supplies, materials, and equipment.

materials, and ed				
Office or Division:	Supply and Property Management Unit			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Suppliers/Contractors			
	REQUIREMENTS		WHERE TO SEC	CURE
1. Approved Purcha				
Order (1 Original				
2. Invoice/ Delivery (1 Original Copy		eceipt The client will provide		
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
<ol> <li>Suppliers present a copy of the Purchase Order/ Work Order, and the Invoice/ Delivery Receipt is given to the staff-in-charge upon delivery of goods/ services to the Supply and Property Management Unit.</li> </ol>	<ol> <li>Receives and checks the completeness of the documents provided</li> </ol>	None	20 minutes	Supplies and Materials Staff Property, Plant and Equipment Staff Supply and Property Management Unit
2. Delivers the item/s	<ul> <li>2.1 Checks and receives delivery of item/s if it is in conformity with the specifications indicated in the Purchase Order / Work Order; count the items delivered.</li> <li>Note: For cases of non-conformity with the specifications, return item to the supplier.</li> <li>2.2 Prepares and</li> </ul>	None	1 working day	Supplies and Materials Staff Property, Plant and Equipment Staff Supply and Property Management Unit
	issues Request for Inspection-to- Inspection		50 minutes	Materials Staff



Committee Member/s			Property, Plant and Equipment Staff Supply and
			Property Management Unit
2.3 Prepares Inspection a Acceptance Report (IAF delivered ite	e R) for	2 working days	Supplies and Materials Staff Property, Plant and Equipment Staff
			Supply and Property Management Unit
2.4 Checks and inspects the item/s if it is conformity w the specific indicated in Purchase C Work Order Signs Inspe and Accept Report	e s in with ations the Drder/ ; ection	1 working day	Inspection Committee Member/s Supply and Property Management Unit
2.5 Accepts the item/s deliv signs Inspe and Accept Report (IAF furnished co Inspection a Acceptance Report to concerned offices	ered; ction ance {); opy of and	5 hours	Supplies and Materials Staff Property, Plant and Equipment Staff Committee Member/s Supply and Property Management Unit
2.6 Post deliver items manu and electronical the property stock/ ledge card and su inventory sy	ally ly in // er ipply	2 working days	Supplies and Materials Staff Property, Plant and Equipment Staff Supply and Property Management Unit



2.7 Prepares	None	5 working days	Clerk
Disbursement		•	Head
Voucher (DV);			Supply and
checks and			Property
validates			Management
attachments;			Unit
forwards			Onic
Disbursement			
Voucher to end-			
user to certify			
expenses			
incurred under			
his/her direct			
supervision;			
forward to the			
Accounting			
Office			
		11 Working	
Total:	None	Days, 5 Hours,	
		& 50 Minutes	



## 2. Disposal of Used/ Unserviceable Supplies, Material and Equipment through Public Action

The service allows the disposal of used/unserviceable supplies, materials, and equipment upon the approval of required documents.

05	fice or	the approval of require		5.	
	vision:	Supply and Property I	Managemen	t Unit	
	assification:	Highly Technical			
	pe of ansaction:	G2B – Government to	Business		
	ho may avail:	Business Enterprises			
		REQUIREMENTS		WHERE TO SEC	CURE
1.		Certified Photocopy)	Municipal (		
	Latest Income Ta			Internal Revenue	
	(1 Certified Phote	осору)			
3.	Sealed Bid Docu		Bids and A	wards Committee	on Disposal
	(1 Set Original C	ору)	Secretariat		
C	LIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Inquires/ Secures bidding guidelines	<ol> <li>Issues bidding documents to interested bidder/s</li> </ol>	None	30 minutes	Disposal Staff Disposal Secretariat Supply and Property Management Unit
2.	Conducts an inspection of the item(s) for disposal	2.1 Assists in the inspection of the Internal Audit Services (IAS) and the Commission on Audit (COA) on the item(s) for disposal	None	1 working day	<i>Disposal Staff</i> Supply and Property Management Unit
		2.2 Assists in the inspection of the prospective bidders on the item(s) for disposal	None	3 working days	<i>Disposal Staff</i> Supply and Property Management Unit
3.	Submit sealed bid during the Public Auction Conference	3. Opening and Evaluation of Bids; Declare the Winning Bidder	None	2 hours	Bids and Awards Committee on Disposal Supply and Property Management Unit
4.	For Winning Bidder: Proceed to the Cashiering Unit for the payment of 10% Bid Bond and	4. Receives and checks the submitted OR	10% Bid Bond	30 minutes	BAC Secretariat Supply and Property Management Unit



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	submit the of the Official Receipt to the BAC-D Secretariat				
5.	Accept and conform with the Notice of Award and Proceed	5. Prepares and Issues Notice of Awards and Proceed to the winning bidder	None	3 working days	Secretariat Bids and Awards Committee Supply and Property Management Unit
6.	Proceed to the Cashiering Unit for the payment of Bid Amount	6. Receives payment and issues Official Receipt	Bid Amount	5 working days Note: Upon receipt of Notice of Award and Notice to Proceed	Cashiering Staff Cashiering Unit
7.	Submit Official Receipt to the BAC-D Secretariat	7. Receives and records Official Receipt	None	10 minutes	Secretariat Bids and Awards Committee on Disposal Disposal Staff Supply and Property Management Unit
8.	Receives the gate pass	8. Prepares and issues gate pass	None	2 working days	<i>Disposal Staff</i> Supply and Property Management Unit
8.	Hauling of used/ unserviceable items	9. Checks and verifies the items to ensure they conform to the information provided on the gate pass	None	5 working days Note: Upon full payment	Disposal Staff Supply and Property Management Unit Staff Janitorial and Grounds Services Unit or Staff Civil Security Unit



TOTAL:	Bid Amount	19 working days, 3 hours, & 10 minutes	
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# OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR RESEARCH AND EXTENSION

### SERVICES

**List of External Services** 



### **Center for Community and Local Governance**

### **Studies and Policy Development**



#### 1. Processing of Center for Community and Local Governance Studies and Policy Development Service Requests

This procedure allows the client to request services on community empowerment and advocacy, local governance, policy development, and technical training of the Center for Community and Local Governance Studies and Policy Development.

	Contor for Commu	nity and Lass	Covernence Stu	diag and Daliay
Office or Division:	Center for Commu Development (CCL	•	Governance Stud	dies and Policy
<b>Classification:</b>	Highly Technical	•		
Type of Transaction:	G2G – Governmer G2C – Governmer	-		
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
<ol> <li>Request Letter a University Presid details (email &amp; r requester (1 Original Copy)</li> </ol>	ent with contact nobile number) of the	The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the signed Request Letter to the Records and Archives Unit.	1.1 Logs and maintains a copy of the received Request Letter and forwards it to the Office of the University President.	None	1 working day	<i>Staff</i> Records and Archives Unit
	1.2 Endorses Request to the Office of Vice President for Research, Development and Extension.	None	1 working day	President, or Officer-in- Charge, or Representative Office of the University President
	1.3 Endorses Request to Center for Community and Local Governance Studies and Policy Development.	None	1 working day	Vice President, or Officer-in- Charge, or Representative Office of the Vice President for Research, Development and Extension
	1.4 Assesses the Request Letter as to the availability of service and endorsement to the Center for Community and Local Governance Studies and Policy	None	15 minutes	<i>Director</i> Center for Community and Local Governance Studies and Policy Development



	David (			
	Development			
	Department			
	Head/s.			
	1.5 Reviews the	None	15 minutes	Department
	submitted			Head/s
	request.			Center for
				Community and
	Note: If the			Local
				Governance
	request is not			-
	approved, a			Studies and
	notification letter			Policy
	will be sent via			Development
	email.			
2. Receive a	2.1 Sends Notice of	None	15 minutes	Department
Notice of	Receipt of Service			Head/s
Receipt of	Request through			Center for
Service	email and/or			Community and
Request via	mobile number.			Local
email or text				Governance
message.	Note: The Notice			Studies and
mooodgo.	of Receipt of			Policy
	Service Request			Development
	contains a			Development
	proposed			
	schedule of the			
	initial consultation			
	meeting.			
3. Confirm	3.1 Receives	None	3 working days	Director,
available	confirmation on			Department
schedule and	the proposed			Head/s, Staff
attendance at	schedule.			Center for
the initial				Community and
consultation	3.2 Organizes the			Local
meeting.	initial consultation			Governance
	meeting.			Studies and
	5			Policy
				Development
4. Attend to the	4.1 Conducts the	None	1 working day	Director,
scheduled	initial consultation			Department
initial	meeting with the			Head/s, Staff
consultation	client.			Center for
				-
meeting.	12 Drofts and			Community and
	4.2 Drafts and			Local
	finalizes the			Governance
	relevant			Studies and
	document to the			Policy
	service			Development
	requested.			
	4.3 Delivers the			
	service activities			
	depending on the			
	agreed terms and			
	•			
	conditions.			



	4.4 Drafts and finalizes relevant documents (e.g. NDA, Project Proposal, Research Proposal, MOA, etc.).	None	7 working days	Director, Department Head/s, Staff Center for Community and Local Governance Studies and Policy Development
5. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.	5.1 Delivers service activities.	None	30 working days Note: The conformity depends on the processing time of each office involved in the project (e.g. LGU, offices, marginalized community, leaders).	Service Providers, Director, Department Head/s, Staff Center for Community and Local Governance Studies and Policy Development
	TOTAL:	None	44 Working Days & 45 Minutes	

Note: This service is a multi-stage process. The timeliness of the service depends on the availability of the group/s involved.



### **Center for Natural Products Research**



#### 1. Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services

The service allows clients to avail Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other analyses for plant and related samples.

Office or Division:	ffice or Division: Center for Natural Products Research (CNPR)				
Classification:	Highly Technical				
Type of Transaction:	G2C – Governmer G2B – Governmer G2G – Governmer	nt to Business E			
Who may avail:	TSU Graduate Stu TSU Undergradua Client)	esearchers (Type A Client) Students (Type B Client) Juate Students and Non-TSU Students (Type C d Institutions/Agencies (Type D Client)			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC		
A. For Use of Equ	pment Request/s -				
Conditions-to-be (1 Original Copy	ing the Method and e-Used /)	The client will	provide		
B. For All Client T		Contor for No	tural Draduata D		
•	Request for Analysis 3 (1 Original Copy)	Center for Natural Products Research or Analytical Testing Laboratory			
C. For Type A Clie		-			
	Research Capsule signed by the Dean 1 (1 Photocopy)	or download a <u>https://www.ts</u>	Office of University Research and Development, or download at https://www.tsu.edu.ph/media/nrwgfm3v/tsu- ord-sf-01-research-capsule-proposal-new.docx		
University Rese	presentative from the	The client will	provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<ol> <li>Proceed to the Center for Natural Products Research facility for an initial meeting or via MS Teams, Messenger, Zoom Teleconferenc ing and other online platforms.</li> </ol>	1.1 Attends the initial meetings and informs all necessary requirements for the requested laboratory analysis or services. Then, logs the client's name on the Laboratory Analyses / Service(s) Log (TSU-PCL-SF- 42).	None	1 hour	<i>Staff-in-Charge</i> Center for Natural Products Research	



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	1.2 Reviews request and executes appropriate actions. <i>If Disapproved:</i> Sends notification of disapproval thru online or via email or informs clients in person.	None	2 hours	<i>Staff-in-Charge</i> Center for Natural Products Research
2. For the Proponent/s of TSU Approved Research Proposal/s: Submit requirements for Type A Clients, to the Center for Natural Products Research. Note: It MUST be explicitly stated in the Line-Item Budget the specific analyses and laboratory service(s)-to- be requested.	<ol> <li>Reviews and files the submitted forms.</li> </ol>	None	30 minutes	Staff-in-Charge Center for Natural Products Research
3. For Client Types B, C, and D: File the Request for Analysis (TSU-PCL- SF-33) and review Line- Item budget of the study (TSU-PCL- SF-48).	3.1 Discusses the compulsory materials that client needs to bring for the analysis or laboratory services requested, proper sampling, and transportation procedures.	None	30 minutes	<i>Staff(s)</i> Center for Natural Products Research
	3.2 Reviews the Request for Analysis, assign necessary Job # and Sample #s to each sample,	Number of Samples x Fees for each Service	1 hour	<i>Staff(s)</i> Center for Natural Products Research



		and calculate total amount-to- be-paid for analysis (For Type A-C clients			
		3.3Assesses the Line-Item Budget of the study if analyses are listed.	None	4 hours	<i>Staff(s)</i> Center for Natural Products Research
4.	Pay the assessed fee at the Cashiering Unit – Main Campus.	<ol> <li>Receives and processes the payment</li> </ol>	None	1 hour	<i>Staff</i> Cashiering Unit
	Send a photocopy the receipt or scan the official receipt and send it thru email: <u>natprod@tsu.</u> <u>edu.ph</u>	5. Accepts, reviews, and archives the photocopy of the receipt or the e- copy of the receipt. And communicates the schedule the submission of samples of the Client(s) (thru face-to-face meeting or thru email)	None	30 minutes	<i>Staff(s)</i> Center for Natural Products Research
6.	Deliver the samples to the Center for Natural Products Research office with proper sample	6.1 Receives and reviews the samples. <i>Note: Proper</i> <i>sampling</i> <i>procedures must</i> <i>also be followed.</i>	None	10 minutes	<i>Staff(s)</i> Center for Natural Products Research
	descriptions and labels. <i>Note:</i> <i>Samples must</i>	6.2Labels each sample with assigned laboratory sample number.	None	2 hours	<i>Staff(s)</i> Center for Natural Products Research
	be delivered to the laboratory immediately after sampling. Physico- Chem and Phytochem samples must	6.3 Conducts the laboratory analysis for various parameters and render requested laboratory service(s).	None	13 working days Note: 1 day per analysis requested or 2-3 days per spectrophoto metric analysis depending on	<i>Staff(s)</i> Center for Natural Products Research



		Fees for each Service	& 40 Minutes	
TOTAL FOR ONLINE REQUEST:		Number of Samples x	16 Working Days,1 Hour	
	If via email: Discusses the implications of the results and make necessary recommendation s thru face-to- face meeting or thru online or via email.		2 hours	
printed copy of the Results of the Analyses via email or face- to-face.	result to the client(s) via email or face-to-face. <b>For face- to</b> <b>face:</b> Returns excess samples to the client(s)		1 hour	Center for Natural Products Research
<i>be provided</i> <i>by client.</i> 7. Receive the	<ul><li>6.6 Prints and signs the Results of the Analyses.</li><li>7. Releases the</li></ul>	None None	1 hour	Staff(s) Center for Natural Products Research Staff(s)
be placed in a clean container (preferably glass amber bottle or plastic container, ≥1000mL) and are securely capped. Enough amount of samples must	<ul> <li>6.4 Fills out necessary analysis forms with results from the analyses and/or laboratory services.</li> <li>6.5 Rechecks and encodes the results in the Results of the Analyses</li> </ul>	None	parameter requested. 1 working day 6 hours	Staff(s) Center for Natural Products Research Staff(s) Center for Natural Products Research

Note: This is a multi-stage process. The Center for Natural Products Research is responsible for processing the request for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and other services. While the Cashiering Unit is only responsible for assessing and receiving the payment.



#### Center for Natural Products Research Schedule of Analysis and Service Fees

	РНҮТОСНЕ	MICAL ANALYSIS	
ANALYSIS	TYPE A CLIENTS	TYPE B CLIENTS	TYPE C/D CLIENTS
Sample preparation	₱ 225.00	₱ 202.50	₱ 191.25
Extraction of crude content in water (per liter)	₱ 225.00	₱ 202.50	₱ 191.25
Extraction of crude content using rotavap (per liter)	₱ 500.00	₱ 450.00	₱ 425.00
Filtration of sample	₱ 225.00	₱ 202.50	₱ 191.25
Detection of Carboxylic acid	₱ 225.00	₱ 202.50	₱ 191.25
Antioxidant activity of plant extract (Spectrophotometric)	₱ 1,000.00	₱ 900.00	₱ 850.00
Radical Scavenging activity of plant extract (Spectrophotometric)	₱ 2,000.00	₱ 1,800.00	₱ 1,700.00
	PHYSICOCH	EMICAL ANALYSIS	
Sugar content (Brix)	₱ 150.00	₱ 135.00	<del>₱</del> 127.50
рН	₱ 150.00	₱ 135.00	₱ 127.50
Temperature	₱ 150.00	₱ 135.00	₱ 127.50
Total Solids	₱ 400.00	₱ 360.00	₱ 340.00
Total Acidity	₱ 400.00	₱ 360.00	₱ 340.00
Moisture content	₱ 400.00	₱ 360.00	₱ 340.00
	ANTIMICR	OBIAL ANALYSIS	
Disc-diffusion Method	₱ 600.00	₱ 540.00	₱ 510.00
Broth dilution method	₱ 600.00	₱ 540.00	₱ 510.00
Agar dilution method	₱ 600.00	₱ 540.00	₱ 510.00

\*Payment Matrix for approval of BOR and may be subjected to change upon approval



### **Center for Peace, Indigenous People's Resources**

#### and **Development**



#### 1. Processing of Request for Office Consultancy and Assistance

This service allows clients to request consultation or assistance with the Director and/or Department Head.

Office or Division:		Center for Peace, Indigenous People's Resources and Development (CPIPRD)			
Classification:	Simple				
Type of Transaction:	G2C – Government to G2B – Government to G2G – Government to	Business En			
Who may avail:	All				
	REQUIREMENTS		WHERE TO SEC		
*In lieu of the ap		Resources Email at ip	Peace, Indigenous and Developmen rd@tsu.edu.ph	t Office or	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID		PERSON RESPONSIBLE	
<ol> <li>Submit the requirement to the Center for Peace, Indigenous People's Resources and Development –Villa Lucinda Campus.</li> </ol>	<ol> <li>Receives submitted requirement/s.</li> </ol>	None	TIME 5 minutes	Staff Center for Peace, Indigenous People's Resources and Development	
<ol> <li>Receive the receiving copy of the submitted document.</li> </ol>	2.1 Returns the receiving copy of the submitted request and forwards the office's copy to the officer-in- charge.	None	5 minutes	<i>Staff</i> Center for Peace, Indigenous People's Resources and Development	
	2.2 Receives, reviews, and evaluates forwarded request.	None	20 minutes	Officer-in- Charge Center for Peace, Indigenous People's Resources and Development	
	2.3 Creates a Schedule for a Consultation and/or Assistance Meeting	None	1 working day	Staff Center for Peace, Indigenous People's Resources and Development	



3. Receive	3. Notifies client	None	5 minutes	Staff
notification on	regarding the			Center for
the schedule	schedule of the			Peace,
of	Consultation			Indigenous
Consultation	and/or			People's
and/or	Assistance			Resources and
Assistance	Meeting via Text			Development
Meeting.	or Email			
4. Attends the	4. Conducts the	None	1 hour	Director and/or
Consultancy	Consultancy			Department
and/or	and/or			Head(s)
Assistance	Assistance			Staff
Meeting on	Meeting			Center for
the scheduled				Peace,
date.				Indigenous
				People's
				Resources and
				Development
			1 Working	
	TOTAL:	None	Day, 1 Hour &	
			35 Minutes	



### **Center for Solar and Emerging Technology**

#### **External Services**

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#### 1. Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related services

This service allows clients to avail service/s that combine solar energy expertise with the exploration and utilization of emerging technologies. Specifically, technology assessment and Integration, Research and Development, Pilot projects and Demonstration, Technology transfer and Commercialization, Policy and Regulatory Support, Education and Training, Demand Analysis and Trends, Collaboration and Partnerships.

Office or Division:	Center for Solar and Emerging Technology			
Classification:	Highly technical		rechnology	
	G2C - Government to	) Citizen		
Type of	G2B - Government to		Entity/ies	
Transaction:	G2G - Government to		2	
Who may avail:	All			
				CURE
<ul> <li>CHECKLIST OF REQUIREMENTS</li> <li>1. Duly Signed Letter of Intent addressed to University President thru Center for Solar and Emerging Technology with the following information: <ul> <li>(1 Original Copy and Electronic Copy)</li> <li>Full Name of the Client/Requestor</li> <li>Office/Unit/College/Visitor</li> <li>Email Address (for soft copy)</li> <li>Type of Document(s) Requested</li> <li>Specific Document Requested</li> <li>Purpose(s)</li> <li>Signature of the Requestor and Immediate Supervisor</li> </ul> </li> </ul>		The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For External clients: Submit a hardcopy of the requirement to the Records and Archives Unit – Main Campus and an electronic copy to the Center for Solar and Emerging Technology (cset@tsu.edu.p h)	1.1 For External clients: Receives and forwards the submitted requirement to the Office of the University President.	None	1 working day	<i>Staff</i> Records and Archives Unit
For Internal clients: Submit a hardcopy of the requirement to the Center for	For Internal clients: Receives and endorses the submitted requirement to	None	10 minutes	<i>Staff</i> Center for Solar and Emerging Technology



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Solar and Emerging Technology – San Isidro Campus.	the Director of Center for Solar and Emerging Technology.			
	1.2 For External clients: Receives the submitted requirement and forwards the First Endorsement Form to the Office of the Vice President for Research Development and Extension.	None	1 working day	<i>Staff</i> Office of the University President
	1.3 For External clients Receives forwarded requirement and First Endorsement. Then, endorses it to the Center for Solar and Emerging Technology.	None	2 hours	<i>Staff</i> Office of the Vice President for Research Development and Extension
	1.4 Receives and evaluates the forwarded requirement and Second Endorsement to determine the necessary actions to be taken.	None	2 working days	Evaluation Committee Center for Solar and Emerging Technology
	Note: If not approved, inform the client of the reason for disapproval via email.			



nc reg sc en ca		2. Notifies the client via email or phone call regarding the schedule of the meeting to discuss the design and planning related to their approved request.	None	1 hour	Staff, Department Head, & Director Center for Solar and Emerging Technology
me	ttend the eeting on the cheduled date.	<ol> <li>Attends and facilitates the meeting for presentation.</li> <li>Note: Following the meeting, a series of consultations may take place depending on the agreed extent or scope of the request.</li> <li>If approved, implements and monitors the approved request.</li> <li>If not approved, inform the client of the reason for disapproval via email.</li> </ol>	None	4 working days	Staff, Department Head, & Director Center for Solar and Emerging Technology
-	TOTAL FOR EX	(TERNAL CLIENTS:	None	6 Working Days & 3 Hours	
	TOTAL FOR IN	ITERNAL CLIENTS:	None	6 Working Days, 1 Hour, & 10 Minutes	

Note: Implementation and Monitoring of the approved request may take from 3 months to 3 years depending on the Memorandum of Agreement, Memorandum of Understanding, or Terms and Regulations agreed by both parties. While the conduct of the Impact Assessment is done up to 3 years after the completion of the implemented project.

Note for External clients: Not all requested documents are being issued, (e.g. manual/s, operation manual/s, process manual/s) but can be viewed and read. Copy of manuals are being given to internal clients for accreditation, audit, assessment, and certification purposes only.



### Food Technology and Research Center



#### 1. Processing of Food Technology and Research Center Service Requests

This allows the clients to request services on technical training, technical advisory, shared facility, analytical laboratory, research and development, and product standardization which will be delivered through the facilities, equipment, and technical service provider of the Food Technology and Research Center.

	Food Technology and	d Research	Center (FTRC)	
Office or Division: Classification:	Highly Technical			
	G2C - Government to	Citizen		
Type of	G2B - Government to		Entity/ies	
Transaction:	G2G - Government to			
Who may avail:	All		on	
	REQUIREMENTS		WHERE TO SE	CURE
1. Accomplished FTF		Eood Tech		
Form TSU-FTRC-	•	Food Technology and Research Center or TSU Website or download at		
	r 1 Electronic Copy)	https://www.tsu.edu.ph/media/fiqpvthv/tsu-ftr-		
with the following i			service-request-fo	
•	me of the Client/			
Reques				
	of Client			
	ts and Services			
	t Number			
	Request/ Purpose /			
	of Request			
	ire of the Requestor			
2. Approved Reques		The client	will provide	
	the TSU President,			
if any.	,			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the duly	1.1 Receives and	None	1 working day	Staff
accomplished	checks Service			Records and
and signed	Request and			Arobiyoo
				Archives
documents to the	endorses to the			Archives
documents to the Records and	endorses to the Office of the			Archives
documents to the Records and Archives Unit or	endorses to the Office of the University			Archives
documents to the Records and Archives Unit or email at	endorses to the Office of the			Archives
documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u>	endorses to the Office of the University President.			Archives
documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or	endorses to the Office of the University President. <i>Note: If form is</i>			Archives
documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i>			Archives
documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or	endorses to the Office of the University President. Note: If form is not properly filled out or documents			Archives
documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i>			Archives
documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i>			Archives
documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i>			Archives
documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i>	None	1 working day	University
documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i>	None	1 working day	
documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food	None	1 working day	University
documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and	None	1 working day	<i>University</i> <i>President</i> Office of the University
documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and Research Center.			<i>University</i> <i>President</i> Office of the University President
documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and Research Center. 1.3 Assesses the	None	1 working day	University President Office of the University President Director
documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and Research Center. 1.3 Assesses the Service Request			University President Office of the University President Director Food
documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and Research Center. 1.3 Assesses the Service Request Form as to the			University President Office of the University President Director Food Technology and
documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and Research Center. 1.3 Assesses the Service Request			University President Office of the University President Director Food



			1	
	endorses to the Food Technology and Research Center Unit Head.			
	1.4 Reviews the submitted Service Request Form as to the availability of resources (e.g., schedule of facility uses, and service provider/ food specialists).	None	30 minutes	<i>Unit Head</i> Food Technology and Research Center
2. Receive Notice of Receipt of Service Request.	2. Sends Notice of Receipt of Service Request through email and mobile number.	None	10 minutes	<i>Unit Head</i> Food Technology and Research Center
	Note: Notice of Receipt of Service Request contains proposed schedule of initial consultation meeting.			
3. Confirm available schedule and attendance to the initial consultation meeting.	3.1 Receives confirmation; organizes and conducts the initial consultation meeting.	None	30 minutes	<i>Director, Unit Head, Staff</i> Food Technology and Research Center
	3.2 Drafts and finalizes the relevant document to the service requested.			
	3.3 Delivers the service activities depending on the agreed terms and conditions.			
	3.4 Drafts and finalizes relevant documents (e.g., MOA, TOR, NDA, Service Proposal, Research Proposal, etc.).	None	5 working days	



4. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents	4. Delivers service activities	None	10 working days	Staff, Service Providers Food Technology and Research Center
	TOTAL:	None	17 Working Days, 1 Hour & 20 Minutes	



#### 2. Processing of Market-Driven Research Service

This service allows Micro, Small and Medium Enterprises (MSMEs), Students, Faculty, and Researchers to request services related to the processing and delivery of market-driven research services.

Office or Division:	Food Technology and Research Center - Research and Development Unit (FTRC-RDU)			
Classification:	Highly Technical	110-1100)		
Type of Transaction:	G2C - Government to G2B - Government to G2G - Government to	o Business		
Who may avail:	Micro, Small, Mediun Researchers	n Enterprise	es (MSMEs), Stud	lents, Faculty and
	REQUIREMENTS		WHERE TO SE	CURE
with the following i Full Name Requestor Nature of 0 Products a Contact Nu Service Re Details of F	SF-01 r 1 Electronic Copy) nformation: of the Client / Client nd Services umber equest/ Purpose /	download <u>https://tsu</u>	hnology and Rese at <u>.edu.ph/media/hci</u> <u>rvice-request-form</u>	fh0f3/tsu-ftr-sf-
2. Approved Reques		The client	will provide	
if any.				
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
if any.	AGENCY			



the Records and Archives Unit.			
Note: If submitted			
form is improperly filled out, return			
and inform the lacking.			
1.2 If Submitted to Records and Archives Unit: Endorses the Service Request Form from the Office of the University President to Food Technology and Research Center Director.	None	1 working day	University President Office of the University President
If Submitted to the Director's Office: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President.	None	1 working day	<i>Staff</i> Records and Archives
1.3 <b>If Submitted to</b> <b>Records and</b> <b>Archives Unit:</b> Endorses the Service Request Form from the Director of CFTR to the Department Head of Research and Development.	None	15 minutes	<i>Director</i> Food Technology and Research Center
If Submitted to the Director's Office: Endorses the Service Request Form from the Office of the University President to Food Technology and	None	1 working day	University President Office of the University President



	Research Center Director. 1.4 <b>If Submitted to</b> <b>Records and</b> <b>Archives Unit:</b> Assesses the capability of the Eaced Technology	None	30 minutes	<i>Director,</i> <i>Department</i> <i>Head, Staff</i> Food Technology and Research Center
	Food Technology and Research Center to deliver the service requested.	None	15 minutes	Director
	If Submitted to the Director's Office: Endorses the Service Request Form from the Director of CFTR to the Department Head of Research and Development.	Nega		Food Technology and Research Center
	1.5 <b>If Submitted to</b> <b>the Director's</b> <b>Office:</b> Assesses the capability of the Food Technology and Research Center to deliver the service requested.	None	30 minutes	Director, Department Head, Staff Food Technology and Research Center
2. Receive notification on the approval or declination of the requested service.	2. Provides a notification through email or through the provided contact number regarding the approval or declination of the requested service.	None	1 working day	Department Head, Staff Food Technology and Research Center
	Note: If the requested service is approved, confirm the availability of the client for an initial and needs assessment meeting.			



3. Confirm the available schedule and attendance to the initial meeting.	3. Organizes an initial meeting to conduct the needs assessment to determine the details of the requested service. <i>Note: The client</i> and the CFTR must have common time for scheduling the meeting and agree with the mode of meeting (either in-person or via online meeting)	None	10 minutes	Director, Department Head, Staff Food Technology and Research Center
4. Attend the scheduled needs assessment meeting.	4. Conducts of needs assessment meeting and provides the Target Product Specification Form <i>TSU-FTR-</i> <i>SF-30</i> to the client.	None	2 hours	Director, Department Head, Staff Food Technology and Research Center
5. Fill-out the Target Product Specification Form <i>TSU-FTR-</i> <i>SF-30</i> and submit to Food Technology and Research Center.	5. Accepts and checks the completeness of the submitted documents. <i>Note: If submitted</i> <i>form is improperly</i> <i>filled out, return</i> <i>and inform the</i> <i>lacking.</i>	None	5 minutes	<i>Director,</i> <i>Department</i> <i>Head, Staff</i> Food Technology and Research Center
6. Review and conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.	6.1 Prepares the Memorandum of Agreement (MOA), Non-Disclosure Agreement and Research License Agreement which will be signed accordingly.	None	5 working days	<i>Director,</i> <i>Department</i> <i>Head, Staff</i> Food Technology and Research Center
	6.2 Signs the Memorandum of Agreement (MOA), Non-Disclosure Agreement and	None	5 working days	Office of the University President, Office of Vice President for



<b></b>	· · · · ·		ſ	
	Research License Agreement			Research Extension Services, Food Technology and Research Center, Technology Development Transfer and Commercialization Office
	6.3 Releases Special Order to the designated researcher(s) for the service requested. Creates the Capsule Research Proposal Form <i>TSU-URO-SF- 01</i> according to <i>TSU- FTR-SF- 30</i> .	None	5 working days	<i>Director, Department Head, Staff</i> Food Technology and Research Center
7. Review the research proposal using the External Client Review Form <i>TSU-FTR-</i> <i>SF-31</i> .	7. Forwards the accomplished research proposal and the review form to the client for perusal.	None	1 working day	Department Head, Staff Food Technology and Research Center
8. Participate to the execution of the research and development activities.	8.1 Conducts Research and Development Activities.	None	More than 20 days	Department Head, Staff Food Technology and Research Center
	8.2 Submits Terminal Report.	None	1 working day	Department Head, Staff Food Technology and Research Center
9. Participate in the execution of the Transfer of knowledge and technology through in- person training.	9. Transfer of Knowledge and Technology through in-person training.	None	1 working day	Department Head, Staff Food Technology and Research Center
TOTAL IF SUBMITTED TO		None	9 Working	
RECORDS AND ARCHIVES UNIT:			Days 34 Working	
TOTAL IF SUBMITTED TO THE DIRECTOR'S OFFICE:		None	Days, 3 Hours & 45 Minutes	



#### 3. Processing of Shared Facility Services Request

The service allows Micro, Small and Medium Enterprises (MSMEs). Students, Faculty, and Researchers to request services related to usage of machines and equipment through shared facilities related to food processing, food packaging ang co-working space.

Office or Division:	Food Technology and Research Center – Production Services Unit (FTRC-PSU)			
Classification:	Complex			
	G2C - Government to Citizen			
Type of Transaction:	G2B - Government to Business Entity/ies			
	G2G - Government to Government			
Who may avail:	Micro, Small, Medium Enterprises (MSMEs), Students, Faculty and Researchers			
	REQUIREMENTS	WHERE TO SECURE		
A. FOR INTERNAL (		Γ		_
1. For Internal Clien		Food Technology and Research Center or		
TSU-FTR-SF-06	rvices Request Form	download at https://www.tsu.edu.ph/media/jmmhsy4l/tsu-		
	r 1 Electronic Copy)		hared-facility-ser	
with the following i			est-form-rev-1.do	
•	me of the Client/	ononeroque		
Reques				
	ts and Services			
	t Number			
SFS Se	ervice Request/			
	e / Details of			
Reques	st			
	ire of the Requestor			
2. For Students:		The client will provide		
Certificate of Regis				
(1 Original Copy of				
B. FOR EXTERNAL		Land Task	nalagy and Daga	arch Cantar ar
1. Accomplished Sha Request Form <i>TSU</i>		download a	nology and Rese	earch Center or
(1 Original Copy or				lia/jmmhsy4l/tsu-
with the following in		ftrc-sf-06-shared-facility-services-internal-		
5	me of the Client/	client-request-form-rev-1.docx		
Reques	stor			
Product	ts and Services			
Contact	t Number			
	ervice Request/			
•	e / Details of			
Reques				
<ul> <li>Signatu</li> </ul>	re of the Requestor		DDOCESSIN	DEBCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. For Internal	1.1 Receives and	None	5 minutes	Unit Head &
Client:	verifies the			Staff
Submit duly	completeness of			Food
•				0.
•	documents.			
	Noto: If automitted			Center
<b>u</b>				



<b>—</b>				1
Technology and	improperly filled			
Research	out, return and			
Center.	inform the			
	lacking.			
For External	1.2 Assessment of	None	15 minutes	Unit Head &
Client:	Request Form:			Staff
Submit the duly	Checks the			Food
accomplished	readiness and			Technology and
documents to the	availability of			Research
Food	shared facilities			Center
Technology and	including the			
Research	equipment and			
Center.	test/s to be			
	conducted. Also,			
	the Production			
	Supervisor /			
	Laboratory			
	Supervisor in-			
	charge who will			
	assist the client.			
	1.3 Receives and	None	15 minutes	Unit Head &
	reviews			Staff
	scheduled			Food
	service/s by the			Technology and
	Unit Head			Research
	alongside with the			Center
	approval of the			
	Director. Once			
	approved,			
	proceed to the			
	next step.			
2. Receive	2. Notifies client	None	15 minutes	Unit Head &
notification on the	through email or			Staff
approved Shared	number provided			Food
Facility Service	regarding if the			Technology and
request.	request is			Research
	approved or			Center
	disapproved			
	(subject for			
	rescheduling)			
	Shared Facility			
	Service request			
	and the required			
	Personal			
	Protective			
	Equipment /			
	Uniforms that			
	needs to be			
	brought on the			
	scheduled date.			
	*Incase the			
	request is			
	disapproved, they			
	will be notified			
	regarding the			



	available dates for rescheduling			
	of their request.			
	Note: Client must come on the			
	scheduled time			
	and date.			
3. For Internal Client:	3. For Internal Client:	None	5 minutes	Unit Head & Staff
Confirm the	Receives and			Food
available schedule for the	verifies the submitted			Technology and Research
Shared Facility	Certificate of			Center
Service Request and submit a	Registration.			
copy of Certificate of	Note: Services for internal clients			
Registration to	(including enrolled			
Food Technology and	students, faculty, and researcher of			
Research	the University are			
Center.	free of charge.			
For External Client:		None	30 minutes	Director, Unit Head & Staff
Confirm the				Food
available schedule for the	3.1 For External			Technology and Research
Shared Facility Service Request.	<b>Client:</b> Makes quotation			Center
Service Request.	amounting the			
	requested Shared Facility Service			
	services and the			
	Production Project Assistant II and			
	sends quotation to			
	the client as agreement for			
	future payment. 3.2 <b>For External</b>	None	30 minutes	Director, Unit
	Client:	140110		Head, Staff
	Requests for transaction			Food Technology and
	number to			Research
	accounting office and send details of			Center
	payment to the client thru email.			
4. For External	4. For External	SFS	15 minutes	Director, Unit
Client: Pay at the	Client:	<b>Fees</b> = Machine		<i>Head, Staff</i> Food
Cashiering unit of		rate per		Technology and



the University and submit the Official	Receives and verifies the Official	hour x total		Research Center
Receipt to the	Receipt.	number		••••••
Center for Food		of hours		
Technology and Research Center		used x discount		
Research Center		(if		
		applicabl		
		e)		
		Discount MSMEs =		
		15%		
		External		
		Student,		
		Research er, and		
		Faculty =		
		10%		
		*Please		
		see SFS		
		Brochure		
		for the list of		
		machine		
		and		
		equipmen		
		t hourly		
5. Conform to	5.1 Delivers	rates) None	3 working	Staff
agreed service	service activities	Nono	days	Food
terms and	and conducts			Technology and
conditions, and	Shared Facility			Research
requested activities	Service request			Center
as stipulated in the Shared Facility	with the assistance of the Production			
Request Quotation.	Supervisor /			
	Laboratory			
	Supervisor.	N 1		01-11
	5.2 Signs the Rendered Service	None	15 minutes	<i>Staff</i> Food
	Form as evidence			Technology and
	that the services			Research
	have been			Center
	rendered and finished.			
	innonou.		3 Working	
TOTAL FOR IN	NTERNAL CLIENTS:	None	Days, 1 Hour & 10 Minutes	
		SFS	3 Working	
TOTAL FOR EXTERNAL CLIENTS:		Fees =	Days, 2	
	LINNAL ULIENIJ.	Machin	Hours & 20	
		e rate	Minutes	



per hour x total number of hours used x discou nt (if	
nt (if applica ble)	

#### **APPENDIX 1.**

A SALE TANK AND A SALES		-					
ESEARCH AND	SERVICES		SCHEDULE	OF FFFS	ANALYTE/	NETHOD	TESTING
EVELOPMENT SERVICES			SCILDULL	OFTELS	ANALYSIS	METHOD	FEE (PhP)
The FTRC aims to generate reliable, rele		FOOD	PROCESSING FACILIT	v	CHEMICAL & PHYSICO	-CHEMICAL ANALYSI	5
lowledge and technologies addressing loca			KUCESSING FACILI	100	Moisture	Thermo-gravimetric	390.00
sues such as food security, hunger, mainut	rition: food wastage	MACHINE /	CAPACITY	SFS FEE	H	A0AC 98112	280.00
id food safety though:	Alter South 1	EQUIPMENT		per hour	2000/00/2019/2017	17.75 007010 B 000000	
Innovation of existing products	TOOT	FISH AND MEAT PRO		PhP 120.00	Water Activity	Water Activity Meter	350.00
Product development	QUALITY	Smokehouse Oven	30Kg - Meat, Fish, Poultry 20Kg - Fruits, Vegetables	PhP 20.00	Total Titratable Acidity	Titrimetric	540.00
Material value-addition Enrichment	ASSURANCE	Food Dehydrator	8Kg - Medt, Fish, Poultry	PhP 80.∞	Peroxide Value	Titrimetric	570.00
Fortification of finds	SERVICES	Med Grinder	5Kg - Fruits, Vegetable 30 Kilograms	PhP 120.00	Free Fotty Acid	Titrimetric	475.00
improvement food systems, and		Medt Slicer	20 Kilograms	PhP 120.00	Brix Reading	Refractometer	270.00
And the second se	The center aims to	Bowl Chopper	30 Kilograms	PhP 125.00	Color	Colorimetry	360.00
Contraction of the Contraction o	tain all the necessary	Sausage Linker	30 Kilograms	PhP 103.00	and the second	and the second second second	1000
	nent for the testing of the a	Sausage Stuffer	30 Kilograms	PhP 10.00	Crude Fat	Solvent Extraction	920.00
pril prices	gical, and sensory	FRUITS AND VEGET/			Erude Protein	Kjeldahl	950.00
eropation	to ensure the quality and	Vegetable Cutter	90Kg - Fruits, Vegetables	PhP 103.00	Ash	Gravimetric	530 m
S) (S)	d standardization of food	Noodle Maker	30Kg - Fruits, Vegetables	PhP 97.00	Turbidity	Mephelometric	280.00
ne FIRC has an	produced by the	Pulverizer [hammer mill]	30Kq - fruits, Vegetables/ Dried	PhP 190.00	Conductivity	Conductivity Meter	280.00
te-of-the-art processing research	ers and the FTRC clients	Pasteurizer	SO Liter	PhP 190.00	Filth	Microscopy	390.00
J Granyical laboratories,	and food manufacturers).	BAKING AREA			Temperature	Thermometer-SMEWW	190.00
solution, and rating	alytical services will include	Industrial Mixer	20Kg/ Hr	PhP 9500	and the second	Contraction of the second s	1.0000000000000000000000000000000000000
	lowing:	Industrial Gas Type Oven		PhP 210.70	Total Kjeldahl Nitrogen	Kjeldahl Digestion	910,00
	Composition Analysis rsico-chemical Analysis	Industrial Type Electric-C	ias 6Kq/Hr	PhP 186.10	MICROBIOLOGICAL A	NALYSIS	
	probiological Analysis	Oven (2-door)			Aerobic Plate Count	Pour Plate	530.00
It is a second se	ices	PACKAGING MACHIN Vacuum Packaging	180 pecks/ Hr	PhP 125.00	Total Coliform Count	Pour Plate, MPN	530,00
titutions. The center will	Sensory Evaluation Services	Continuous Band Sealer	600 packs/ Hr	PhP 120.00	and the second		
sure that the facility and the	roduct Shelf-life Testing	Impulse Sealer	900 packs/ Hr	PhP 120.00	E coli Count	MPN	950.00
DRY TRESOUTCRES CER DRIDG	rvices	Impulse Sealer (Pedal tu		PhP 125.00	Molds and Yeast Count	Spread Plate	530,00
stematic sharing of the		Vertical Form-Fill-Seal	7500 packs/ Hr	PhP 150.00	Salmonella sp. Detection	Conventional	950.00
culty researchers, students		Machine	vere parent in	10.000100000	Staphylococcus areus	Spread Plate	760.00
d other FTRC clients	TRAIL IN COL	FOODA	NALYTICAL SERVIC	ES	Ecunt	opicad ride	100
deida-rasacrchare	G SERVICES (PMS)	Sensory Analytica	I and Scientific method to evok Aethod measure, analyse, and	e. Proposal Based	Environmental Swabbing	Luminometer -	530.00
	to produce and	Chan and a second second	interpret those responses to products as perceived	8	Air Sampling	Sedimentation	530.00
ctor of	to produce and		through the senses of sig	N.			
	ts from the food research		smell, touch, taste, and he				
<li>and development projects</li>		Shelf-life Analytical	and Can help determine how	long Proposal		1217	
This will provide and avenue for	showcasing the newly	Determination Affective M	ethod the product, under norma				
developed and innovated products of	f the University		handling and storage, can				
The FTRC has a store in the facade	STATISTICS STATISTICS		maintain its taste, quality microbial, chemical, and		1000	A DESCRIPTION OF THE OWNER	A
The second se			physical properties, rema	n		A DE LA	Section and the
where customers can avail the TS	USHUU		wholesome, and meet the		Statement and a state of the state	2000	10 31 31
products.			nutritional claims and				( Astal)
TOULO			declarations that are print on the label	ed		Contra P	00000
50'S Stanetin	R ALLER AND		OR THE REAL				V
the second se							



# **Office of Innovation and Business Development**

**External Services** 



#### **1. Processing of Requests for Copyright Deposit Assistance**

This service allows clients to avail copyright assistance of the Office of Technology Development, Transfer, and Commercialization.

of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)http://tinyurl.com/Waiverand4. Accomplished and Duly Signed Inventor's/Author's Profile FormOffice of Technology Development Commercialization or down	opment, Transfer, and oad at <u>erviceRequest</u>		
Type of Transaction:G2B – Government to Business Entity/ies G2G - Government to GovernmentWho may avail:AllCHECKLIST OF REQUIREMENTSWHERE TO S1. Letter of Intent addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name 	opment, Transfer, and oad at <u>erviceRequest</u>		
Transaction:G2B – Government to Business Entity/les G2G - Government to GovernmentWho may avail:AllCHECKLIST OF REQUIREMENTSWHERE TO S1. Letter of Intent addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name b. PurposeThe client will provide2. For External Clients, Accomplished 	opment, Transfer, and oad at <u>erviceRequest</u>		
G2G - Government to Government         Who may avail:       All         CHECKLIST OF REQUIREMENTS       WHERE TO S         1. Letter of Intent addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name b. Purpose       The client will provide         2. For External Clients, Accomplished Service Request Form TSU-TTO-SF-01 (1 Original Copy)       Office of Technology Develor Commercialization or down https://tinyurl.com/OTDTCS         3. For Internal Clients, Accomplished and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)       Office of Technology Develor Commercialization or down http://tinyurl.com/Waiverand         4. Accomplished and Duly Signed Inventor's/Author's Profile Form       Office of Technology Develor	opment, Transfer, and oad at <u>erviceRequest</u>		
CHECKLIST OF REQUIREMENTSWHERE TO S1. Letter of Intent addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name b. PurposeThe client will provide2. For External Clients, Accomplished Service Request Form TSU-TTO-SF-01 (1 Original Copy)Office of Technology Develo Commercialization or down https://tinyurl.com/OTDTCS3. For Internal Clients, Accomplished and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)Office of Technology Develo Commercialization or down http://tinyurl.com/Waiverand Office of Technology Develo Commercialization or down http://tinyurl.com/Waiverand Office of Technology Develo Commercialization or down http://tinyurl.com/Waiverand Office of Technology Develo Commercialization or down http://tinyurl.com/Waiverand Commercialization or down http://tinyurl.com/Waiverand Commercialization or down http://tinyurl.com/Waiverand Commercialization or down	opment, Transfer, and oad at <u>erviceRequest</u>		
<ol> <li>Letter of Intent addressed to the University President with the following information:         <ul> <li>(1 Original Copy)</li> <li>a. Name/Organization Name</li> <li>b. Purpose</li> </ul> </li> <li>For External Clients, Accomplished Service Request Form TSU-TTO-SF-01 (1 Original Copy)</li> <li>For Internal Clients, Accomplished and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)</li> <li>Accomplished and Duly Signed Inventor's/Author's Profile Form</li> </ol>	opment, Transfer, and oad at <u>erviceRequest</u>		
<ul> <li>University President with the following information:         <ul> <li>(1 Original Copy)</li> <li>a. Name/Organization Name</li> <li>b. Purpose</li> </ul> </li> <li>2. For External Clients, Accomplished Service Request Form TSU-TTO-SF-01             <ul> <li>(1 Original Copy)</li> <li>3. For Internal Clients, Accomplished and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)</li> <li>4. Accomplished and Duly Signed and Duly Signed True Service Service Commercialization or down of Technology (5 Original Copies)</li> </ul> </li> <li>4. Accomplished and Duly Signed Copies (1)</li> </ul>	oad at erviceRequest		
<ul> <li>information:         <ul> <li>(1 Original Copy)</li> <li>a. Name/Organization Name</li> <li>b. Purpose</li> </ul> </li> <li>2. For External Clients, Accomplished Service Request Form TSU-TTO-SF-01             <ul> <li>(1 Original Copy)</li> <li>3. For Internal Clients, Accomplished and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)</li> </ul> </li> <li>4. Accomplished and Duly Signed         <ul> <li>(1 Original and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)</li> <li>4. Accomplished and Duly Signed             <ul> <li>(1 Original and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)</li> <li>(1 Accomplished and Duly Signed Inventor's/Author's Profile Form</li> </ul> </li> </ul></li></ul>	oad at erviceRequest		
<ul> <li>(1 Original Copy)         <ul> <li>a. Name/Organization Name</li> <li>b. Purpose</li> </ul> </li> <li>2. For External Clients, Accomplished Service Request Form TSU-TTO-SF-01 (1 Original Copy)</li> <li>3. For Internal Clients, Accomplished and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)</li> <li>4. Accomplished and Duly Signed Maiver Profile Form</li> <li>4. Accomplished and Duly Signed Copies</li> <li>4. Accomplished and Duly Signed Copies</li> <li>4. Accomplished and Duly Signed Copies</li> <li>5. Purpose</li> <li>6. Office of Technology Development of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)</li> <li>6. Accomplished and Duly Signed Copies</li> <li>6. Accomplished and Duly Signed Copies</li> <li>7. Accomplished and Duly Signed Copies</li> </ul>	oad at erviceRequest		
<ul> <li>a. Name/Organization Name</li> <li>b. Purpose</li> <li>2. For External Clients, Accomplished Service Request Form TSU-TTO-SF-01 (1 Original Copy)</li> <li>3. For Internal Clients, Accomplished and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)</li> <li>4. Accomplished and Duly Signed Inventor's/Author's Profile Form</li> <li>6. Office of Technology Development Office of Technology Development Commercialization or down</li> </ul>	oad at erviceRequest		
b. Purpose2. For External Clients, Accomplished Service Request Form TSU-TTO-SF-01 (1 Original Copy)Office of Technology Devel Commercialization or down https://tinyurl.com/OTDTCS3. For Internal Clients, Accomplished and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)Office of Technology Devel Commercialization or down http://tinyurl.com/Waiverand Office of Technology Devel Commercialization or down http://tinyurl.com/Waiverand Office of Technology Devel Commercialization or down http://tinyurl.com/Waiverand Commercialization or down4. Accomplished and Duly Signed Inventor's/Author's Profile FormOffice of Technology Devel Commercialization or down	oad at erviceRequest		
<ol> <li>For External Clients, Accomplished Service Request Form TSU-TTO-SF-01 (1 Original Copy)</li> <li>For Internal Clients, Accomplished and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)</li> <li>Accomplished and Duly Signed Inventor's/Author's Profile Form</li> <li>Office of Technology Development Office of Technology Development Commercialization or down</li> </ol>	oad at erviceRequest		
Service Request Form TSU-TTO-SF-01 (1 Original Copy)Commercialization or down https://tinyurl.com/OTDTCS3. For Internal Clients, Accomplished and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)Office of Technology Develo Commercialization or down http://tinyurl.com/Waiverand Office of Technology Develo Commercialization or down http://tinyurl.com/Waiverand Office of Technology Develo Commercialization or down http://tinyurl.com/Waiverand Office of Technology Develo Commercialization or down4. Accomplished and Duly Signed Inventor's/Author's Profile FormOffice of Technology Develo Commercialization or down	oad at erviceRequest		
(1 Original Copy)https://tinyurl.com/OTDTCS3. For Internal Clients, Accomplished and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)Office of Technology Develo Commercialization or down http://tinyurl.com/Waiverand Office of Technology Develo Commercialization or down http://tinyurl.com/Waiverand Office of Technology Develo Commercialization or down http://tinyurl.com/Waiverand Office of Technology Develo Commercialization or down4. Accomplished and Duly Signed Inventor's/Author's Profile FormOffice of Technology Develo Commercialization or down	erviceRequest		
<ul> <li>3. For Internal Clients, Accomplished and Duly Signed Waiver and Transfer of Technology Ownership <i>TSU-TTO-SF-09</i> (5 Original Copies)</li> <li>4. Accomplished and Duly Signed Inventor's/Author's Profile Form</li> <li>Office of Technology Development Office of Technology Development Commercialization or down</li> </ul>			
and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)Commercialization or down http://tinyurl.com/Waiverand Office of Technology Develo Commercialization or down4. Accomplished and Duly Signed Inventor's/Author's Profile FormOffice of Technology Develo Commercialization or down	opment Transfer and I		
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TSU-TTO-SF-09 (5 Original Copies)4. Accomplished and Duly Signed Inventor's/Author's Profile FormOffice of Technology Development Commercialization or down	Commercialization or download at		
4. Accomplished and Duly Signed Inventor's/Author's Profile FormOffice of Technology Devel Commercialization or down	http://tinyurl.com/WaiverandTransfer		
Inventor's/Author's Profile Form Commercialization or down			
	Office of Technology Development, Transfer, and		
	-		
	http://tinyurl.com/Inventor-AuthorProfile		
(1 Original Copy/Electronic Copy)5. Valid ID with 3 Specimen SignaturesThe client will provide	The client will provide		
(3 Photocopies)			
	DEDOON		
CLIENT STEPS AGENCY ACTIONS FEES TO PROCESSING			
1         Submit Letter of         1         Descrives from         None         Finitutes	RESPONSIBLE		
1. Submit Letter of       1.1 Receives from       None       5 minutes         Intent and       the Office of the       1	Director/		
	Department Head Office of		
Accomplished Vice President Service Request for Research,	Innovation and		
Form (TSU-TTO- Development,	Business		
SF-01) to the and Extension	Development		
Records and (OVPRDE) and	Development		
Archives Unit – forwards to the			
Main Campus. unit concerned.			
1.2 Reviews and None 10 minutes	Head/Staff		
evaluates the	Intellectual Property		
request.	Rights Management		
	Department		
	Department		



	0 1 11			4 11 1	0/ //
2.	Submit accomplished and duly signed Waiver and Transfer of Technology Ownership ( <i>TSU</i> -	2.1 Receives and facilitates notarization of the forms submitted requirements.	None	1 working day	Staff Intellectual Property Rights Management Department
	<i>TTO-SF-09</i> ) and/or Inventor's/Author' s Profile Form ( <i>TSU-TTO-SF-</i> 24) to the Office of Office of Technology Development, Transfer, and Commercializatio n or via email at <i>tdtc@tsu.edu.ph</i> .	2.2 Files copyright deposit and submits documentary requirements online via <u>copyright registr</u> <u>ation@ipophil.go</u> <u>v.ph</u>	None	20 minutes	Head/Staff Intellectual Property Rights Management Department
3.	Pay the corresponding fees on the payment link provided by the Office of Technology Development,	3.1 Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	PHP 560.00	1 working day	Head/Staff Intellectual Property Rights Management Department
	Transfer and Commercializatio n	3.2 Processes and reviews application.	None	1 month	Intellectual Property Office of the Philippines
		3.3 Receives an email and submits it to the Intellectual Property Office of the Philippines (IPOPHL), which requires the submission of the hardcopy requirements.	PHP 300.00	5 working days	Head/Staff Intellectual Property Rights Management Department
		3.4 Sends the certificate of deposit.	None	1 working day	Intellectual Property Office of the Philippines
4.	Receives the Copyright Deposit Certificate.	4. Receives a copy of the Copyright Deposit Certificate, sends it to the client via email or personal delivery, and files records generated	None	15 minutes	<i>Head/Staff</i> Intellectual Property Rights Management Department



relative to the request.			
TOTAL:	PHP 860.00	1 Month, 8 Working Days, & 50 Minutes	

\*Copyright deposit assistance is covered under RA 8293.

Note: This is a multi-stage process. The Intellectual Property Office of the Philippines (IPOPHL) is the agency that facilitates the processing of the applications. The Office of Technology Development, Transfer, and Commercialization (OTDTC) is the arm of the university that facilitates the collection and submission of copyright deposit to Intellectual Property Office of the Philippines (IPOPHL).



### 2. Processing of Request to Use University Marks Assistance

This service allows clients to use the University Marks Assistance of the office.

Office or Division Classification: Type of	Office of Innovation and Business Development (OIBD)						
	Complex		(0.2	- /			
I VDE OT	G2C - Governmer	nt to Citizen					
	G2B – Governmei	nt to Business Ent	tity/ies				
Transaction:	G2G - Governmer		,				
Who may avail:	All						
	REQUIREMENTS		WHERE TO SEC	JRE			
1. Letter of Intent	addressed to the	The client will pr	ovide				
University Pres	ident with the						
following inforn							
(1 Original Co							
a. Name/Orga	nization Name						
b. Purpose		011 (T )					
2. Accomplished			logy Developmer				
University Trad			on or download a				
3. Letter of Intent	20 (1 Original Copy)	The client will pr	<u>m/RequestToUse</u> ovide				
University Pres							
(1 Original Cop							
4. Mock-Up for Ea							
(1 Original Cop	-						
5. Valid ID with T	ree (3) specimen	-					
signatures (1 P							
J J		FEES TO BE	PROCESSING	PERSON			
CLIENT STEPS	AGENCY ACTIONS	PAID	TIME	RESPONSIBLE			
1. Submit all	1.1 Receives 2 <sup>nd</sup>	None	5 minutes	Director/			
necessary	endorsement			Department Head			
requirements	from the Office of			Office of			
addressed to	the Vice			Innovation and			
				Innovation and			
the University	President for			Business			
the University President, to	President for Research						
the University President, to the Records	President for Research Development			Business			
the University President, to the Records and Archives	President for Research Development and Extension			Business			
the University President, to the Records and Archives Unit – Main	President for Research Development and Extension (OVPRDE) and			Business			
the University President, to the Records and Archives	President for Research Development and Extension (OVPRDE) and forwards to the			Business			
the University President, to the Records and Archives Unit – Main	President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.	None	10 minutes	Business Development			
the University President, to the Records and Archives Unit – Main	President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and	None	10 minutes	Business Development <i>Head, Staff</i>			
the University President, to the Records and Archives Unit – Main	President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and evaluates the	None	10 minutes	Business Development <i>Head, Staff</i> Office of			
the University President, to the Records and Archives Unit – Main	President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and	None	10 minutes	Business Development <i>Head, Staff</i>			
the University President, to the Records and Archives Unit – Main	President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and evaluates the	None	10 minutes	Business Development <i>Head, Staff</i> Office of Innovation and			
the University President, to the Records and Archives Unit – Main	President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and evaluates the	None	10 minutes	Business Development <i>Head, Staff</i> Office of Innovation and Business			
the University President, to the Records and Archives Unit – Main	President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and evaluates the	None	10 minutes 5 minutes	Business Development <i>Head, Staff</i> Office of Innovation and Business			
the University President, to the Records and Archives Unit – Main Campus.	President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and evaluates the request.			Business Development <i>Head, Staff</i> Office of Innovation and Business Development <i>Staff</i> Office of			
<ul> <li>the University President, to the Records and Archives Unit – Main Campus.</li> <li>2. For Approved Requests:</li> </ul>	<ul> <li>President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.</li> <li>1.2 Reviews and evaluates the request.</li> <li>2. Notifies the client of the result of the evaluated</li> </ul>			Business Development <i>Head, Staff</i> Office of Innovation and Business Development <i>Staff</i> Office of Innovation and			
<ul> <li>the University President, to the Records and Archives Unit – Main Campus.</li> <li>2. For Approved Requests: Receive</li> </ul>	<ul> <li>President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.</li> <li>1.2 Reviews and evaluates the request.</li> <li>2. Notifies the client of the result of the evaluated request through</li> </ul>			Business Development <i>Head, Staff</i> Office of Innovation and Business Development <i>Staff</i> Office of Innovation and Business			
<ul> <li>the University President, to the Records and Archives Unit – Main Campus.</li> <li>2. For Approved Requests: Receive notification</li> </ul>	<ul> <li>President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.</li> <li>1.2 Reviews and evaluates the request.</li> <li>2. Notifies the client of the result of the evaluated request through the available</li> </ul>			Business Development <i>Head, Staff</i> Office of Innovation and Business Development <i>Staff</i> Office of Innovation and			
<ul> <li>the University President, to the Records and Archives Unit – Main Campus.</li> <li>2. For Approved Requests: Receive notification on the</li> </ul>	<ul> <li>President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.</li> <li>1.2 Reviews and evaluates the request.</li> <li>2. Notifies the client of the result of the evaluated request through</li> </ul>			Business Development <i>Head, Staff</i> Office of Innovation and Business Development <i>Staff</i> Office of Innovation and Business			
<ul> <li>the University President, to the Records and Archives Unit – Main Campus.</li> <li>2. For Approved Requests: Receive notification on the schedule of</li> </ul>	<ul> <li>President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.</li> <li>1.2 Reviews and evaluates the request.</li> <li>2. Notifies the client of the result of the evaluated request through the available platform.</li> </ul>			Business Development <i>Head, Staff</i> Office of Innovation and Business Development <i>Staff</i> Office of Innovation and Business			
<ul> <li>the University President, to the Records and Archives Unit – Main Campus.</li> <li>2. For Approved Requests: Receive notification on the schedule of negotiation</li> </ul>	<ul> <li>President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.</li> <li>1.2 Reviews and evaluates the request.</li> <li>2. Notifies the client of the result of the evaluated request through the available platform.</li> <li><i>If approved,</i></li> </ul>			Business Development <i>Head, Staff</i> Office of Innovation and Business Development <i>Staff</i> Office of Innovation and Business			
<ul> <li>the University President, to the Records and Archives Unit – Main Campus.</li> <li>2. For Approved Requests: Receive notification on the schedule of</li> </ul>	<ul> <li>President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.</li> <li>1.2 Reviews and evaluates the request.</li> <li>2. Notifies the client of the result of the evaluated request through the available platform.</li> </ul>			Business Development <i>Head, Staff</i> Office of Innovation and Business Development <i>Staff</i> Office of Innovation and Business			



	Licensing Agreement via message/ call.	of negotiation and signing of the Licensing Agreement via message/ call.			
	For Disapproved Requests: Receive notification on the schedule of a meeting and modify the proposal via message/ call.	<i>If disapproved,</i> Notifies the client on the schedule of meeting via message/ call.			
3.	For Approved Requests: Attend negotiation and sign the Licensing Agreement.	3.1 <i>For Approved</i> <i>Requests:</i> Negotiates and completes the licensing agreements.	Depends on the Negotiated Licensing Agreement	2 working days	<i>Director,</i> <i>Department</i> <i>Heads, &amp; Staff</i> Office of Innovation and Business Development
	For Disapproved Requests: Attend meeting to modify the proposal and sign the	For Disapproved Requests: Discusses the metrics of disapproval and modifies the proposal.			
	Licensing Agreement.	3.2Prepares and have the Memorandum of Agreement signed by all parties involved.	None	2 working days	<i>Director,</i> <i>Department</i> <i>Heads, &amp; Staff</i> Office of Innovation and Business Development
4.	Receives assistance.	4. Facilitates the use of university marks and notarization of the licensing agreement.	None	1 working day	Director, Department Heads, & Staff Office of Innovation and Business Development
5.	Receive approval slip.	5. Provides approval slip and files records generated relative to the request.	None	5 minutes	Director, Department Heads, & Staff Office of Innovation and Business Development



TOTAL:	Depends on the Negotiated Licensing Agreement	5 Working Days & 25 Minutes	
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Note: As per Office of Technology Development, Transfer, and Commercialization (OTDTC) Manual Chapter 9: University Trademark Policy, "License fee shall be collected, for every product type or activity, from those who will use a trademark for commercial purposes". The table below shall be the basis for the computation of license fee.

License Fees				
For Student Councils and University-based Organizations:	a. 3% for the 1st Php50,000 net sales;			
	b. 2% for the next Php25,000 net sales,			
	c. 1% for the succeeding net sales.			
	a. 2% for the 1st Php50,000 net sales;			
For College-based Organizations:	b. 1% for the succeeding net sales.			
Licensing and Use of University Trademarks by External Entities:	5% per annum of the net sale of the item bearing the trademark.			



#### 3. Process for Technology Transfer and Commercialization Assistance

This service allows clients to avail technology transfer and commercialization assistance of the Office of Technology Development, Transfer, and Commercialization.

	Office of Innovation	and Rusiness	Development _	
Office or Division:	Technology Licensi (OIBD-TLD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government G2B – Government G2G - Government	to Business E		
Who may avail:	All			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE
<ol> <li>Letter of Intent ac University Preside following informat (1 Original Copy a. Name/Organiz b. Purpose</li> </ol>	ent with the ion: )	The client wi	ll provide	
2. Accomplished Se Form <i>TSU-TTO-S</i> (1 Original Copy)	SF-01	Commerciali	hnology Develop zation or downloa .com/OTDTCSer	
3. Valid ID with Three Signatures (1 Pho	ee (3) Specimen	The client will provide		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
1. Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	ACTIONS 1.1 Receives 2 <sup>nd</sup> endorsement from the Office of the Vice President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.	BE PAID None	TIME 5 minutes	RESPONSIBLE Director/ Department Head Office of Innovation and Business Development
	1.2Reviews and evaluates the request.	None	10 minutes	<i>Head or Staff</i> Technology Licensing Department
2. Receive notification on the schedule of negotiation of License Agreement.	2. Notifies the client on the schedule of negotiation of License Agreement.	None	10 minutes	<i>Staff</i> Technology Licensing Department



3.	For Technology Transfer: Attend negotiation meeting via online or face- to-face.	3.	For Technology Transfer: Negotiates and completes the license agreements.	None	2 working days	<i>Director</i> Office of Innovation and Business Development
	For Commercial- ization: Attend series of meeting together with Department of Science and Technology (DOST).		For Commercial- ization: Facilitates and attends to scheduled meetings and prepare documentary requirements.	None	2 months	<i>Director, Head, &amp; Staff</i> Office of Innovation and Business Development
4.	For Technology Transfer: Receive notification regarding the scheduled signing of Non- exclusive Licensing Agreement.	4.	For Technology Transfer: Informs the client on the schedule of signing of Non- exclusive Licensing Agreement.	None	10 minutes	<i>Staff</i> Technology Licensing Department
	For Commercial- ization: Receive notification regarding the approval of DOST and scheduled signing of Technology Licensing Agreement.		For commercial- ization: Receives approval from DOST and informs client regarding the schedule of signing of Technology Licensing Agreement.	None	1 month	<i>Director, Head, &amp; Staff</i> Office of Office of Innovation and Business Development
5.	Attend on the scheduled signing of agreement.	5.	Facilities signing of license agreement, and notarizing the signed agreement.	None	2 working days	<i>Director, Head, &amp; Staff</i> Office of Innovation and Business Development



6.	For commercial- ization: Pay licensing fee to Tarlac State University (TSU) Note: Royalty fees shall be paid to TSU annually starting on the end of first year and every end of year thereafter.	6.	For commercial- ization: Receives and process the payment	*Licensing and Royalty fees will depend on the negotiated licensing agreement	1 working day	<i>Staff</i> Cashiering Unit
7.	Receive copy of Technology Licensing Agreement	7.	Provides copy of Technology Licensing Agreement and files the copy of the office.	None	1 hour	<i>Staff</i> Technology Licensing Department
	TOTAL F	OR	TECHNOLOGY TRANSFER:	None	4 Working Days, 1 Hour & 35 Minutes	
Т	TOTAL FOR COMMERCIALIZATION:			Depends on the Negotiated Licensing Agreement	3 Months, 3 Working Days, 1 Hour & 25 Minutes	

\*Technology Transfer and commercialization Assistance is covered under RA 10055

Note: This service is a multi-stage process. The Office of Technology Development, Transfer and Commercialization is only responsible for providing assistance on Technology Transfer and Commercialization. While the Cashiering Unit is only responsible for receiving and processing of payment.



#### 4. Processing of Requests for Trademark Application Assistance

This service allows clients to request and avail of trademark application assistance from the Office of Technology Development, Transfer, and Commercialization.

Office or Division:	Office of Innovation and Business Development – Intellectual Property Rights Management Department (OIBD-IPRMD)				
Classification:	Highly Technical				
Type of Transaction:	G2C - Government to C G2B – Government to E G2G - Government to G	ment to Business Entity/ies			
Who may avail:	All				
CHECKLIST OF	REQUIREMENTS		WHERE TO S	ECURE	
1. Accomplished Serv TSU-TTO-SF-01 (1	•	and Com	Technology Devel mercialization or c yurl.com/OTDTCS		
<ol> <li>Letter of Intent add President with the f (1 Original Copy)         <ol> <li>Name/Organiza</li> <li>Purpose</li> <li>Mark to be Registe (1 Electronic Copy)</li> </ol> </li> <li>Valid ID with Three signatures (1 Photo</li> </ol>		t will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit Letter of Intent and	1.1 Receives 2 <sup>nd</sup> endorsement from	None	5 minutes	Director/	
Accomplished Service Request Form (TSU-TTO- SF-01) to the Records and Archives Unit – Main Campus.	the Office of the Vice President for Research, Development, and Extension (OVPRDE) and forwards to the unit concerned.			Department Head Office of Innovation and Business Development	
Service Request Form (TSU-TTO- SF-01) to the Records and Archives Unit –	the Office of the Vice President for Research, Development, and Extension (OVPRDE) and forwards to the unit	None	10 minutes	Office of Innovation and Business	



3. Attend the negotiation Memorandu Agreement scheduled o	of um of in the	. Facilitates the negotiation meeting, completes details of Memorandum of Agreement, and inform client on the schedule of signing of Memorandum of Agreement.	None	1 working day	<i>Head/Staff</i> Intellectual Property Rights Management Department
4. Sign the Memorandu Agreement scheduled o and submit ID with 3 specimen signatures.	on the date	Prepares and have the Memorandum of Agreement signed by all parties involved. Note: Once the Memorandum of Agreement has been duly signed, have it notarized.	None	1 working day	<i>Staff</i> Intellectual Property Rights Management Department
5. Submit a co mark/s to b registered t Office of Of Technology Developme Transfer, ar Commercia or via email <u>tdtc@tsu.ec</u>	e o the ffice of mt, nd llization I at	Receives the submitted mark/s to be registered, files trademark application, and submits documentary requirements online via <u>https://www.ipophil.</u> <u>gov.ph/etm-file-</u> trademark/	None	1 hour	Head/Staff Intellectual Property Rights Management Department
6. Receive the online payn link.			None	5 minutes	<i>Head/Staff</i> Intellectual Property Rights Management Department
7. Pay correspond filing fees a send proof payment to Office of	ing ind of	.1 Receives Official Receipt for trademark application via email or FB Messenger.	Refer to the table below	7 working days	Head/Staff Intellectual Property Rights Management Department
Technology Developme Transfer, ar Commercia (OTDTC) vi	nt, nd Ilization	2Processes and examines the application and issues the Notice of Allowance.	None	6 months	Intellectual Property Office of the Philippines
email or FB Messenger	5 7.	.3Processes the payment for Issuance of Certificate of Registration and	None	30 minutes	<i>Head/Staff</i> Intellectual Property Rights Management Department



		Second Publication Fee.			
8.	Pay corresponding Issuance of the Certificate of Registration and Second Publication Fee	8.1 Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	None	5 minutes	<i>Head/Staff</i> Intellectual Property Rights Management Department
	and send proof of payment to the Office of Technology Development, Transfer, and Commercialization (OTDTC) via	8.2 Receives the Official Receipt for the Issuance of the Certificate of Registration and Second Publication Fee via email or FB Messenger.	Refer to the table below	2 months	<i>Head/Staff</i> Intellectual Property Rights Management Department
	email or FB Messenger.	8.3 Issues certificate of registration.	None	3 months	Intellectual Property Office of the Philippines
9.	Receive a copy of the certificate of registration through email or personal delivery.	<ol> <li>Receives a copy of the certificate of registration via email from Intellectual Property Office of the Philippines (IPOPHL), sends it to the client through email or personal delivery, and files records generated relative to the request.</li> </ol>	None	1 working day	Head/Staff Intellectual Property Rights Management Department
		TOTAL:	Refer to Table Below	11 Months, 10 Working Days, & 2 Hours	

\*Trademark Assistance is covered under R.A. 8293.

Note: This is a multi-stage process. The Intellectual Property Office of the Philippines (IPOPHL) is the agency that facilitates the processing of the applications. The Office of Technology Development, Transfer, and Commercialization (OTDTC) is the arm of the university that facilitates the collection and submission of trademark applications to Intellectual Property Office of the Philippines (IPOPHL).



TYPE	*SMALL ENTITY	*BIG ENTITY
Filing Fee (per class)	PHP 1,200	PHP 2,592
Claim of Color (per class)	PHP 280	PHP 600
Publication	PHP 900	PHP 960
Issuance of Certificate of Registration	PHP 570	PHP 1,200
Declaration of Actual Use (3rd year)	PHP 900	PHP 1,920
2nd Publication (Publication of Registration)	PHP 900	PHP 960

\*Small entity: with 100M worth of assets or less | \*Big entity: with more than 100M worth of assets

Note: Total charges may vary depending on the number of claims, classes and embodiments applied. All fees are subject to 1% Legal Research Fund (LRF) as required by R.A. 3870. If the fee is below P 1,000.00, the LRF is P 10.00.



# **Office of University Extension Services**

## **External Services**



#### **1. Processing of Request for Extension Document**

The service allows acknowledging and serving the request for extension documents by the internal and external interested parties.

Office or Division:	Office of University	Extension Se	ervice (OUES)		
Classification:	Simple		()		
Type of Transaction:	G2B – Governmen	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:Faculty, Students, Partner-Beneficiaries, State Universities Colleges, Guests			iversities and		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
•	Extension Document TSU-OES-SF-23 ies)	https://www.	le from TSU Webs tsu.edu.ph/media/ equest-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the accomplished request form at the Office of University	1.1 Acknowledges and stamps the filled-out request form.	None	5 minutes	Clerk Office of University Extension Service	
Extension Service – Villa Lucinda Campus.	1.2 Reviews the submitted request form.	None	10 minutes	Department Head Office of University Extension Service	
	1.3 Approves or disapproves the request.	None	10 minutes	<i>Director</i> Office of University Extension Service	
2. Receive the approval/ disapproval notification.	2. Notifies the requesting person about the result of request.	None	1 working day	<i>Department</i> <i>Head</i> Office of University Extension Service	
3. Receive or claim the requested extension documents (if approved).	3. Serves the request upon approval.	None	1 working day	<i>Clerk</i> Office of University Extension Service	
	TOTAL:	None	2 Working Days & 25 Minutes		



# Office of University Research and Development

## **External Services**



#### 1. Processing of Request for Test of Similarity Index

The service allows TSU employees, students, and external clients' research work to be tested to ensure the originality and integrity of their papers (capstones, theses, and dissertations).

Of	fice or Division:	Office of the Univer		h Development- [	Data Analytics
		Unit (OURD – DAU	)		
	assification:	Simple	t to Citizen		
	vpe of ansaction:	G2C – Government G2B – Government		Entity/ies	
		G2G – Governmen			
W	ho may avail:	TSU Undergraduate			
		TSU Master's Degr			
		TSU Doctoral Degr			
		Other interested ins			ients)
	CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	
1.	•	urnitin Run Request		esearch Developr	nent or download
	Form TSU-ORD	-SF-45	at		
	(1 Original Copy	)		v.tsu.edu.ph/media	
	<u> </u>			<u>irnitin-run-request</u>	-form-1.docx
2.		of Payment for Test of	TSU Cashie	ering Unit	
	Similarity Index/				
	(1 Duplicate/ 1 P				
2	*Refer to the table		The client v	vill provide	
J.	Manuscript/Artic Format (1 Electro	•			
			FEES TO	PROCESSING	PERSON
С	LIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1.	Submit the	1. Receives and	None	30 minutes	Staff-in-Charge
	electronic	checks the			Data Analytics
	copy of the	completeness of			Unit
	manuscript	submitted			
	(Chapters 1 to	documents			
	5) together				
	with the other requirements				
	requirements			1	
1	to				
	to ursc@tsu.edu.				
	to <u>ursc@tsu.edu.</u> ph				
2.	<u>ursc@tsu.edu.</u>	2. Uploads the	None	2 working days	Staff-in-Charge
2.	<u>ursc@tsu.edu.</u> ph	2. Uploads the manuscript/	None	2 working days	<i>Staff-in-Charge</i> Data Analytics
2.	ursc@tsu.edu. ph Receive	manuscript/ article to Turnitin	None	2 working days	•
2.	ursc@tsu.edu. ph Receive notification regarding the result of	manuscript/ article to Turnitin software for	None	2 working days	Data Analytics
2.	ursc@tsu.edu. ph Receive notification regarding the result of similarity index	manuscript/ article to Turnitin software for similarity check.	None	2 working days	Data Analytics
2.	ursc@tsu.edu. ph Receive notification regarding the result of similarity index (ASI) (%) and	manuscript/ article to Turnitin software for similarity check. If the result is	None	2 working days	Data Analytics
2.	ursc@tsu.edu. ph Receive notification regarding the result of similarity index (ASI) (%) and a scanned	manuscript/ article to Turnitin software for similarity check. If the result is within and/or	None	2 working days	Data Analytics
2.	ursc@tsu.edu. ph Receive notification regarding the result of similarity index (ASI) (%) and a scanned copy of paper	manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the	None	2 working days	Data Analytics
2.	ursc@tsu.edu. ph Receive notification regarding the result of similarity index (ASI) (%) and a scanned	manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the university	None	2 working days	Data Analytics
2.	ursc@tsu.edu. ph Receive notification regarding the result of similarity index (ASI) (%) and a scanned copy of paper	manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the university allowable	None	2 working days	Data Analytics
2.	ursc@tsu.edu. ph Receive notification regarding the result of similarity index (ASI) (%) and a scanned copy of paper	manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the university allowable similarity index	None	2 working days	Data Analytics
2.	ursc@tsu.edu. ph Receive notification regarding the result of similarity index (ASI) (%) and a scanned copy of paper	manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the university allowable similarity index (ASI) (%),	None	2 working days	Data Analytics
2.	ursc@tsu.edu. ph Receive notification regarding the result of similarity index (ASI) (%) and a scanned copy of paper	manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the university allowable similarity index	None	2 working days	Data Analytics
2.	ursc@tsu.edu. ph Receive notification regarding the result of similarity index (ASI) (%) and a scanned copy of paper	manuscript/ article to Turnitin software for similarity check. If the result is within and/or exceeds the university allowable similarity index (ASI) (%), informs the client	None	2 working days	Data Analytics



			paper for reference.			
(	Receives the Certificate of Compliance (via email)	3.	Release and send the result of the Certificate of Compliance once the manuscript or article passes the Allowable Similarity Index (ASI) (via email). Note: If the manuscript/ article still did not pass the ASI on the 5 <sup>th</sup> attempt, the client will repeat the process from Step 1. <b>Type A Client:</b> Have three chances to run the Turnitin for a one-time payment. <b>Type B, C, and</b> <b>D Clients:</b> Have two chances to run the Turnitin for a one-time payment.	None Refer to	30 minutes	Staff-in-Charge Data Analytics Unit
			TOTAL:	the table below for charges	2 Working Days & 1 Hour	

List of Payment					
Type A	TSU Undergraduate Students	PHP 150.00			
Туре В	TSU Master's Degree Students	PHP 250.00			
Туре С	TSU Doctoral Degree Students	PHP 350.00			
Type D	Other interested institutions/agencies	PHP 500.00			



# 2. Processing of Request for Water Analysis and Other Laboratory Services

The service allows clients to avail Physico-Chemical, Microbiological Analyses of drinking water and wastewater samples.

	-			
Office or Division:	Office of the Universit Laboratory (OURD- A		Development- Ana	alytical Testing
Classification:	Highly Technical	•		
Turne of	G2C – Government to	Citizen		
Type of Transaction:	G2B – Government to	Business E	intity/ies	
Transaction.	G2G – Government to	Governme	nt	
Who may avail:	TSU Faculty Member( Client(s) Other Interested Indiv TSU Graduate Studer Non-TSU Students (H TSU Faculty Member( Client(s)	(s) with no a iduals – <b>Typ</b> nts – <b>Type B</b> igh School a	pproved Research <b>be A Client(s)</b> <b>5 Client(s)</b> and College), – <b>Ty</b> roved Research pr	r <b>pe C Client(s)</b> roject – <b>Type D</b>
	REQUIREMENTS		WHERE TO SEC	CURE
1. For Use of Equi		The client v	will provide	
	Research Paper			
	ng the Method and			
Conditions-to-be				
(1 Original Copy)		A in a l4: ! -	Faction Labered	
2. For All Client Ty	-	Analytical	Testing Laboratory	/
•	equest for Analysis			
3. Accomplished As	– (1 Original Copy)	Analytical Testing Laboratory		
Total Fees for Th		Analytical Testing Laboratory		
Analysis or Labo	•			
-	B) (1 Original copy)			
4. For Type D Clie				
	Capsule Proposal	The client will provide		
,	ved Line Item Budget	'		
(TSU-ORI				
(1 Photoc	opy)			
b) Notice to	Proceed	The client v	will provide	
(TSU- OR	,			
(1 Photoc	ору)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the	1. Attends initial	None	1 hour	Staff-in-Charge
Analytical	meetings with	140110	i noui	Analytical
Testing	the client to			Testing
Laboratory	discuss other			Laboratory
facility for an	necessary			,
initial meeting	requirements for			
or through	<b>.</b> .			
online	laboratory			
platforms (MS	analysis or			
Teams, Zoom	laboratory			
Teleconferenci	services and			
ng, Google	logs the client's			
Meet).	name on the			



			Laboratory			
			Analyses / Service(s) Log (TSU-PCL-SF- 42).			
2.	If approved: Receive a notification to proceed to the next step. If Disapproved: Receive a notification of the disapproval of the request in person, online, or by email.	2.	Reviews the request and executes appropriate actions (Approval or Disapproval of request). <i>If approved:</i> Advise to proceed to the next step. <i>If Disapproved:</i> Sends notification of disapproval through online/ email or informs clients in person.			
3.	For Type D Client(s) Submit the requirements stated at Checklist of Requirements number 4 in the Analytical Testing Laboratory. <i>Note: It MUST</i> <i>be explicitly</i> <i>stated in the</i> <i>Line-Item</i> <i>Budget the</i> <i>specific</i> <i>analyses and</i> <i>laboratory</i> <i>service(s)-to-</i> <i>be-requested.</i> For Type A to	3.	Reviews and files the submitted forms.	None	30 minutes	Staff-in-Charge Analytical Testing Laboratory
	C Clients: Proceed to next step.					



	File the Request for Analysis (TSU- PCL-SF-33) and assessment of the total fees for the requested analysis or laboratory services (TSU- PCL-SF-48).	4.1 Receive the documents and discuss other necessary requirements for the analysis or laboratory services requested, and proper sampling and transportation procedures.	None	30 minutes	<i>Staff-in-Charge</i> Analytical Testing Laboratory
	- /	4.2Reviews the	None	1 hour	Staff-in-Charge
		Request for			Analytical
		Analysis, assign			Testing
		necessary Job #			Laboratory
		and Sample #s			
		to each sample, and calculate			
		total amount-to-			
		be-paid for			
		analysis (For			
		Type A-C			
		clients). 4.3Assess the	Number	4 hours	In oborgo of
		requested	of	4 110015	In-charge of Assessment
		laboratory	Samples		Accounting Unit
		services	x Fees		5 -
			for each		
			Service		
			* Table of		
			fees		
			attached		
5.	Pay assessed	5. Accepts,	Number	30 minutes	Staff-in-Charge
	analysis and/or	reviews, and	of		Analytical
	service fees at	archives the	Samples		Testing
	the Cashier	photocopy of the receipt or the e-	x Fees for each		Laboratory
	and photocopy the receipt or	copy of the	Service		
	scan the official	receipt.			
	receipt and	Schedule the	* Table of		
	send it thru	submission of	fees		
	email:	samples of the	attached		
	atInprc@tsu.ed	Client(s) (thru face-to-face			
	<u>u.ph</u> .	meeting or thru			
		email)			
L					1



6	Deliver the	6.1 Receives and	None	10 minutes	Staff-in-Charge
0.	samples to the	reviews the	None	To minutes	Analytical
	Analytical	samples.			Testing
	Testing	Conduct the			Laboratory
	Laboratory with	requested			
	proper sample	services and			
	descriptions	summarize the			
	and labels.	results recorded.			
	Samples must be delivered to	6.2Labels each	None	2 hours	Staff-in-Charge
	the laboratory	sample with			Analytical
	immediately	assigned			Testing
	after sampling.	laboratory			Laboratory
	Properly	sample number.			
	sampling	6.3Conducts the	None	11 working	Staff-in-Charge
	procedures	laboratory analysis for		days maximum (Note: 1 day	Analytical Testing
	MUST also be	various		per analysis	Laboratory
	followed.	parameters and		requested	Laboratory
		render requested		or 2 days per	
	Physico-Chem	laboratory		spectrophotom	
	<b>samples</b> must be placed in a	service(s).		etric analysis	
	clean container			requested).	
	(preferably	6.4 Fill-out	None	1 working day	Staff-in-Charge
	glass amber	necessary			Analytical
	bottle or plastic	analysis forms			Testing
	container,	with results from			Laboratory
	≥1000mL) and	the analyses and/or laboratory			
	are securely	services.			
	capped.	6.5 Rechecks and	None	6 hours	Staff-in-Charge
	Mierebielew	encodes the		o notic	Analytical
	Microbiology samples must	results in the			Testing
	be placed in a	Results of the			Laboratory
	sterilized-	Analyses.			
	sample bags	6.6Print and sign	None	1 hour	Staff-in-Charge
	(≥400mL).	the Results of			Analytical
	Samples must	the Analyses.			Testing
	be transported				Laboratory
	inside a cooler				
	with internal				
	temperature of ≤6 ºC but				
	above freezing.				
7.	Receive the	7. Releases the			
	printed copy of	result to the			
	the Results of	client(s) by			
	the Analyses	printing the			
	from the	Results of the			
	Analytical	Analyses and			
1	Testing	giving it to the			
1	Laboratory	Client(s) or scan			
1	through face- to-face meeting	it and send it to the email			
	or receive a	address provided			
		by the Client(s).			
L				1	I]



scanned copy through email.	For face- to face meeting: Return excess samples to the client(s)	None	1 hour	Staff-in-Charge Analytical Testing Laboratory
	If via email: Discuss to the Client(s) the implications of the results and make necessary recommendation s thru face-to- face meeting or thru online or via	None	2 hours	<i>Staff-in-Charge</i> Analytical Testing Laboratory
TOTAL F	email. TOTAL FOR FACE-TO-FACE:		13 Working Days, 7 Hours & 40 Minutes	
TOTAL FOR ONLINE:		Service * Table of fees attached	13 Working Days, 8 Hours & 40 Minutes	

Note: One (1) working day is equivalent to 10 hours.

This is a multi-stage process. The Analytical Testing Laboratory is responsible for processing the request for water analysis and other laboratory services. While the Cashiering Unit is only responsible for assessing and receiving the payment.



## **TSU-ATL-NPRC**

# Schedule of Analysis and Services Fees (Board of Regents Resolution No. 29, s. 2019)

WATER ANALYSIS		TYPE A LIENTS		TYPE B CLIENTS		TYPE C LIENTS
PHYSICO-CHEMICAL						
Sample Preparation	₽	225.00	₽	202.50	₽	191.25
Color (Apparent)	₽	150.00	₽	135.00	₽	127.50
Color (True)	₽	200.00	₽	180.00	₽	170.00
Turbidity	₽	150.00	₽	135.00	₽	127.50
Temperature	₽	150.00	₽	135.00	₽	127.50
рН	₽	150.00	₽	135.00	₽	127.50
Conductivity	₽	150.00	₽	135.00	₽	127.50
Total Suspended Solids (TSS)	₽	450.00	₽	405.00	₽	382.50
Total Dissolved Solids (TDS, Gravimetric)	₽	500.00	₽	450.00	₽	425.00
Total Dissolved Solids (TDS, Electrometric)	₽	100.00	₽	90.00	₽	85.00
Total Solids	₽	450.00	₽	405.00	₽	382.50
Total Hardness	₽	500.00	₽	450.00	₽	425.00
Calcium Hardness	₽	400.00	₽	360.00	₽	340.00
Chloride	₽	600.00	₽	540.00	₽	510.00
Odor	₽	100.00	₽	90.00	₽	85.00
Chlorosity	₽	300.00	₽	270.00	₽	255.00
Salinity	₽	300.00	₽	270.00	₽	255.00
Total Alkalinity	₽	400.00	₽	360.00	₽	340.00
P-Alkalinity	₽	250.00	₽	225.00	₽	212.50
M-Alkalinity	₽	250.00	₽	225.00	₽	212.50
Hydroxides	₽	250.00	₽	225.00	₽	212.50
Carbonates	₽	250.00	₽	225.00	₽	212.50
Bicarbonates	₽	250.00	₽	225.00	₽	212.50
Total CO <sub>2</sub>	₽	250.00	₽	225.00	₽	212.50
Free CO <sub>2</sub>	₽	250.00	₽	225.00	₽	212.50
Chloride	₽	400.00	₽	360.00	₽	340.00
Sulfate	₽	600.00	₽	540.00	₽	510.00
Residual Chlorine	₽	800.00	₽	720.00	₽	680.00



Total Acidity	₽	400.00	₽	360.00	₽	340.00
P-Acidity	₽	250.00	₽	225.00	₽	212.50
M-Acidity	₽	250.00	₽	225.00	₽	212.50
Nitrite	₽	300.00	₽	270.00	₽	255.00
Phosphorus	₽	350.00	₽	315.00	₽	297.50
Phosphate	₽	500.00	₽	450.00	₽	425.00
Total Phosphorus	₽	600.00	₽	540.00	₽	510.00
Chromium hexavalent	₽	500.00	₽	450.00	₽	425.00
Silica (Heteropolyblue)	₽	450.00	₽	405.00	₽	382.50
Silica (molybdate-reactive)	₽	500.00	₽	450.00	₽	425.00
Wastewater-COD	₽	950.00	₽	855.00	₽	807.50
Dissolved Oxygen	₽	200.00	₽	180.00	₽	170.00
Oil and Grease	₽	1,000.00	₽	900.00	₽	850.00
Surfactants-MBAS	₽	1,000.00	₽	900.00	₽	850.00
Settleable Solids	₽	300.00	₽	270.00	₽	255.00
	ļ	Microbiologi	cal			
E. coli	₽	500.00	₽	450.00	₽	425.00
Total Coliforms	₽	500.00	₽	450.00	₽	425.00
Fecal coliforms	₽	500.00	₽	450.00	₽	425.00
Total Plate Count	₽	500.00	₽	450.00	₽	425.00
Staphylococcus aureus	₽	360.00	₽	324.00	₽	306.00
Salmonella	₽	480.00	₽	432.00	₽	408.00
Yeast/mold count	₽	300.00	₽	270.00	₽	255.00
Standard Aerobic Plate Count or Viable Total Count	₽	240.00	₽	216.00	₽	204.00
Water Potability	₽	700.00	₽	630.00	₽	595.00
Sample Preparation	₽	225.00	₽	202.50	₽	191.25
Sterilized bottle	₽	65.00	₽	58.50	₽	55.25
Use of Equipment						
Rotary Evaporator Extraction (per mL)	₽	1.00	₽	0.90	₽	0.85
Incubator (per hour)	₽	5.00	₽	4.50	₽	4.25
Autoclave (per hour)	₽	60.00	₽	54.00	₽	51.00
Furnace (per hour)	₽	150.00	₽	135.00	₽	127.50
Oven (per hour)	₽	24.00	₽	21.60	₽	20.40
Laminar Flow Hood (per hour)	₽	20.00	₽	18.00	₽	17.00





# OFFICES UNDER THE OFFICE OF THE

## **UNIVERSITY PRESIDENT**

**List of Internal Services** 



# Anti-Red Tape Unit

**Internal Services** 



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

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

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



			1	1906
	Informs or responds to client to expect receipt of the request on the following working day.			
2. Receive the requested document/s according to requested document type.	2.1 For Copy of Citizen's Charter: Issues or sends the requested document/s, including client's copy of Document Request Form – soft copy or hard copy depending on client's preference.	None	For Face-to- Face Request: 2 minutes For Online Request: 3 minutes	Data Controller Anti-Red Tape Unit
	For Time and Motion Study, and Zero Backlog Reports: Prepares the requested document/s or report/s, including the Transmittal Letter and fills out ARTU portion of the Document Request Form.		5 hours	
	2.2 For Time and Motion Study, and Zero Backlog Reports: Reviews and checks the set of requested document/s and report/s for outgoing.	None	5 hours	<i>Unit Head</i> Anti-Red Tape Unit
	2.3 Forwards or sends the requested document/s to the client - soft copy or hard copy depending on client's preference.	None	15 minutes	<i>Data Controller</i> Anti-Red Tape Unit
TOTAL FOR FA REQUEST OF C	CE-TO-FACE CITIZEN'S CHARTER:	None	19 Minutes	
TOTAL FOR ON CITIZEN'S CHA	ILINE REQUEST OF RTER:	None	16 Minutes	



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

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



#### 2. Processing of Requests for Coaching and Mentoring

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

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



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



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

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

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



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



<b></b>	1		1	
For Online	For Online			
Submission:	Submission:			
Send the	Acknowledges			
latest Citizen's	receipt of the email			
Charter/s via	and downloads the			
MS Teams	revised Citizen's			
artu@tsu.edu.p h.	Charter/s.			
<u></u>	3.2 Reviews revised	None	3 hours	Data Controller
	Citizen's Charter/s			Anti-Red Tape
	for finality.			Unit
	3.3 Transmits a PDF	None		Data Controller
	copy of the final			Anti-Red Tape
	Citizen's Charter/s			Unit
	for compilation.			
	OCESSING TIME FOR ARTER WITH MAJOR CONCERNS:	None	15 Working Days, 4 Hours & 4 Minutes	
	OCESSING TIME FOR IARTER WITH MINOR CONCERNS:	None	15 Working Days, 3 Hours & 14 Minutes	

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

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

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



# Hardware Maintenance Unit

**Internal Services** 



## **1. Process for Inspection of Condemn ICT Equipment**

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

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



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

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

Office or Division:	Office of Managem			
Classification:	Hardware Maintena	ance Unit (U	MIS-HNU)	
Type of Transaction	Simple G2G - Government	to Covernm	ant	
Who may avail:				
	Supply and Propert REQUIREMENTS	ly Managem	WHERE TO SEC	
1. Accomplished Ins		The client	will provide	
Acceptance Repo	•			
(1 Original Copy				
	quest for Inspection			
Form (1 Original )				
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
<ol> <li>Proceed to         <ul> <li>Office of</li> <li>Management</li> <li>Information</li> <li>Systems or</li> <li>call the Office</li> <li>of</li> <li>Management</li> <li>Information</li> <li>Systems Clerk</li> <li>via phone call</li> <li>(#127)</li> <li>regarding the</li> <li>request for</li> <li>inspection of</li> <li>new ICT</li> <li>devices from</li> <li>the inspection</li> <li>officer.</li> </ul> </li> </ol>	<ol> <li>Proceeds with the inspection of the equipment.</li> </ol>	None	1 hour	Inspection Officer Office of Management Information Systems
2. Present the Request for Inspection form and Inspection, and Acceptance Report to the inspection officer for filling out.	2. Fills out the Request for Inspection form and signs the Inspection and Acceptance Report.	None	10 minutes	Inspection Officer Office of Management Information Systems
	TOTAL:	None	1 Hour & 10 Minutes	



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

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

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



#### 4. Process for Software Installation

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

	Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)SimpleG2C - Government to Citizen G2G - Government to GovernmentAll TSU Employees and Student OrganizationsREQUIREMENTSWHERE TO SECURE			
None CLIENT STEPS	AGENCY ACTIONS	None FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Proceed to Office of Management Information Systems or call</li> </ol>	1.1 Proceeds to the client's office and performs the software installation.	None	5 minutes	<i>Hardware Technician</i> Hardware Maintenance Unit
the Office of Management Information Systems Clerk via phone call (#127) regarding the request for software installation.	1.2Downloads necessary installation files and install the software	None	1 hour	<i>Hardware</i> <i>Technician</i> Hardware Maintenance Unit
2. Fill out and sign the Technical Services Logbook.	2. Have the client to fill out and sign the Technical Services Logbook.	None	3 minutes	<i>Hardware Technician</i> Hardware Maintenance Unit
	TOTAL:	None	1 Hour & 8 Minutes	



#### 5. Processing of Request for Technical Assistance

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

			<u> </u>		
Office or Division:	Office of Manageme Maintenance Unit (C		on Systems - Harc	dware	
Classification:	Simple				
Type of	G2G - Government to Government				
Transaction:					
Who may avail:	All TSU Employees	All TSU Employees and Student Organizations			
CHECKLIST OF	REQUIREMENTS				
None		None			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to Office of Management Information Systems or call the Office of	1.1 Receives and acknowledges the call of the client requesting technical assistance.	None	3 minutes	<i>Personnel</i> Hardware Maintenance Unit	
Management Information Systems Clerk via phone call (#127) regarding the needed technical assistance.	1.2 Proceeds to the client's office or college and performs the needed technical assistance.	None	1 working day	<i>Personnel</i> Hardware Maintenance Unit	
2. Fill out and sign the Technical Services Logbook.	2. Have the client to fill out and sign the Technical Services Logbook.	None	3 minutes	<i>Personnel</i> Hardware Maintenance Unit	
	TOTAL:	None	1 Working Day & 6 Minutes		



#### 6. Processing of Request to Repair an ICT Equipment

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

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF None	Office of Management Information Systems –         Hardware Maintenance Unit (OMIS-HMU)         Simple         G2C - Government to Citizen         G2G - Government to Government         All TSU Employees and Student Organizations         REQUIREMENTS         WHERE TO SECURE         None			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of	1.1 Proceeds to the client's office to assess the problem encountered with the equipment.	None	10 minutes	<i>Hardware Technician</i> Hardware Maintenance Unit
Management Information Systems Clerk via phone call (#127) regarding the problem encountered on the hardware.	1.2 Performs the necessary actions or troubleshooting.	None	1 working day	<i>Hardware Technician</i> Hardware Maintenance Unit
2. Fill up Technical Services Logbook to be provided by the Hardware Technician and submit the accomplished form.	2. Provides the Technical Services Logbook and secures after the client finished filling it out.	None	3 minutes	<i>Hardware Technician</i> Hardware Maintenance Unit
	TOTAL:	None	1 Working Day & 13 Minutes	



# **Network Unit**

**Internal Services** 



#### **1. Process for Creation of Domain Accounts**

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

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF F 1. Accomplished Requ Domain User Accou (1 Duplicate Copy)	est to Create/ Reset Office of Management Information Systems			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Request to Create / Reset User Account Form and fill out properly.	2. Provides Request to Create/Reset User Account Form to client.	None	3 minutes	<i>Staff</i> Network Unit
2. Give filled out form to Network Unit Staff.	2.1 Creates the Domain Accounts.	None	5 minutes	<i>Staff</i> Network Unit
	2.2 After an account is created, gives the user credentials needed to log into the TSU Network.	None	3 minutes	<i>Staff</i> Network Unit
	TOTAL:	None	11 Minutes	



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

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

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



# 3. Process for Resetting of TSU Systems/Network Accounts

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

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



# 4. Process for Unblocking of Websites

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

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



# 5. Process for Wi-Fi Access Registration

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

Office or Division:	Office of Management Information Systems – Network Unit (OMIS-NU)			
Classification:	Simple			
	G2C - Government t	o Citizon		
Type of Transaction:	G2G - Government		ont	
Who may avail:	All TSU Employees REQUIREMENTS		WHERE TO SE	
1. Accomplished Wi-		Office of M	anagement Inform	
Registration Form			anagement mom	allon Systems
Registration Form	(1 Oliginal Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Wi-Fi Access Registration Form and fill out properly.	1. Provides the Wi-Fi Access Registration Form.	None	3 minutes	<i>Network Technician</i> Network Unit
2. Submits filled out form to Network Unit Staff.	2. Registers the equipment if client is an employee. If the client is a student, gives an access voucher instead.	None	5 minutes	<i>Network Technician</i> Network Unit
3. Once the device is registered, they will have access to the university's Wi-Fi facilities. For students, they will use their received voucher as an access to the captive portal page to use the university's Wi-Fi facilities.	3. Notifies the client that they are already registered and/or guide them to login on the captive portal.	None	3 minutes	Network Technician Network Unit
	TOTAL:	None	11 Minutes	



## 6. Process for Wi-Fi Setup/Deployment

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

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



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



# 7. Processing of Request for Cabling of New Network Connection

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

Office or Division:	Office of Management Information Systems – Network Unit (OMIS-NU)				
Classification:	Complex				
Type of	G2C - Government	G2C - Government to Citizen			
Transaction:	G2G – Government	G2G – Government to Government			
Who may avail:	All TSU Employees	and Student	t Organizations		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
1. Technical Service (1 Original Copy)	Request Form	Office of M (OMIS)	anagement Inforn	nation Systems	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits request cabling for network connection for the office.	1. Receives, Acknowledges and verifies the request.	None	3 minutes	Network/ Computer Technician Network Unit	
2. Coordinate with the network staff or technician for the cabling activity.	2. Schedules the request and check if there are available supplies.	None	30 minutes	Network/ Computer Technician Network Unit	
3. Designate or layout proper workstations area and coordinate with technician.	3. Performs cabling activities at the client's office / college.	None	3 working days	Network/ Computer Technician Network Unit	
4. Fill up the Technical Service Request Form.	4. Get the signed form.	None	5 minutes	Network/ Computer Technician Network Unit	
	TOTAL:	None	3 Working Days & 38 Minutes		



# Office of Culture, Arts and Languages

**External Services** 



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

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

Office or Division:	Office of Culture, Arts and Languages (OCAL)			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to	Governmen	t	
Who may avail:	TSU Colleges, Offices	s. Units. and	Other Governme	nt Agencv/ies
	REQUIREMENTS	WHERE TO SECURE		
A. FOR CLIENT				
1. Official letter of i the University Pr (1 Original Copy	esident )	The client v	will provide	
B. FOR STUDENT				
<ol> <li>Identification Ca specimen (1 Photos)</li> <li>Parental consen</li> </ol>	and/or 1 Photocopy) rd with three otocopy) t with a photocopy of	The studer	nt performers will p	provide
	the parent or guardians Identification card with three specimens (1 Original copy)			
4. If the event/ ver	4. If the event/ venue outside Tarlac, Medical certificate		nit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
<ol> <li>Submit the official letter of invitation to the Records and Archives Unit</li> </ol>	1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President.	BE PAID None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit
	1.2 Endorses Request to the Office of Culture, Arts and Languages.	None	1 working day	President Or Officer-in- Charge, Or Representative Office of the University President
	1.3 Receives and assesses the endorsed letter of invitation.	None	1 hour	<i>Clerk</i> and Director Office of



	-		•	1906
2. Receive a notification regarding the approval/ disapproval of the invitation	2.1 Notify the client regarding the approval or disapproval of the request via email, including details such as date and time, venue, mode of transportation, and accommodation.	None	30 minutes	<i>Clerk</i> Office of Culture, Arts and Languages
	2.2 Inform the student performers and coaches regarding the invitation and the requirements needed to submit.	None	30 minutes	<i>Clerk</i> Office of Culture, Arts and Languages
	2.3 Gathers the required documents needed for the students, coaches, and OCAL Director	None	3 working days	<i>Clerk</i> Office of Culture, Arts and Languages
	2.4 Reviewing the gathered documents	None	1 working day	<i>Clerk</i> Office of Culture, Arts and Languages
	2.5 Files a travel order and books an advance reservation of vehicles to be used in Motor pool Unit	None	1 hour and 25 minutes	<i>PPE Staff</i> Supply and Property Management Unit
	2.6 Deploys the coaches, student performers, and Office of Culture, Arts, and Languages Director	None	1 working day	<i>Staff-in-Charge</i> Office of Culture, Arts and Languages
	TOTAL:	None	7 Working Days, 2 Hours, and 25 minutes	



# **Office of Internal Audit Service**

**Internal Services** 



## 1. Processing of Request for Audit Reports

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

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



# **Office of International Affairs and Linkages**

# **Internal Services**



#### 1. Processing of CHED Endorsement for Legitimacy of Travel Abroad

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

Office or	Office Of International Affairs and Linkages (OIAL)			
Division: Classification:	Highly Technical			
Type of	G2G – Government to	Governmen	nt	
Transaction:	G2C – Government to		n.	
Who may avail:	Offices/Colleges of the			
	REQUIREMENTS		WHERE TO SEC	CURE
1. Endorsement from		Office of the	e University Presi	
President (1 Phot	2			dont
		national Affairs CHED IAS Website:		
	- Evaluation Form for	-	cationphl.ched.go	ov ph/beta/travel-
the Necessity of T		endorseme		<u></u>
(1 Photocopy)				
3. Invitation Letter, F	Program, and Other	Host Unive	rsity/Institution/Or	rganization
Pertinent Attachm			- <u>j</u>	J
Travel Abroad (1	<b>v</b>	'9		
	•••	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. Submit	1.1 Receives,	None	5 minutes	Staff
documents to	reviews, and			Office of
the Office of	evaluates the			International
International	submitted			Affairs and
Affairs	documents and			Linkages
regarding travel	advises the			
abroad.	client if the			
	documents			
	submitted are			
	insufficient.			<b>.</b>
	1.2 Prepares all the	None	10 minutes	Staff
	documents and			Office of
	forms to be			
	submitted to			Affairs and
	Commission on			Linkages
	Higher Education -			Clerk
	International			Office of the
	Affairs and			University
	Services.			President
	1.3 Schedules a	None	20 days	Staff
	travel to the		(1 day for	Office of
	Commission on		travel and 19	International
	Higher		working days	Affairs and
	Education,		for release)	Linkages
	Central Office,			
	and submit all			
	pertinent			
	documents for			
	Commission on			
	Higher			
	Education			



	International Affairs Service <b>approval</b>			
2. Receive notification regarding the status of their request after the official travel.	3. Notifies the client about the status of the request and takes a copy after handing the apostilled copy to the client.		10 minutes	<i>Staff</i> Office of International Affairs and Linkages
	TOTAL:	None	20 Days & 25 Minutes	

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



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

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

Office or Division:	Office Of International Af	fairs and Lin		
	For Employee Mobility: C			
Classification:	For Student Mobility: High		al	
Type of	G2G – Government to Go			
Transaction:	G2C – Government to Ci			
Who may avail:	TSU Students, and TSU		edes	
	F REQUIREMENTS		WHERE TO SE	CURE
	the University President	Office of th	e University Pres	
(1 Original or 1 Pho	5		,	
· · · · · · · · · · · · · · · · · · ·	ete Staff Work (CSW)	The client	will provide	
(1 Photocopy)	, , , , , , , , , , , , , , , , , , ,			
3. Budget Proposal a	nd Certificate of	Budget Of	fice	
Availability of Fund		0		
4. Invitation Letter, Pr	ogram, and Other	Host Unive	ersity/Institution/O	rganization
Pertinent Attachme	nts Regarding Travel		-	-
Abroad (1 Photoco	ру)			
5. BOR Approval (1 C	Certified True Copy)	Office of th	ne Board Secretar	гу
FOR STUDENT MOE				
	I Consent with Parent's	The client	will provide	
ID (1 Original or 1				
2. Notice of Accepta				
(1 Original or 1 Ph				
3. Accomplished Re			tudent Affairs and	d Services or
	y TSU-SOU-SF-08	downloada		ie / A e leleves e O /text
(1 Original or 1 Ph	ююсору)	https://www.tsu.edu.ph/media/4eldqmc2/tsu-		
		sou-sf-08-request-letter-on-the-conduct-of- activity-new.docx		
4. Certificate of Acco	mpaniment	The client will provide		
(1 Original or 1 Ph				
5. Travel order for A	ccompanying Faculty			
(1 Original or 1 Ph				
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. Submit	1.1 Receives, reviews,	None	For Employee	Staff
requirements to	and evaluates the		Mobility:	Office of
the Office of	submitted		5 minutes	International
International	documents. and			Affairs and
Affairs and	advise the client if			Linkages
Linkages	the documents			
regarding travel	submitted are			
abroad.	insufficient.		For Student	
			Mobility:	
For Student			2 working days	
Mobility: Submit	1 2 Properce all the	None	10 minutes	Protocol Officer
requirements for	1.2 Prepares all the documents and forms	none		Office of
student mobility in	to be submitted to			International Affairs
Office of	CHED International			and Linkages
International	Affairs and Services.			Staff
	Then, instructs the			Stan
			1	<u> </u>



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



# **Office of Management Information Systems**

**Internal Services** 



# **1. Process for Account Creation and Assigning of Privileges**

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

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



#### 2. Process for Office 365 Account Assistance

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

	Simple G2C - Government G2G – Governmen All TSU Employees FREQUIREMENTS Office 365 Assistance TSU-MIS-SF-66	t to Government		
CLIENT STEPS	AGENCY ACTIONS	form.docx FEES TO	PROCESSING	PERSON
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at	1.1 Receives and verifies the submitted form. <i>Note: If with</i> <i>incomplete</i> <i>detail/s return the</i> <i>form and inform</i> <i>the missing</i> <i>detail/s.</i>	BE PAID None	TIME 2 minutes	RESPONSIBLE Staff Office of Management Information Systems
<u>miso@tsu.edu</u> . <u>ph.</u>	1.2 Creates an Office 365 account.	None	8 minutes	<i>Staff</i> Office of Management Information Systems
2. Receive temporary login credentials.	2. Gives the credentials to the user. If the request is done online, the credentials will be given via email.	None	2 minutes	Staff Office of Management Information Systems
	TOTAL:	None	12 Minutes	



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

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

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



## 4. Process for Tagging/Untagging of Honorarium Classes

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

Office or Division:	Office of Management Information Systems (OMIS)			
Classification:	Complex			
Type of	G2G - Government to Government			
Transaction:				
Who may avail:	All Faculty and College Clerks			
CHECKLIST OF REQUIREMENTS 1. Accomplished and Duly Signed Tagging of Honorarium Form <i>TSU-MIS-SF-20</i> (1 Original Copy)		WHERE TO SECURE Office of Management Information Systems or download at ( <u>https://www.tsu.edu.ph/media/fumlljez/tsu-</u> mis-sf-20-honorarium-list.docx)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at <u>miso@tsu.edu.p</u>	<ul> <li>1.1 Receives and verifies the submitted form.</li> <li>Note: If with incomplete detail/s return the form and inform the missing detail/s.</li> </ul>	None	3 minutes	<i>Clerk</i> Office of Management Information Systems
<u>h.</u>	1.2 Processes the tagging or untagging of honorarium class.	None	3 working days	<i>Clerk</i> Office of Management Information Systems
2. Receive notification update on the request.	2.1 Notifies the client once the request has been finished via Phone Call, Messenger or MS Teams.	None	2 minutes	<i>Clerk</i> Office of Management Information Systems
	TOTAL:	None	3 Working Days & 5 Minutes	



#### 5. Process of Changing Posted Schedule

The service allows the official rectification of posted class schedule.

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



#### 6. Processing or Request to Transfer Students

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

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



# **Office of Planning**



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

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

Office or	Office of Planning (OP	)		
Division:	Office of Planning (OP	)		
Classification:	Simple			
Type of	G2G - Government to	Government		
Transaction:				
Who may avail:	Offices, Units, and Col	leges of the l		
	REQUIREMENTS		WHERE TO SEC	CURE
	r Office/Unit/College	The client w	/ill provide	
Planning (1 Origin				
2. Proposed Budget				
3. Program of Activit	ies (1 Original Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1.1 Receives,	None	15 minutes	Staff & Director
complete pre-	reviews, and			Office of
planning	validates			Planning
requirements to	submitted pre-			Ū
Office of	planning			
Planning.	requirements.			
	Note: If with			
	incomplete			
	requirements,			
	relay feedback to			
	the concerned			
	office/ unit/ college			
	for completion/			
	proper action.			
	1.2 Endorses	None	10 minutes	Staff & Director
	complete pre-			Office of
	planning			Planning
	requirements to			
	Planning Director			
	for signature and			
	approval.			
	1.3 Records details	None	5 minutes	Staff
	of the office / unit /			Office of
	college planning			Planning
	activities for			
	monitoring			
	purposes.	<b>.</b>		0, 7
2. Receive a	2. Notifies the	None	5 minutes	Staff
notification on	requesting Office /			Office of
the approval of	Unit / College of			Planning
the request.	the approval of the			
	request.			
	TOTAL:	None	35 Minutes	



## **Office of Public Affairs**



### 1. Process for Addressing Client's Concerns via Email

The service allows the TSU students and employees to email the Office of Public Affairs for any request or concerns.

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

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



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

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

Office or Division	: Office of Public Aff	airs (OPA)		
Classification:	Simple			
Type of	G2C - Government	t to Citizen		
Transaction:	G2G - Governmen			
Who may avail:	TSU Students and	Employees		
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE
1. Material for Pos	ting (1 Original Copy)	The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements to the Office of Public Affairs.	1.1 Receives and reviews the content of material/s for posting.	None	5 minutes	<i>Technical Staff</i> Office of Public Affairs
	<ul> <li>1.2.1 If the Material/s for Posting is Approved: Posts through the preferred platform (bulletin boards, social media, TSU website, or can be both).</li> <li>1.2.2. If the Material/s for Posting is Subject to Revision: Notifies the client to revise the content.</li> </ul>	None	10 minutes	<i>Technical Staff</i> Office of Public Affairs
2. Receive notification that material/s is/are already posted.	2. Notifies the client if material/s is/are already posted.	None	3 minutes	<i>Technical Staff</i> Office of Public Affairs
	TOTAL:	None	18 Minutes	



### 3. Process for Publication of Online News

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

Office or Division:	Office of Public Affai	irs (OPA)		
Classification:	Highly Technical			
Type of	G2C - Government	to Citizen		
Transaction:	G2G - Government		nent	
Who may avail:		TSU Students and Employees		
	REQUIREMENTS		WHERE TO SE	CURE
1. Details of Event, I or News Article (1	Program Flow <i>(if any)</i> Original Copy)		will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit information or news article to Office of Public Affairs.	1.1 Receives and proofreads the received file for write-up or revision.	None	3 working days	<i>Technical Staff</i> Office of Public Affairs
	1.1.1 Deploys staff to cover the event/activity and writes an article afterwards.		7 working days	
	1.2 Final checks the output.	None	2 hours	<i>Director</i> Office of Public Affairs
	1.3 Uploads the article to TSU website and social media platform.	None	10 minutes	<i>Technical Staff</i> Office of Public Affairs
	TOTAL:	None	10 Working Days, 2 Hours & 10 Minutes	

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



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

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

Office or Divisio	n: Office of Public Af	fairs (OPA)		
Classification:	Simple			
Type of	G2C - Governmer	-		
Transaction:	G2G - Governmer		nent	
Who may avail:	TSU Students and	Employees		
	F REQUIREMENTS		WHERE TO SEC	
Copy of Photo TSU-PAI-SF-0	Request for Electronic s/Videos or Files 8 py or Electronic Copy)	https://form	Iblic Affairs or Fill ( s.office.com/r/UW	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for photos / videos or files	1.1 Receives and reviews the form submitted.	None	5 minutes	<i>Technical Staff</i> Office of Public Affairs
through online (email at <i>heldesk@tsu.</i> edu.ph and opai@tsu.edu	1.2.1 <i>If the Request</i> <i>is Approved:</i> Sends the file/s through email or MS Teams.	None	10 minutes	<i>Technical Staff</i> Office of Public Affairs
<i>.ph)</i> or logbook.	1.2.2 <i>If the Request</i> <i>is Disapproved</i> : Informs the requestor via email or MS Teams on the reason/s for the disapproval.			
2. Receive notification on the status of posting.	2. Notifies once the posting is finished.	None	3 minutes	<i>Technical Staff</i> Office of Public Affairs
	TOTAL:	None	18 Minutes	



#### 5. Processing of Request for Coverage of University Activities

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

Office or Division:	Office of Public Affa	irs (OPA)		
Classification:	Highly Technical	//		
Type of	G2C - Government	to Citizen		
Transaction:	G2G - Government	to Governm	nent	
Who may avail:	TSU Students and E	Employees		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Accomplished R			Public Affairs or Fi	
Coverage of Eve		https://forr	ns.office.com/r/yx	<u>5RtpRTar</u>
	(1 Original Copy)			
	Program Flow, <i>if any</i>	The client	will provide	
(1 Original Copy	)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Submit	1.1 Receives and	None	3 minutes	Technical Staff
accomplished	verifies submitted			and/or Director
request form to Office of Public	request form.			Office of Public
Affairs and	Note: If form is			Affairs
receive	improperly filled			
affirmation on	out, return and			
the request.	inform client.			
the request.	1.2 Plots the	None	2 minutes	Technical Staff
	request.	None	2 minutes	and/or Director
	Tequest.			Office of Public
				Affairs
2. Provide	2.1 Attends the	None	7 working	Technical Staff
program flow <i>(if</i>	activity or event.		days	and/or Director
any).			aayo	Office of Public
				Affairs
	2.2 Uploads the	None	1 hour	Technical Staff
	photos/videos to			Office of Public
	available storage			Affairs
	for safekeeping.			
	· •		7 Working	
	TOTAL:	None	Days, 1 Hour	
	IUTAL.	NULLE	&	
			5 Minutes	

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



# Office of the University Board Secretary



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

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

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



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



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

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

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



				Office of the University President
2. Receive a	2. Releases and	None	1 working	Board of Regents Board Secretary I
copy of the approved board resolution.	files the approved agendas or board resolutions		day	Administrative Aide VI Staff Office of the University Board
If disapproved: Receives notification	If disapproved: Informs the client			Secretary
about the disapproval	that the agendas or board resolutions are			
of the agendas or board resolutions.	deferred and discontinued.			
	TOTAL:	None	8 Working Days	



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

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

Office or Division:	1: Office of the University Board Secretary (OUBS)			
Classification:	Highly Technical	Sity Duard S		
Type of	5 7			
Transaction:	G2G – Government	t to Governm	nent	
Who may avail:	Heads, Directors, o	r Officer-In-0	Charge of the Univ	versity
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	
1. List of Agendas (1 Original Copy) The client w			vill provide	
2. Administrative Co		Office of the	e University Board	d Secretary
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Submit the Agendas to the Office of the University Board Secretary.</li> </ol>	1.1 Pre-assesses the submitted agenda/s.	None	4 working days	Board Secretary V Board Secretary I Administrative Aide VI Staff Office of the University and Board Secretary
	1.2 Schedules the Administrative Meeting	None	1 working day	Board Secretary Office of the University Board Secretary <i>President</i> Office of the University President Vice Presidents for Administration, Academic Affairs, Research, Development, and Extension Administrative Council
	1.3 Discusses the agendas with the Administrative Council	None	1 working day	Board Secretary Office of the University Board Secretary <i>President</i> Office of the University President



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



# **Office of the University President**



# 1. Dissemination of Incoming Communication from Outside Persons or Agencies

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

		:		
Office or Division:	Office of the Univers	sity Presiden		
Classification:	Simple	1. 0	4	
Type of	G2G – Government	to Governm	ent	
Transaction:	TOULE			
Who may avail:	TSU Employees			
	REQUIREMENTS	The alignet	WHERE TO SEC	JURE
1. Letters or Commu		The client	will provide	
Outside Persons	or Agencies			
(1 Original Copy) 2. Endorsed Letters	or Communications			
	sons or Agencies, <i>if</i>			
any (1 Original Co	-			
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the letter	1.1 Logs and	None	20 minutes	Clerk
to the Records	maintains a copy			Records and
and Archives	of received letters			Archives Unit
Unit.	or communication			
	and forwards such			
	to the Office of the			
	University			
	President.			
	1.2 Logs the letters	None	5 minutes	Staff
	or communication			Office of the
	in the logbook			University
	upon receipt of			President
	the letters or			
	communication.			
	1.3 Forward letters	None	5 minutes	President,
	or communication			or Officer-in-
	to the President or			Charge, or
	Officer-in-Charge			Representative
	for action and			Office of the
	endorsement.			University
			<b></b>	President
2. Receive	2. Logs letter or	None	5 minutes	Staff
endorsement or	communications			Office of the
action on the	acted upon by the			University
request.	President or			President
	Officer-in-Charge			
	and forwards the endorsed letter or			
	communication to			
	the concerned			
	office for			
	dissemination or			
	information.			
	TOTAL:	None	35 Minutes	
	IUIAL:	INOLIG	55 minutes	



# 2. Processing of Request from Different Colleges/Offices of the University

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

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



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



# **Quality Management Unit**



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

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

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

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

Office or Division: Quality Management Unit (QMU)				
Classification:	Simple	· · · · ·	,	
Type of	G2G - Government	to Governme	ent	
Transaction:				
Who may avail:	All TSU Employees			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	CURE
1. Properly Filled Ou			nagement Unit or	Download at the
Document Regist		TSU Webs		
and Abolition For			v.tsu.edu.ph/medi	
TSU-QMU-SF-01	(1 Original Copy)		rev01-document-r	registration-
			olition-form.docx	
2. Duly Signed and	•		nagement Unit or	Download at the
of Registered Doo		TSU Webs		
150-QM0-5F-04	(1 Original Copy)		v.tsu.edu.ph/medi	
		documents	<u>rev01-masterlist-c</u>	<u>or-registerea-</u>
3. Controlled Copy	of the Master List	The client		
of Registered Doo				
	(1 Original Copy)			
4. For Registration				
Documents, Duly				
	ent Following TSU's			
	te and Document			
Nomenclature (1	Original Copy)			
5. For Revision of	Documents,			
	of the Old version or			
•	ion of the Document			
(1 Original Copy)	-			
6. For Abolition of				
Controlled Copy of				
Version of the Do				
(1 Original Copy)		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit all	1.1 Reviews and	None	1 hour	Document
necessary	evaluates the			Control Officer
requirements	submitted			Quality
to the Quality	documents.			Management
Management				Unit
Unit (3 <sup>rd</sup> Floor	Note: If there			
Mixed-Use	is/are problem/s,			
Building, Main	return the			
Campus).	submitted			



		-		1906
	documents for registration together with the attachment and discuss the concerns with the client and issue a Notification Slip.			
	1.2 Receives and logs the documented information to be registered in the Receiving, Retrieval, and Releasing Log, and Initial Processing of Documents for Registration, Revision and Abolition Log.	None	1 hour and 30 minutes	Document Control Officer Quality Management Unit
	1.3 Registers the Documented Information in the Database of Quality Management Unit Documents.	None	1 hour and 30 minutes	Document Control Officer Quality Management Unit
	1.4 Stamps the document with the "master copy" mark.	None	1 hour	<i>Document</i> <i>Control Officer</i> Quality Management Unit
	1.5 Scans and reproduces the master copy of the document and stamp the reproduced document with "controlled copy" mark.	None	1 hour and 30 minutes	Staff-in-Charge / Document Control Officer Quality Management Unit
	1.6 Informs clients that documents were registered, and controlled copies are available for pick up in the Quality Management Unit.	None	10 minutes	<i>Document Control Officer</i> Quality Management Unit
2. Receive the registered documents.	2. Issues the registered documents.	None	5 minutes	Staff-in-Charge / Document Control Officer



				Quality Management Unit
3. Sign in the Receiving, Retrieval and Releasing Log, and Initial Processing of Documents for Registration, Revision and Abolition Log.	3. Have the client sign in the receiving column of the logbook.	None	3 minutes	Staff-in-Charge / Document Control Officer Quality Management Unit
	TOTAL:	None	6 Hours & 48 Minutes	



#### 2. Processing of Requests for Documented Information for Various Purposes

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

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

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

Office or Division:	Quality Managemen	t Unit (QMU	J)	
Classification:	Simple	- (	1	
Type of	G2G - Government	to Governm	ent	
Transaction:				
Who may avail:	All TSU Employees			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
<ul> <li>Full Name of the Office/Unit/Collect</li> <li>Email Address</li> <li>Type of Docum</li> <li>Specific Docum</li> <li>Purpose(s)</li> </ul>	S-SF-10 with the ation: or Electronic Copy) ne Client/Requestor lege/Visitor (for soft copy) nent(s) Requested nent Requested e Requestor and	https://www	nagement Unit or <u>v.tsu.edu.ph/medi</u> rev01-document-r	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>For Walk-In: Submit accomplished Document Request Form to the Quality Management Unit.</li> <li>For Online: Submit 1 electronic copy of the Document Request Form to <u>qms@tsu.edu.</u> ph via MS Teams.</li> </ol>	1. Receives the Document Request Form and assigns its unique reference number then forward it to the officer in charge.	None	30 minutes	<i>Staff-in-Charge</i> Quality Management Unit



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



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



## Software Development Unit



### 1. Process for Blocking and Unblocking of RFID Cards

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

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



### 2. Process for Creation and Updating of Website/Webpage

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

Office or Division:				
	Unit (OMIS-SDU)			
Classification:	Highly Technical			
Type of	G2G – Government to	Governme	nt	
Transaction:				
Who may avail:	All TSU Employees			
	REQUIREMENTS		WHERE TO SEC	
1. Accomplished Rec	•	download a		nation Systems or
Webpage Update TSU-MIS-SF-01 (1			v.tsu.edu.ph/medi	o/vubba2dl/teu
	Oligiliai Copy)		equest-website-up	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Get the Request	1. Provides the	None	3 minutes	Clerk
for website /	website/webpage			Office of
webpage update	update form to the			Management
form and fill it out	client.			Information
properly.				Systems or
				Staff
				Software
				Development
				Unit
2. Give the filled-	2.1 Receives and	None	3 minutes	Staff
out form to the	checks the			Software
Software Unit	website /			Development
staff including all	webpage update			Unit
the information to be	form and the information to be			
updated/posted	posted from the			
on the website. It	client.			
can be sent thru	2.2 Creates or	None	7 working days	Staff
email or MS	updates the			Software
Teams via	Website /			Development
<u>miso@tsu.edu.ph</u>	Webpage.			Unit
3. Receives	3. Notifies the client	None	3 minutes	Staff
notification once	once done.			Software
the creation or				Development
updating is done.				Unit
	TOTAL -	None	7 Working	
	TOTAL:	None	Days & 9 Minutes	
		1	WIIIIule3	

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



### 3. Process for Development of New Systems/Programs

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

Office or Division:	Office of Managemer	at Informatio	n Systems Softu	aro
Office of Division.	Development Unit (O		in Systems - Soliw	ale
Classification:	Highly Technical			
Type of	G2G – Government t	o Governme	ent	
Transaction:				
Who may avail:	All TSU Employees			
	REQUIREMENTS		WHERE TO SEC	URE
1. Accomplished S	/stem / Program	Office of M	lanagement Inform	nation Systems
Maintenance and	Development Form	or downloa	nd at	
(1 Original Copy)			<u>v.tsu.edu.ph/media</u>	_
			system-program-m	aintenance-and-
		devt-form.		
	and Feedback Form	Office of M	lanagement Inform	nation Systems
(1 Original Copy)			DDOCESSING	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the	2. Provides the	None	3 minutes	Clerk
System/Progra	System/Program			Office of
m Maintenance	Maintenance and			Management
and	Development Form			Information
Development	to the client.			Systems
Form and fill it				or
out properly.				Staff
				Software
				Development
2. Cive the filled	2.1 Dessives and	None	2 minutes	Unit
2. Give the filled- out form to the	2.1 Receives and checks the form for	None	3 minutes	<i>Staff</i> Software
Software Unit	approval of the			Development
staff.	MISO Head. And			Unit
	notifies the client if			_
	the request is			
	approved.			
	2.2 Approves or	None	1 hour	Unit Head
	disapproves the			Office of
	request.			Management
				Information Systems
3. Receive	3.1 Notifies client on	None	3 minutes	Systems
notification on	the status of	TACHE		Software
the status of	request.			Development
request.				Unit
	3.2 Performs privacy	None	2 working days	Staff
	impact			Software
	assessment.			Development
		<b>.</b>	100	Unit
	3.3 Proceeds with	None	180 working	Staff
	the system		days	Software
	development.			Development Unit
4. Answer the	4. Provides the User	None	1 working day	Staff
		NULLE	i working uay	Stall



User Evaluation and Feedback Form.	Evaluation and Feedback Form.			Software Development Unit
5. Participate in the training and deployment.	5. Proceed with the training and Deployment.	None	2 working days	<i>Staff</i> Software Development Unit
	TOTAL:	None	185 Working Days, 1 Hour & 9 Minutes	



### 4. Process for Report Generation

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

Office or Divisior		Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Highly Technical				
Type of	G2G – Governmen	G2G – Government to Government			
Transaction:					
Who may avail:	All TSU Employees	5			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
	Request for Data Form	Office of Management Information Systems,			
TSU-MIS-SF-11	(1 Original Copy)		orms or download		
		https://www.tsu.edu.ph/media/1gimolvp/tsu-			
			equest-for-data-fo		
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
1 Oct the	1 Duesside e the forme /	BE PAID		RESPONSIBLE	
1. Get the	1. Provides the form /	None	3 minutes	Clerk	
Request for data form or	MS Form link to the client.			Office of	
the MS Form	the client.			Management Information	
link and fill it				Systems	
out properly.				or	
out property.				Staff	
				Software	
				Development	
				Unit	
2. Give the	2. Receives and	None	3 minutes	Staff	
filled-out form	checks the filled-			Software	
to the	out form from the			Development	
Software Unit	client or open their			Unit	
staff or submit	response on MS				
the MS Form	Form.				
3. Receives the	3. Provides the	None	7 working days	Staff	
requested	requested data			Software	
data.	personally if face			Development	
	to face or thru MS			Unit	
	teams / email if				
	online transaction.		7 Working		
	TOTAL:	None	7 Working Days & 6		
	IUIAL.		Minutes		

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



## 5. Process for Biometrics Registration

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

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



### 6. Processing of Request for Technical Assistance

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

			ian Customa Caf	4		
Office or Divisio	U U U U U U U U U U U U U U U U U U U			tware		
Classification:		Development Unit (OMIS-SDU) Highly Technical				
Type of	G2G – Government to Government					
Transaction:						
Who may avail:	All TSU Employees	All TSU Employees				
CHECKLIST C	F REQUIREMENTS		WHERE TO SE	CURE		
	Request for Technical		lanagement Inforn			
Assistance For		Microsoft Forms or download at				
TSU-MIS-SF-8	TSU-MIS-SF-84 (1 Original Copy)		https://www.tsu.edu.ph/media/fi3e21ej/82-			
		FEES TO	r-technical-assista	PERSON		
<b>CLIENT STEPS</b>	AGENCY ACTIONS	BE PAID	PROCESSING TIME	RESPONSIBLE		
<ol> <li>For Walk-In: Proceed to Office of Management Information Systems and request for data form and properly fill out the required information.</li> <li>For Online: Send request for the Microsoft form link to receive the form and provide the needed information.</li> </ol>	<ol> <li>For Walk-In: Provide copy of the Request for Technical Assistance form to the client.</li> <li>For Online: Send the link of the MS Form to the client.</li> </ol>	None	3 minutes	Staff Software Development Unit		
2. Give the filled- out form to the Software Unit staff or submit the MS Form.	2. Receives and checks the filled-out form or open their response on MS Form.	None	3 minutes	<i>Staff</i> Software Development Unit		
3. Receive a notification if there are clarifications with the request and provide more information if needed.	3. Addresses the request of the client. If there are any questions regarding the request, the SDU Personnel will use MS Teams to communicate with the client. And notify the client if there are clarifications with the request.	None	7 working days	<i>Staff</i> Software Development Unit		
4. Receive a notification if the request	4. Notifies the client via phone call or MS Teams that the	None	3 minutes	Staff		



				1906
has been	request has been			Software
addressed.	addressed.			Development Unit
			7 Working	
TOTAL:		None	Days & 9	
			Minutes	

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



# OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS

**List of Internal Services** 



## **Economic Enterprise Development Unit**

**Internal Services** 



#### 1. Processing of Request for Career Coaching (WALK-IN and ONLINE / REMOTE)

The service offers career counseling and referrals for currently enrolled students who have concerns about (a) the difficulties of being a working student, (b) engaging in entrepreneurial activities, and (c) establishing income-generating projects.

Office or Division:	Economic Enterprise Development Unit (EEDU)			
Classification:	Simple			
Type of	G2C - Government to Citizen			
Transaction:				
Who may avail:	TSU Students			
1. Accomplished F	F REQUIREMENTS	Economic E	WHERE TO SEC Interprise Develop	
	1 (1 Original Copy)		I Facebook Page:	
			.facebook.com/TS	SUEconomicEnter
		priseDevelo		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Proceed to the Economic Enterprise Development Unit Office to disclose concerns, log in to the Visitor's Logbook, and fill out the Request Form. For Online: Download, fill out, and send the Request Form to the Economic Enterprise Development Official Facebook Page.	<ul> <li>1.1 For Walk-In: Welcomes the client, provides the duplicate copy of the Request Form, and sets schedule for preliminary interview.</li> <li>For Online: Sends confirmation email with the scheduled time and date of the preliminary interview, along with the Zoom or Google Meet Link.</li> <li>1.2 Forwards the accomplished Request Form to Section Head for review and evaluation.</li> </ul>	None	2 working days	Section Head, Technical Staff Economic Enterprise Development Unit
2. Attend the scheduled interview, receives intervention and/or referral (if applicable), and log in on	2.Interviews, provides necessary intervention, and records the assessment in the findings area of the Request Form.	None	45 minutes	Section Head Economic Enterprise Development Unit



the Coaching Logbook.	Note: If the request is beyond the ability of the Section Head, the client will be referred to appropriate servicing unit of the Student Affairs Services.			
3. Receive a copy of the Request Form with assessment or findings (duplicate copy for walk- in and via email for online).	<ul> <li>3.1 Ends the career coaching session and gives the client a copy of the of the findings/ assessment.</li> <li>3.2 Forwards the original copy of the fully accomplished Request Form to</li> </ul>	None	5 minutes	Section Head, Technical Staff Economic Enterprise Development Unit
	Technical Staff for filing. TOTAL:	None	2 Working Days & 50 Minutes	



# **Guidance and Counseling Unit**

**Internal Services** 



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

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

Office or Division:	Guidance and Couns	elina LInit ((		
Classification:	Complex		300)	
Type of	•			
Transaction:	G2C - Government to	o Citizen		
Who may avail:	TSU Students and A	lumni		
	REQUIREMENTS		WHERE TO SEC	CURE
A. FOR SCHOLARS	SHIP PURPOSES			
1. Certificate of Regi	stration (COR) or	The client	will provide	
TSU ID (1 Origina				
	ENT AND BOARD EX			
1. Transcript of Reco		Office of A	dmission and Reg	istration
(1 Original Copy);			· · · · · -	
2. Accomplished Stu	ident Clearance	Office of A	dmission and Reg	istration
(1 Original Copy)				
C. FOR TRANSFERRING PURPOSES1. Honorable Dismissal / TransferOffice of Admission and Registration				istration
Credentials (1 Ori			umission and Reg	เรเเลแบก
2. Accomplished Stu		Office of A	dmission and Reg	istration
(1 Original Copy)			annission and iteg	
3. Payment Slip <i>TSL</i>	I-GAC-SE-28	Guidance a	and Counseling U	nit
(1 Original Copy)				
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. Message the Official Facebook page of the Guidance and Counseling Unit, ( <u>https://www.fac</u> <u>ebook.com/TSU</u> <u>GuidanceAndCo</u> <u>unselingUnit</u> ) and fill out the link provided and upload scanned documents based on his/her request.	<ul> <li>1.1 Receives request and verifies the submitted requirements of the client and processes the request.</li> <li>1.2 Sends the proof of appointment to the email address provided by the requesting client.</li> </ul>	None	3 working days	Associate Guidance Counselor Guidance and Counseling Unit
2. Proceed to the Main Campus- Guidance and Counseling Office and present the proof of appointment to process his/her request.	2. Provides payment slip.	None	3 minutes	Associate Guidance Counselor Guidance and Counseling Unit



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



## 2. Processing of Request for Counselor's Outside Referral

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

	Cuidanas and Cours	ooling Unit (		
Office or Division: Classification:	Guidance and Coun Simple	seiing Unit (	600)	
	G2C - Government t	o Citizon		
Type of Transaction:	G2C - GOVennment			
Who may avail:	TSU Students			
	REQUIREMENTS		WHERE TO SE	CURE
1. Counselor's Ref		Guidance (	Counseling Office	
	2 (1 Original Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
	AGENCT ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Visit the Guidance and Counseling Office and receive intervention and decide if to be referred to another therapist or professional practitioner.	1.1 Prepares the Counselor's Referral Form. 1.2 Confirms with the client the intent to be referred and explains the process of referral. <i>Note: If the client</i> agrees, the Guidance Counselor or Associate Guidance Counselor will forward and communicate the Counselor's Referral Form to the referring therapist or professional practitioner.	None	20 minutes 45 minutes	Guidance Counselor / Associate Guidance Counselor Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	not agree, the counseling session will be terminated			
	1.3 Accomplishes all necessary documents needed for the referral.	None	20 minutes	Guidance Counselor / Associate Guidance Counselor



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



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

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

Office or Division	Guidance and Coun	seling Unit (	GCU)	
Classification:	Simple		•	
Type of	G2C - Government	to Citizen		
Transaction:		-		
Who may avail:	TSU Shifting Studer	its and Retu		
1. Accomplished ar		Office of A	WHERE TO SE dmission and Reg	
Shifting / Returne		download a	-	
•	(1 Original Copy)		v.tsu.edu.ph/medi	ia/3bpl3ifg/h-
	(*****************		-form-for-shifter.p	
2. Report of Grades	6	The client	will provide (from	Student Portal)
(1 Original Copy	and 1 Photocopy)			
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed	1. Welcomes the	None	10 minutes	Guidance
to the nearest	client, gathers		-	Counselor /
Guidance and	information, and			Associate
Counseling	informs the client			Guidance
office.	about the process			Counselor
	and test.			Guidance and
2. Answer the	2.1 Administers the	None	30 minutes	Counseling Unit Guidance
Vocational	Vocational	None		Counselor /
Preference	Preference			Associate
Inventory (VPI)	Inventory (VPI) or			Guidance
exam.	exam to the client.			Counselor
	2.2 Evaluates	None	3 minutes	Guidance and
	client's			Counseling Unit
	Vocational Preference			
	Inventory (VPI)			
	test results and			
	identifies his/her			
	career profile.			
	2.3 Reviews and	None	10 minutes	Guidance
	checks all			Counselor / Associate
	client's requirements			Guidance
	and attaches			Counselor
	additional			Guidance and
	documents			Counseling Unit
	needed by the			
	client and the			
	other offices.			4
	2.4 Discusses with	None	10 minutes	
	the client the			
	career profile results and			
	identifies interest			



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



## International, Differently-Abled, Indigenous and

## **Marginalized Student Services**

**Internal Services** 



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

The service allows students to be recognized as members of the International, Differently-Abled, Indigenous and Marginalized Student Services and become one of the Unit's Program Recipients.

	Internetienel Differen	the Alabed Indinension and Manainalized Chudant			
Office or Division:		tly-Abled, Indigenous and Marginalized Student			
Classification:	Services (IDIMSS) Highly Technical				
Type of Transaction:	G2C - Government to Client				
Who may avail:	Enrolled TSU Students Who Belong to the IDIMSS Group				
	REQUIREMENTS	WHERE TO SECURE			
A. FOR INDIGENOU					
1. Certificate of Tribe		The client will provide			
(1 Photocopy)	I	•			
2. Accomplished Ind	ligenous and	Indigenous and Marginalized Student			
	lent Services Student	Services Office or download at			
Application Form		http://www.facebook.com/sasidimss			
(1 Original Copy)					
3. Accomplished Ma	rginalized Student				
	eet TSU-IDI-SF-04				
(1 Original Copy)					
4. 2x2 Picture Taker	n in the Last Six	The client will provide			
(6) Months (2 pc	s)				
<b>B. FOR SOLO PAR</b>	ENT				
1. Solo Parent I.D. (	1 Photocopy)	The client will provide			
2. Accomplished Ind	ligenous and	Indigenous and Marginalized Student			
Marginalized Stud	lent Services Student	Services Office or download at			
Application Form	TSU-IDI-SF-05	http://www.facebook.com/sasidimss			
(1 Original Copy)					
3. Accomplished Ma					
	eet TSU-IDI-SF-04				
(1 Original Copy)					
4. 2x2 Picture Taker		The client will provide			
(6) Months (2 pcs					
C. FOR PERSON W					
1. PWD I.D. (1 Phote		The client will provide			
2. Accomplished Ind		Indigenous and Marginalized Student			
	lent Services Student	Services Office or download at			
Application Form	130-101-35-03	http://www.facebook.com/sasidimss			
(1 Original Copy)	rainalized Student				
3. Accomplished Ma	eet TSU-IDI-SF-04				
(1 Original Copy)	CCL 1 30-101-37-04				
4. 2x2 Picture Taker	n in the Last Siv	The client will provide			
(6) Months (2 pcs					
D. FOR INTERNAT		1			
1. Student Visa (1 P		The client will provide			
2. Accomplished Ind		Indigenous and Marginalized Student			
	lent Services Student	Services Office or download at			
Application Form		http://www.facebook.com/sasidimss			
(1 Original Copy)					
3. Accomplished Ma	rginalized Student				
		1			



	eet TSU-IDI-SF-04			
(1 Original Copy) 4. 2x2 Picture Taker (6) Months (2 pcs	n in the Last Six	The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send to Indigenous and Marginalized Student Services Facebook page ( <u>http://www.face book.com/sasidi</u> <u>mss)</u> all pertinent documents.	1. Receives the submitted applications and evaluates all the submitted requirements.	None	10 minutes	Staff Indigenous and Marginalized Student Services
2. Receives notification on the details of the issuance of Identification card.	2. Notifies applicants on the evaluation result of their application and the schedule of claiming Identification Cards for approved membership. <i>Note: If with</i> <i>incomplete</i> <i>requirements,</i> <i>notify applicants</i> <i>regarding the</i> <i>incomplete</i> <i>requirements and</i> <i>instruct to submit</i> <i>the lacking for</i> <i>completion.</i>	None	5 minutes	Staff Indigenous and Marginalized Student Services
3. Receive Identification Card.	3. Releases Identification Card.	None	8 working days	<i>Staff</i> Indigenous and Marginalized Student Services
	TOTAL:	None	8 Working Days & 15 Minutes	



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

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

Office or Division:	International, Differently-Abled, Indigenous and Marginalized Student Services (IDIMSS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to	o Client		
Who may avail:	All IDMSS Students			
CHECKLIST OF I			WHERE TO SE	CURE
1. IDMSS Identificatio	on Card	Client will	provide	
(1 Original Copy)			1	
2. Accomplished Stud				
Original Copy)	g <i>TSU-IDI-SF-06</i> (1			
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Present the IDIMSS Identification Card for verification and fill out the IDIMSS Consultation and Assistance Logbook	<ol> <li>Verify the presented IDMSS Identification Card</li> </ol>	none	3 minutes	IDIMSS Clerk
<ul> <li>2. Submit to International, Differently- Abled, Indigenous and Marginalized Student Services office the Accomplished Student Consultation and Assistance Log</li> </ul>	2. Receives the submitted applications and evaluates all the submitted requirements.	none	3 minutes	IDIMSS Clerk
3. Receives notification on the details of the scheduled consultation session	3. Notifies the student on the evaluation result of their consultation request and schedule of their consultation session <b>TOTAL:</b>	none	5 minutes	IDIMSS Clerk



## Office of Admission and Registration

**Internal Services** 



### 1. Process for Correction / Rectification of Grades

#### (WALK-IN and ONLINE)

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

Office or	Office of Admission a	nd Registrat	ion (OAR)	
Division:	Oiman la			
Classification:	Simple G2G – Government to		nt.	
Type of Transaction:	G2G – Government la	Governme	nı	
Who may avail:	Teaching Personnel o	f the Liniver	eity	
	F REQUIREMENTS		WHERE TO SE	
1. Accomplished F		Office of A	dmission and Reg	
	ctification of Grades			
TSU-OAR-SF-2				
(1 Original Copy	/ or 1 Scanned Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCTACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. For Walk-In:	1. Receives and	None	1 hour and 45	Dean
Submit the	signs the		minutes	College
accomplished	submitted form.			
form to the				
College Dean				
for approval.				
For Online:				
Submit the				
scanned copy				
of the				
accomplished				
document to				
the College				
email.				
Note: For				
-				
refer to the				
table below.				
2. For Walk-In:	2.1 Assesses the	None	30 minutes	Staff-in-Charge
Proceed to the	payment in the			or
	system.			Director
•				
5				Registration
-				
the screen,				
Dean for approval via email. <i>Note: For College email</i> <i>addresses,</i> <i>refer to the</i> <i>table below.</i> 2. For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on	payment in the	None	30 minutes	or



				1906
present signed and approved form to the Admission Unit				
For Online: Submit the signed form to the Director of Office Admission and Registration via MS Teams.				
Dr. Theda Flare Quilala tfgquilala@tsu. edu.ph				
3. For Walk-In: Pay the rectification of grades fee at the Cashiering Unit.	3. Receives and process the payment.	PHP 100.00	45 minutes	<i>Staff</i> Cashiering Unit
For Online: Pay the rectification of grades fee thru online payment, bank, or at the Cashiering Unit.				
Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.ts u.edu.ph/anno uncements/20 24-				
announcement s/land-bank- payment-via- www- landbank-com- link-bizportal/				



	TOTAL FOR ONLINE TRANSACTION:	per Subject/ Course	Minutes	
Т	OTAL FOR WALK-IN TRANSACTION:	PHP 100.00	6 Hours & 20	
( <u>https://faculty.</u> <u>tsu.edu.ph/</u> ) to verify if the grade/s have been corrected/ rectified.	status of the request to rectify the grade/s through the faculty portal.			Admission and Registration
6. Log in to Faculty portal	transaction. 6. Informs the client to verify the	None	30 minutes	Staff-in-Charge Office of
	For Online: Fill out the logbook and indicate in the remarks that the request was made via online			
5. For Walk-In: Fill out and signs the logbook	<ol> <li>For Walk-In: Have the client fill out and sign the Logbook.</li> </ol>	None	5 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
admission@ts u.edu.ph	4.3 Processes the rectification of grades in the system.	None	45 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
For Online: Send the proof of payment to the Admission Unit via email <u>aro-</u>	submitted form.			Direct or Office of Admission and Registration
Admission Unit and present the Official Receipt	4.2Receives and signs the	None	1 hour and 45 minutes	Admission and Registration Staff-in- Charge or
4. For Walk-In: Proceed to the	4.1 Verifies the Official Receipt	None	15 minutes	Staff-in-Charge Office of



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

Note: This is a multi-stage process. The Colleges are only responsible for signing the form for approval, while the Office of Admission and Registration is responsible for receiving, reviewing, approving, and processing of the correction / rectification form and the Cashiering Unit is responsible for receiving the payment for rectification of grades.

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



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

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

Office or Division:	Office of Admission ar	nd Registrat	tion (OAR)	
Classification:	Simple		. ,	
Type of	G2C – Government to	Citizen		
Transaction:				
Who may avail:	All TSU Students			
	REQUIREMENTS		WHERE TO SE	ECURE
1. Certificate of Rec		The client	will provide	
(1 Original Copy)				
2. Student ID (1 Ori				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a ticket number from the kiosk machine. Once the number appears on the screen, submit the Certificate of Registration or Student ID to the designated College Service window.	1.1 Receives and verifies the submitted COR and student ID to ensure it matches the information indicated in the system. <i>Note: If the Certificate of Registration (COR)</i> <i>does not match</i> <i>with the system,</i> <i>advise, or request</i> <i>the student to</i> <i>reprint the updated</i> Certificate of Registration	None	15 minutes	College-in- Charge Office of Admission and Registration
	1.2 Signs and validates the Certificate of Registration and Student ID		5 minutes	
2. Receive the signed Certificate of Registration (COR) and Student ID.	<ol> <li>Returns the signed Certificate of Registration (COR) and Student ID.</li> </ol>	None	5 minutes	College-in- Charge Office of Admission and Registration
3. Fill out and sign the Logbook	<ol> <li>Have the client fill out and sign the logbook</li> </ol>	None	5 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
	TOTAL:	None	30 Minutes	



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

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

Office or Division:	Office of Admissic	n and Regis	tration (OAR)		
Classification:	Highly Technical	<u> </u>	(0,)		
Type of	G2C – Governme	nt to Citizen			
Transaction:					
Who may avail:	All TSU Students				
CHECKLIST OF R	HECKLIST OF REQUIREMENTS WHERE TO SECURE				
1. Accomplished With	drawal of	Office of A	dmission and Reg	istration or	
Enrollment/Registra		download a	at		
TSU-OAR-SF-19 (1	Original Copy)		<u>v.tsu.edu.ph/medi</u>		
			-of-enrollment-and		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
1. Submit the	ACTIONS	BE PAID		RESPONSIBLE	
	1.1 Receives,	None	1 hour	Dean Collogo	
accomplished form to the	verifies, and			College	
	signs the submitted				
College Dean for approval.	form.				
	1.2 Returns the	None	20 minutes	Dean	
	signed/	None	20 minutes	College	
	approved			Concego	
	form to the				
	student and				
	informs the				
	student to				
	proceed to				
	the Office of				
	Admission				
	and				
	Registration				
	for approval				
	of the				
	Director.				
2. Proceed to the	2.1 Checks and	None	1 hour and 45	College-in-	
Office of	evaluates the		minutes	Charge	
Admission and	presented			Office of	
Registration and	form.			Admission and	
get a ticket				Registration	
number from the				or Director	
kiosk machine.				Director	
Once the number				Office of Admission and	
appears on the					
screen, present the signed form	2.2Returns the	None	20 minutes	Registration	
to seek approval	signed/	NULLE		College-in- Charge	
from the Director.	approved			Office of	
	form to the			Admission and	
	student and			Registration	
	informs the			or	
	student to			Director	
	proceed to			Office of	
	the			Admission and	
	Accounting			Registration	
L	/ coounting			registration	



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

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

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



### 4. Processing of Application for Graduation

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

Office or	Office of Admission a	nd Registrat	ion (OAR)		
Division:	0: 1				
Classification:	Simple	0.11			
Type of	G2C - Government to	Citizen			
Transaction:					
	Student Who Complet	ted Their Co			
	REQUIREMENTS		WHERE TO SEC		
1. Accomplished A			dmission and Regi	stration or	
Graduation for l	0	download a			
ISU-OAR-SF-2	4 (1 Original Copy)		v.tsu.edu.ph/media		
			-for-graduation-une		
2. For Transferee		Previous S	chool or University		
Official Transcri					
with Remarks "(					
(1 Original Copy		The allows	will provide		
	ture with Name Tag	The client v			
	st Name, Middle				
Name) - (2 Orig	itics Authority (PSA)				
Birth Certificate	• ( )				
5. For Female Ma					
	tics Authority (PSA) –				
¥	cate (1 Photocopy)				
6. Documentary S	tamps – (2 pcs)	6. Documentary Stamps – (2 pcs)			
		EEEC TA	DDOCEGGINC	DEDGON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
CLIENT STEPS 1. For Walk-In:	AGENCY ACTIONS 1.1 Receives and				
		<b>BE PAID</b>	TIME	RESPONSIBLE	
1. For Walk-In:	1.1 Receives and	<b>BE PAID</b>	TIME	RESPONSIBLE Staff-in-Charge	
1. For Walk-In: Proceed to	1.1 Receives and reviews the	<b>BE PAID</b>	TIME	RESPONSIBLE Staff-in-Charge Office of	
1. For Walk-In: Proceed to the Office of Admission and	1.1 Receives and reviews the evaluation	<b>BE PAID</b>	TIME	RESPONSIBLE Staff-in-Charge Office of Admission and	
1. For Walk-In: Proceed to the Office of Admission	1.1 Receives and reviews the evaluation records of the	<b>BE PAID</b>	TIME	RESPONSIBLE Staff-in-Charge Office of Admission and	
1. For Walk-In: Proceed to the Office of Admission and Registration and get a	1.1 Receives and reviews the evaluation records of the student and submitted requirements.	BE PAID None	TIME 20 minutes	RESPONSIBLE Staff-in-Charge Office of Admission and	
1. For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number	<ul> <li>1.1 Receives and reviews the evaluation records of the student and submitted requirements.</li> <li>1.2 Informs the</li> </ul>	<b>BE PAID</b>	TIME	RESPONSIBLE Staff-in-Charge Office of Admission and Registration Staff-in-Charge	
1. For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk	<ul> <li>1.1 Receives and reviews the evaluation records of the student and submitted requirements.</li> <li>1.2 Informs the student the result</li> </ul>	BE PAID None	TIME 20 minutes	RESPONSIBLE Staff-in-Charge Office of Admission and Registration Staff-in-Charge Office of	
1. For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine.	<ul> <li>1.1 Receives and reviews the evaluation records of the student and submitted requirements.</li> <li>1.2 Informs the student the result of his / her</li> </ul>	BE PAID None	TIME 20 minutes	RESPONSIBLEStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission and	
1. For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the	<ul> <li>1.1 Receives and reviews the evaluation records of the student and submitted requirements.</li> <li>1.2 Informs the student the result of his / her application.</li> </ul>	BE PAID None	TIME 20 minutes 45 minutes	RESPONSIBLE Staff-in-Charge Office of Admission and Registration Staff-in-Charge Office of Admission and Registration	
1. For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number	<ul> <li>1.1 Receives and reviews the evaluation records of the student and submitted requirements.</li> <li>1.2 Informs the student the result of his / her application.</li> <li>1.3 Sends</li> </ul>	BE PAID None	TIME 20 minutes	RESPONSIBLEStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeStaff-in-Charge	
<ol> <li>For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on</li> </ol>	<ul> <li>1.1 Receives and reviews the evaluation records of the student and submitted requirements.</li> <li>1.2 Informs the student the result of his / her application.</li> <li>1.3 Sends confirmation of</li> </ul>	BE PAID None	TIME 20 minutes 45 minutes	RESPONSIBLEStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice of	
<ol> <li>For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen,</li> </ol>	<ul> <li>1.1 Receives and reviews the evaluation records of the student and submitted requirements.</li> <li>1.2 Informs the student the result of his / her application.</li> <li>1.3 Sends confirmation of the approved /</li> </ul>	BE PAID None None	TIME 20 minutes 45 minutes	RESPONSIBLEStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistration	
<ol> <li>For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, submit all</li> </ol>	<ul> <li>1.1 Receives and reviews the evaluation records of the student and submitted requirements.</li> <li>1.2 Informs the student the result of his / her application.</li> <li>1.3 Sends confirmation of the approved / disapproved</li> </ul>	BE PAID None None	TIME 20 minutes 45 minutes	RESPONSIBLEStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice of	
<ol> <li>For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, submit all requirements</li> </ol>	<ul> <li>1.1 Receives and reviews the evaluation records of the student and submitted requirements.</li> <li>1.2 Informs the student the result of his / her application.</li> <li>1.3 Sends confirmation of the approved / disapproved application for</li> </ul>	BE PAID None None	TIME 20 minutes 45 minutes	RESPONSIBLEStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistration	
<ol> <li>For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, submit all requirements at the</li> </ol>	<ul> <li>1.1 Receives and reviews the evaluation records of the student and submitted requirements.</li> <li>1.2 Informs the student the result of his / her application.</li> <li>1.3 Sends confirmation of the approved / disapproved</li> </ul>	BE PAID None None	TIME 20 minutes 45 minutes	RESPONSIBLEStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistration	
<ol> <li>For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, submit all requirements at the designated</li> </ol>	<ul> <li>1.1 Receives and reviews the evaluation records of the student and submitted requirements.</li> <li>1.2 Informs the student the result of his / her application.</li> <li>1.3 Sends confirmation of the approved / disapproved application for</li> </ul>	BE PAID None None	TIME 20 minutes 45 minutes	RESPONSIBLEStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistration	
<ol> <li>For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, submit all requirements at the designated College</li> </ol>	<ul> <li>1.1 Receives and reviews the evaluation records of the student and submitted requirements.</li> <li>1.2 Informs the student the result of his / her application.</li> <li>1.3 Sends confirmation of the approved / disapproved application for</li> </ul>	BE PAID None None	TIME 20 minutes 45 minutes	RESPONSIBLEStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistration	
<ol> <li>For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, submit all requirements at the designated College Service</li> </ol>	<ul> <li>1.1 Receives and reviews the evaluation records of the student and submitted requirements.</li> <li>1.2 Informs the student the result of his / her application.</li> <li>1.3 Sends confirmation of the approved / disapproved application for</li> </ul>	BE PAID None None	TIME 20 minutes 45 minutes	RESPONSIBLEStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistration	
<ol> <li>For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, submit all requirements at the designated College</li> </ol>	<ul> <li>1.1 Receives and reviews the evaluation records of the student and submitted requirements.</li> <li>1.2 Informs the student the result of his / her application.</li> <li>1.3 Sends confirmation of the approved / disapproved application for</li> </ul>	BE PAID None None	TIME 20 minutes 45 minutes	RESPONSIBLEStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistrationStaff-in-ChargeOffice ofAdmission andRegistration	



	1			
For Online:	1.1 Receives the			
Send the	accomplished			
accomplished	Application Form			
Application	for Graduation.			
Form for				
Graduation to	1.2 Reviews the			
Office of	evaluation			
Admission and	records of the			
Registration	student and the			
via e-mail	submitted			
( <u>ora@tsu.edu.</u>	requirements.			
<u>ph</u> ).				
N I - ( -				
Note:				
Submission of				
the physical				
copy/ies of				
documents				
depends on				
the date				
indicated on				
the academic				
calendar.				
2. For Walk-In:	2. For Walk-In:	None	5 minutes	Staff-in-Charge
Fill out and	Have the client			Office of
signs the	fill out and sign			Admission and
logbook	the Logbook.			Registration
logsoon				rogioration
	For Online:			
	Fill out the			
	logbook and			
	indicate in the			
	remarks that the			
	request was			
	made via online			
	transaction.		45	
3. Receive an	3.1 Endorses the list	None	45 minutes	Director
email for the	and total number			Office of
approval /	of candidates for			Admission and
disapproval of	graduation for to			Registration
the application	the University			
for graduation.	Academic			
-	Council for			
	approval.			
	3.2 Endorses the list	None	45 minutes	University
	and total number			Academic
	of candidates for			Council
	graduation to the			
	Board of			
	Regents for			
	approval.			
	3.3Provides official	None	3 hours	Staff. in Charge
	list of candidates	none	SHOUIS	Staff-in-Charge Office of
				-
1	for graduation to			Admission and
	the Durations			
	the Business Center in			Registration



TOTAL:	None	6 Hours & 25 Minutes	
preparation for printing of the programs and diplomas.			

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



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

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

Office or	Office of Admission a	nd Registrat	ion (OAR)	
Division:		na riogiotrat		
Classification:	Simple	•		
Type of	G2C - Government to	Citizen		
Transaction: Who may avail:	Students Who Canno	t Enroll Duri	ng the Semester	
	REQUIREMENTS		WHERE TO SEC	CURE
1. Accomplished L		Office of A	dmission and Regi	
Form - TSU-OA		download a	at	
(1 Original Copy	/)		v.tsu.edu.ph/media	a/5p3hmuzn/j-
0 Madical Cartifia	ata lítha Daasan far		sence-form.pdf	
	ate, If the Reason for ce is Health Related	Physician	al Service Unit, Go	overnment
(1 Original Copy		TTYSICIAIT		
3. Letter of Intent t		The client	will provide	
(1 Original Copy	()		-	
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON
1. For Walk-In:	1.1 For Online:	None	5 hours	RESPONSIBLE Staff-in-Charge
Go to the	Receives,	TACHE	0 110013	Office of
College Dean	checks, and			Admission and
for signing of	evaluates the			Registration
recommending	Leave of			
approval.	Absence and required			
For Online:	documents.			
Scan and	1.2 For Online:	None	30 minutes	Staff-in-Charge
send the	Issues			Office of
accomplished	assessment slip			Admission and
Leave of Absence Form	for the Leave of Absence fee.			Registration
with other				
pertinent	1.3 For Walk-In:	None	1 hour and 45 minutes	<i>Dean</i> College
documents to	Signs the Leave of Absence form.		minutes	College
the College				
Dean, Vice President for				
Academic				
Affairs and				
Director of				
Office of				
Admission and Registration.				
Note: For				
College email				
addresses,				
refer to the table below.				
2. For Walk-In:	2.1 For Online:	PHP	45 minutes	Staff-in-Charge
Go to the Vice	Accepts the	150.00		Cashiering Unit
President for	payment for			



Academic approval of the Leave of Absence       Leave of Receives the Receives the Absence scanned Official receipt and approved Leave of Absence form to be recorded in Leave of       None       3 hours       Staff-in-Charge Office of Admission and Registration         For Online:       of Absence form to be recorded in Leave of       2.3 For Walk-Int: Signs the Leave of Absence form.       None       1 hour       Vice President Vice President for Academic Absence form to Office of the Vice President for Academic Absence form to Office of Absence form to Office of Admission and Registration via email (ora@ftsu.edu, ph).       None       1 hour       Vice President for Academic Absence form to Office of Absence form to Office of Admission and Registration via email (ora@ftsu.edu, ph).         Note: The steps for paying tuition and other fees online duncements?? 024- announcements? Dark: payment.via- merk. and modemits?       3.1 For Walk-In:: Receives, checks, and evaluates the Leave of Absence and None       45 minutes       Staff-in-Charge Office of Admission and Registration					
approval of the Leave of Absence     2.2 For Online: Receives the scanned Official receipt and approved Leave of Absence form to be recorded in the system.     3 hours     Staff-in-Charge Office of Admission and Registration       For Online:     of Absence form to be recorded in the system.     None     1 hour     Vice President Office of the Vice President of Absence form to be recorded in the system.       Leave of Absence free thru online or onsite (TSU Cashier or Landbank – (www.landban k.com) and send process Leave of Absence form to Office of admission and Registration via email (ora@tsu.edu ph).     None     1 hour     Vice President Office of the Vice President for Academic Affairs       Note: The steps for paying tuition and other fees online can be accessed at https://www.fs andbank- com-link- bankc medmine- ticket number from the kiosk machine, wait     3.1 For Walk-In: Receives, checks, and evaluates the Leave of     None     45 minutes     Staff-in-Charge Office of Admission and Registration	Academic	Leave of			
Leave of Absence       Receives the scanned Official receipt and approved Leave of Absence form to be recorded in the system.       Office of Admission and Registration         For Online:       of Absence form to be recorded in the system.       None       1 hour       Vice President Office of the Vice President of Absence form.         Cashier or Landbank – (www.landban k.com)) and send process Leave of Absence form to Office of Admission and Registration via email (ora@tsu.edu ph).       None       1 hour       Vice President Office of the Vice President of Academic Affairs         Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at Intites./www.ts u.edu.ph/ann ouncements/2 024: announceme rinsfland: bank: payment-via- www. landbank- com-link: bizportat/       3.1 For Walk-In: Receives, checks, and evaluates the walustes the       None       45 minutes       Staff-in-Charge Office of Admission and Registration	Affairs for	Absence.			
Leave of Absence       Receives the scanned Official receipt and approved Leave of Absence form to be recorded in the system.       Office of Admission and Registration         For Online:       of Absence form to be recorded in the system.       None       1 hour       Vice President Office of the Vice President of Absence form.         Cashier or Landbank – (www.landban k.com)) and send process Leave of Absence form to Office of Admission and Registration via email (ora@tsu.edu ph).       None       1 hour       Vice President Office of the Vice President for Academic Affairs         Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at Intites./www.ts u.edu.ph/ann ouncements/2 024: announceme rinsfland: bank: payment-via- www. landbank- com-link: bizportat/       3.1 For Walk-In: Receives, checks, and evaluates the wait Leave of       None       45 minutes       Staff-in-Charge Office of Admission and Registration	approval of the	e 2.2 For Online:	None	3 hours	Staff-in-Charge
Form.       receipt and approved Leave proved Leave of Absence form to be recorded in the system.       Registration         Absence fee thru online or onsite (TSU Cashier or Landbank – (www.landban k.com)) and send process Leave of Absence form to Office of Admission and Registration via email (ora@tsu.edu, ph).       None       1 hour       Vice President Office of the Vice President for Academic Affairs         Nones       1 hour       Vice President Office of the Vice President for Academic Affairs         Nones       1 hour       Vice President Office of the Vice President for Academic Affairs         Nones       1 hour       Vice President Office of Absence form to Office of Admission and Registration via email (ora@tsu.edu, ph).       1 hour       Vice President Office of Admission and other fees online via the Land Bank of the Philippines can be accessed at https://www.tsu uedu.br/ann ouncements/2 024- announceme form the kiosk machine, wait       3.1 For Walk-In: Receives, checks, and evaluates the Leave of       None       45 minutes       Staff-in-Charge Office of Admission and Registration					
Form.       receipt and approved Leave proved Leave of Absence form to be recorded in the system.       Registration         Absence fee thru online or onsite (TSU Cashier or Landbank – (www.landban k.com)) and send process Leave of Absence form to Office of Admission and Registration via email (ora@tsu.edu, ph).       None       1 hour       Vice President Office of the Vice President for Academic Affairs         Nones       1 hour       Vice President Office of the Vice President for Academic Affairs         Nones       1 hour       Vice President Office of the Vice President for Academic Affairs         Nones       1 hour       Vice President Office of Absence form to Office of Admission and Registration via email (ora@tsu.edu, ph).       1 hour       Vice President Office of Admission and other fees online via the Land Bank of the Philippines can be accessed at https://www.tsu uedu.br/ann ouncements/2 024- announceme form the kiosk machine, wait       3.1 For Walk-In: Receives, checks, and evaluates the Leave of       None       45 minutes       Staff-in-Charge Office of Admission and Registration	Absence	scanned Official			Admission and
For Online: Pay for the Leave of Absence fee thru online or onsite (TSU Cashier or Landbank – (www.landban k.com)) and send process Leave of Absence form to Office of Absence form to Absence form to Absence form to Office of Absence form to Absence form to Ab					
For Online:       of Absence form to be recorded in the system.       None       1 hour       Vice President Office of the Vice President of Absence form.         Landbank – (www.landbank – (www.landban k.com)) and send process Leave of Absence form to Office of Absence form via the Land Bank of the Philippines can be accessed at https://www.ts uedu.ph/ann ouncements/2 024- announceme fis/and- bank- bizportal/       3.1 For Walk-In: Receives, checks, and evaluates the ueave of       None       45 minutes       Staff-in-Charge Office of Admission and Registration					rtogioration
Pay for the Leave of Absence fee thru online or onsite (TSU Cashier or Landbank – (www.landban k.com)) and send process Leave of Absence form to Office of Admission and Registration via email (ora@tsu edu ph).       None       1 hour       Vice President Office of the Vice President for Academic Affairs         None       1 hour       Vice President Office of the Vice President for Academic Affairs         Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.ts uedu.ph/ann ouncements/2 024_ announcements/2 025_ announcements/2 026_ announ	For Online				
Leave of       the system.					
Absence fee       2.3 For Walk-In: Signs the Leave of Absence form.       None       1 hour       Vice President Office of the Vice President for Academic Atfairs         Cashier or Landbank – (www.landban k.com)) and send process Leave of Absence form to Office of Admission and Registration via email (ora@tsu.edu ph).       None       1 hour       Vice President Office of the Vice President for Academic Atfairs         Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.ts u.edu.ph/ann ouncements/2 024- announceme nts/land- bank- bizportal/       None       1 hour       Vice President Office of Academic Atfairs         3. For Walk-In: Get your ticket number from the klosk machine, wait       3.1 For Walk-In: Receives, checks, and evaluates the Leave of       None       45 minutes       Staff-in-Charge Office of Admission and Registration	5				
thru online or onsite (TSU Cashier or Landbank – (www.landban k.com)) and send process Leave of Absence form to Office of Admission and Registration via email (ora@tsu.edu, ph).       Signs the Leave of Absence form.       Office of the Vice President for Academic Affairs         Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.fs u.edu.ph/ann ouncements/2 024- announceme nts/land- bank: payment-via- www- landbank- com-link- bizportal/       3.1 For Walk-In: Receives, checks, and evaluates the Leave of       None       45 minutes       Staff-in-Charge Office of Admission and Registration				41	
onsite (TSU Cashier or Landbank – (www.landban k.com)) and send process Leave of Absence form to Office of Admission and Registration via email (ora@tsu.edu, ph).       Vice President for Academic Affairs         Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.ts u.edu.ph/ann ouncements/2 024- announceme nts/land- bank- payment-via- Mww- landbank- com-link- bzportal/       3.1 For Walk-In: Receives, checks, and evaluates the Leave of       None       45 minutes       Staff-in-Charge Office of Admission and Registration			None	1 nour	
Cashier or Landbank – (www.landban k.com)) and send process Leave of Absence form to Office of Admission and Registration via email (Ora@tsu.edu, ph).       for Academic Affairs         Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.ts u.edu.ph/ann ouncements/2 024- announceme nts/fand- bank- payment-via- www- landbank- com-link- bzportal/       3.1 For Walk-In: Receives, checks, and evaluates the Leave of       None       45 minutes       Staff-in-Charge Office of Admission and Registration					
Landbank – (www.landban k.com)) and send process Leave of Absence form to Office of Admission and Registration via email (ora(@tsu.edu, ph)). Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.ts u.edu.ph/ann ouncements/2 024- announceme nts/land- bank: payment-via- waw: I.Tor Walk-In: S. For Walk-In: S. For Walk-In: S. Tor Walk-In: S. Tor Walk-In: S. Tor Walk-In: S. Tor Walk-In: S. Tor Walk-In: Mone Receives, checks, and evaluates the Leave of Admission and Registration		of Absence form.			
(www.landban k.com)) and send process Leave of Absence form to Office of Admission and Registration via email (ora@tsu.edu. ph).     Image: Comparison of the steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.ts u.edu.ph/ann ouncements/2 024- announceme nts/land- bank- payment-via- www- landbank- com-link- bizportal/     Image: Staff-in-Charge Office of Admission and Registration       3. For Walk-In: Get your ticket number     3.1 For Walk-In: Receives, checks, and evaluates the Leave of     None     45 minutes     Staff-in-Charge Office of Admission and Registration					
k.com)) and send process Leave of Absence form to Office of Admission and Registration via email (ora@tsu.edu. ph).       Image: Comparison of the process of the proces of the process of the process of the process of the					Affairs
send process       Leave of         Absence form       to Office of         Admission and       Registration         via email       (ora@tsu.edu.         (ora@tsu.edu.       ph)         Note: The       steps for         paying tuition       and other         fees online       via the Land         Bank of the       Philippines         can be       accessed at         https://www.ts       u.edu.ph/ann         ouncements/2       024-         announceme       nts/and-         bank-       payment-via-         www-       andbank-         com-link-       Staff-in-Charge         Office of       Admission and         For Walk-In:       Staff-in-Charge         Office of       Admission and         Receives,       checks, and         evaluates the       Leave of	(www.landban				
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TOTAL FOR WALK-IN       5 Hours & 25         TRANSACTION:       PHP         Minutes       9 Hours & 20	Logbook	the logbook			Request
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		TRANSACTION:	PHP	Minutes	
		TOTAL FOR ONLINE	150.00	9 Hours & 20	
		TRANSACTION:		Minutes	

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



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

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

Office or Division	Office of Admission	and Regist	tration (OAR)	
Classification:	Simple	rana rogio		
Type of	G2C – Governmen	t to Citizen		
Transaction:				
Who may avail:	All TSU Students			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
	dding/Changing Form		dmission and Reg	istration or
TSU-OAR-SF-22	2 (1 Original Copy)	download a		
			v.tsu.edu.ph/media	
2. Accomplished D	ropping Form		<u>l-changing-of-subj</u> dmission and Reg	
	2 (1 Original Copy)	download a		
			v.tsu.edu.ph/media	a/mv5eu2ge/i-
			f-subjects-form.pd	
	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCYACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. Submit the	1.1 Receives, and	None	3 hours	Chairperson/
accomplished	checks the			Dean
Adding/Chargi	submitted form,			College
ng/Dropping of subject form to	and signs the submitted form.			
the College	1.2 Returns the	None	15 minutes	College Clerk
Dean for the	signed/ approved	None		Dean
approval.	form to the			College
	student and			Ū
	informs the			
	student to			
	proceed to the Office of			
	Admission and			
	Registration.			
2. Proceed to the	2.1 Checks,	None	1 hour and 45	Director
Office of	evaluates and		minutes	Office of
Admission and	the signs the			Admission and
Registration	Adding/			Registration
and get a ticket	Charging/			
number from	Dropping of			
the kiosk	subject form.			
machine. Once the number				
appears on the				
screen,				
proceed to the				
Director's				
Office.				



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



## 7. Processing of Request for Data

This service allows clients to request their needed student data.

Office or	Office of Admission ar	nd Registratio	n (OAR)	
Division: Classification:	Complex			
Type of	Complex G2C - Government to Citizen			
Transaction:	G2G - Government to Government			
	Some TSU Offices an		ho Are Enrolled in	the University
	F REQUIREMENTS		WHERE TO SEC	
1. Accomplished I		Office of Ad	mission and Regist	
Form TSU-OAI		download at	•	
(1 Original Cop	y)	https://www.	tsu.edu.ph/media/v	v1zdn04f/p-
			data-form.pdf	
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING	PERSON
1. Go to the	1 Signa the Beguest	None	TIME 1 hour and 45	RESPONSIBLE Dean
College	1. Signs the Request Data Form.	none	minutes	College
Dean, Data	Data i onn.		minutes	College
Privacy				Officer
Officer, and				Data Privacy
Office of				Office
Admission				
and				Director
Registration				Office of
Director for				Admission and
the approval				Registration
of the request.				
2. Submit the	2.1 Receives the	None	15 minutes	Staff-in-Charge
accomplished	fully signed			Office of
and signed	request form and			Admission and
Request for	processes the			Registration
Data Form to	requested data.			
the Data	2.2Sets an	None	15 minutes	Staff-in-Charge
Processing	appointment			Office of
In-Charge.	date for the			Admission and
	claiming of the request.			Registration
	•	<b>.</b>		
	2.3Process the	None	3 working days	Staff-in-Charge
	requested data			Office of Admission and
				Registration
3. Receive the	3. Releases the	None	1 hour and 45	Staff-in-Charge
requested	requested data.		minutes	Office of
data.				Admission and
				Registration
4. Fill out and	4. Have the client	None	5 minutes	Staff-in-Charge
sign the	fill out and sign			Office of
Logbook	the logbook			Admission and
				Registration
	7071	NI	3 Working	
	TOTAL:	None	Days, 4 Hours	
			& 5 Minutes	



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

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

	Office of Advaication	rd Devictration (OAD)				
Office or Division:	Office of Admission and Registration (OAR)					
Classification:	Complex – Request fe					
	Highly Technical – Re					
Type of	G2C - Government to	G2C - Government to Citizen				
Transaction:						
Who may avail:		Enrolled Students at the University				
	F REQUIREMENTS	WHERE TO SECURE				
A. FOR TRANSC	RIPT OF RECORD – 2	ND COPY/ REQUEST				
1. Valid identifica	tion Card (ID)	The Client will provide				
•	duate-unenrolled	Office of Admission and Registration or				
	Signed Student	download at				
	J–OAR–SF–18	https://www.tsu.edu.ph/media/5cllemm2/l-				
(1 Original Cop		student-clearance-form.pdf				
	duate-unenrolled	The client will provide				
	137-A / Transcript of					
	st School attended -					
	c State University					
(1 Original Cop		Office of Admission and Desistration on				
4. Accomplished	•	Office of Admission and Registration or				
130-0AR-3r	–21(1 Original Copy)	download at				
		https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf				
5. Documentary Stamp/s		The client will provide				
(1 stamp per page)						
		ATION AND VERIFICATION (CAV)				
1. Valid identifica	÷					
	1 Original Copy of	The client will provide The client will provide				
	Records and Diploma,					
present the Or						
3. Accomplished		Office of Admission and Registration or				
•	–21 (1 Original Copy)	download at				
		https://www.tsu.edu.ph/media/1azfbhm2/o-				
		request-form-and-claim-stub.pdf				
4. Documentary	Stamp/s	The client will provide				
(1 stamp per p	•					
C. DUPLICATE O	<b>O</b> /					
1. Valid identifica	tion Card (ID)	The client will provide				
2. For Missing/ L		Notary public, a lawyer, or a government office				
Affidavit of Loss		that deals with legal documents				
3. Accomplished	Request Form	Office of Admission and Registration or				
	-21 (1 Original Copy)	download at				
	,	https://www.tsu.edu.ph/media/1azfbhm2/o-				
		request-form-and-claim-stub.pdf				
4. Documentary	Stamp/s	The client will provide				
(1 stamp per p	age)					
D. CERTIFICATIO						
1. Valid identifica	tion Card (ID)	The client will provide				



2. Duly Signed Student Clearance TSU-OR-SF-18 (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/Sclemm2/L student-clearance-form.pdf         3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) (1 Original Copy)       The client will provide         4. Accomplished Request Form 7SU-OAR-SF-21 (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- recuest-form-and-claim-stub.pdf         5. Documentary Stamp/s (1 stamp per page)       The client will provide         E. TRANSFER CREDENTIAL       The client will provide         1. Valid identification Card (ID) Copy)       The client will provide         3. Duly Signed Student Clearance TSU-OAR-SF-18 (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/Sclemm2/L student-clearance-form.pdf         4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/Sclemm2/L student-clearance-form.pdf         5. Documentary Stamp/s (1 stamp per page)       The client will provide         7. Valid dintification Card (ID)       The client will provide         1. Valid identification Card (ID)       The client will provide         4. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf         5. Documentar				T		
Intros://www.tsu.edu.ph/media/5cllemm2/L student-clearance-form.pdf           3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) (1 Original Copy)         The client will provide           4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)         Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form.and-claim.stub.pdf           5. Documentary Stamp/s (1 stamp per page)         The client will provide           E TRANSFER CREDENTIAL         Student Last School Attended - Copy for Tarlac State University (1 Original Copy)           3. Duly Signed Student Clearance <i>TSU-OAR-SF-21</i> (1 Original Copy)         Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/L- student-clearance-form.pdf           4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)         Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form.and-claim.stub.pdf           5. Documentary Stamp/s (1 stamp per page)         The client will provide           7. Adlid Identification Card (ID)         The client will provide           2. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)         Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request.form.and-claim.stub.pdf           6. Documentary Stamp/s (1 stamp per page)         The client will provide         Staff-in- Charge Online Representative's valid ID (1 Photocopy)           7. Requestor's valid ID (1 Photocopy)         1.	2.				-	stration or
student-clearance-form.pdf         3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University)       The client will provide         4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu-edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf         5. Documentary Stamp/s (1 stamp per page)       The client will provide         E. TRANSFER CREDENTIAL       The client will provide         1. Valid identification Card (ID)       The client will provide         2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy)       Office of Admission and Registration or <i>TSU-OAR-SF-18</i> (1 Original Copy)         3. Duly Signed Student Clearance <i>TSU-OAR-SF-21</i> (1 Original Copy)       Office of Admission and Registration or <i>download</i> at https://www.tsu.edu.ph/media/Scllemm2/L- student-clearance-form.pdf         4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf         5. Documentary Stamp/s (1 stamp per page)       The client will provide         7. Valid identification Card (ID)       The client will provide         7. Authorization letter (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf         7. Documentary Stamp/s (1 stamp per page)       The cli		TSU–OAR–SF	–18 (1 Original Copy)			
3. Form 137-A / Transcript of Record from last School attended (Copy for Tarlac State University) (1 Original Copy)       The client will provide         4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form.and-claim-stub.pdf         5. Documentary Stamp/s (1 stamp per page)       The client will provide         1. Valid identification Card (ID)       The client will provide         2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form.and-claim-stub.pdf         3. Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/fscllemm2/L- student-clearance-form pdf         4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf         5. Documentary Stamp/s (1 stamp per page)       The client will provide         7. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf         3. Documentary Stamp/s (1 stamp per page)       The client will provide       Staff-in- Charge Online request-form-and-claim-stub.pdf         4. Accomplished Request Recovers valid ID (1 Photocopy)						a/5cllemm2/I-
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TSU-OAR-SF-21 (1 Original Copy)       download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf         5. Documentary Stamp/s (1 stamp per page)       The client will provide         7. Valid identification Card (ID)       The client will provide         7. Valid identification Card (ID)       The client will provide         7. Valid identification Card (ID)       The client will provide         7. Valid identification Card (ID)       The client will provide         7. Valid identification Card (ID)       The client will provide         7. Duly Signed Student Clearance       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cilemm2/L-student-clearance-form.pdf         8. Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf         5. Documentary Stamp/s (1 stamp per page)       The client will provide         7. Valid identification Card (ID)       The client will provide         7. Authorization letter (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf         9. Documentary Stamp/s (1 stamp per page)       The client will provide         1. Authorization letter (1 Original Copy)       The client will provide         1. Authorization letter (1 Original Copy)       The client will provide						
https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf       5. Documentary Stamp/s (1 stamp per page)     The client will provide       E. TRANSFER CREDENTIAL     The client will provide       1. Valid identification Card (ID)     The client will provide       2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy)     Student Last School Attended       3. Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)     Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/L- student-clearance-form.pdf       4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)     Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf       5. Documentary Stamp/s (1 stamp per page)     The client will provide       1. Valid identification Card (ID)     The client will provide       2. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)     Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf       3. Documentary Stamp/s (1 stamp per page)     The client will provide       4. FTHE REQUESTOR IS NOT PRESENT     The client will provide       1. Authorization letter (1 Original Copy)     The client will provide       2. Requestor's valid ID (1 Photocopy)     1.1 Receives, checks, and evaluates the of Request of Request of Request of Request response/s at the Online Processing     1.1 Receives, checks, and evaluates the of Request response/	4.				•	stration or
request-form-and-claim-stub.pdf           5. Documentary Stamp/s (1 stamp per page)         The client will provide           E. TRANSFER CREDENTIAL         The client will provide           1. Valid identification Card (ID)         The client will provide           2. Form 137-A / Transcript of Record from last School attended - Copy for Tarlac State University (1 Original Copy)         Student Last School Attended           3. Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)         Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/i- student-clearance-form pdf           4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)         Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf           5. Documentary Stamp/s (1 stamp per page)         The client will provide           F.FORM 137- A		TSU–OAR–SF	–21 (1 Original Copy)			
5. Documentary Stamp/s (1 stamp per page)       The client will provide         E. TRANSFER CREDENTIAL       1         1. Valid identification Card (ID)       The client will provide         2. Form 137-A / Transcript of Record from last School attended - Copy for Tariac State University (1 Original Copy)       Student Last School Attended         3. Duly Signed Student Clearance <i>TSU-OAR-SF-18</i> (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/i- student-clearance-form.pdf         4. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf         5. Documentary Stamp/s (1 stamp per page)       The client will provide         7. Vacidi identification Card (ID)       The client will provide         1. Valid identification Card (ID)       The client will provide         2. Accomplished Request Form <i>TSU-OAR-SF-21</i> (1 Original Copy)       Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf         3. Documentary Stamp/s (1 stamp per page)       The client will provide       The client will provide         3. Documentary Stamp/s (1 stamp per page)       The client will provide       Staff-in- Charge Online Processing of Request valid ID (1 Photocopy)         3. Representative's valid ID (1 Photocopy)       1.1 Receives, checks, and evaluates the of Request the of Request is the t					-	
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CLIENT STEPSAGENCY ACTIONSBE PAIDTIMERESPONSIBLE1. Accomplish the Online Processing of Request for Various Academic Documents - Tarlac State1.1 Receives, checks, and evaluates the response/s at Microsoft Form Account.None45 minutesStaff-in- Charge Online Request Office of Admission and Registration		· · · · · · · · · · · · · · · · · · ·		FFES TO	PROCESSING	PERSON
1. Accomplish the Online Processing of Request for Various Documents - Tarlac State1.1 Receives, checks, and evaluates the response/s at Microsoft Form AcademicNone45 minutesStaff-in- Charge Online Request Office of Admission and Registration	С	LIENT STEPS	AGENCY ACTIONS			
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Form (Micros	oft	Request Section.			
Forms)					
https://f	orms	1.0 Determines the	Nana		Otoff in
.office.c	:011/1/	1.3 Determines the necessary	None	20 minutes	Staff-in- Charge
gPaznd	<u>13dB</u>	requirements			Request
		and assesses			Section
		fees for			Office of
		requested			Admission
		documents within the			and Registration
		system			Registration
2. Receive	e the	2. Informs the	None	20 minutes	Staff-in-
list of		necessary			Charge
necess	•	requirements			Online
requirer	ment	and the total			Request Office of
assessi	ment	payment for the requested			Admission
of fees		document via			and
request		email.			Registration
docume					
via ema 3. Pay the		3.1 Receives and	None	45 minutes	Staff-in-
require		prints the proof	NONE	45 minutes	Charge
fees thr		of payment and			Online
online		endorses it to			Request
(Landba		Staff-in-Charge			Office of
www.la		of Request Section/			Admission
nk.com Send th		Registrar.			and Registration
Proof o		rtogiotidi.			regionation
paymer		0.04 1 1 1 11	NI	00 minute e	
oar@ts	<u>u.edu</u>	3.2Ask the staff-in- charge in the	None	30 minutes	Staff-in- Charge
<u>.ph</u>		request section			Online
Note: T	he	about the			Request
steps fo	-	release date of			Office of
paying		the requested			Admission
tuition a		documents.			and
other fe		3.3Fills out the	None	5 minutes	Registration Staff-in-
the Lan	/ <b>G</b>	logbook and		0 minuted	Charge
Bank of	-	indicate in the			Request
Philippi	nes	remarks that			Section
can be		the request was			Office of
accesse		made via online transaction.			Admission and
<u>https://v</u> su.edu.		And endorses			Registration
nnounc		the request to			
nts/202		the processing			
announ		section.			
<u>ents/lar</u>	<u>nd-</u>				
<u>bank-</u> paymer	nt-				
via-www					
landbar					



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	<u>com-link-</u> <u>bizportal/</u>				
	Receive the Claim Stub/ Claiming Date and prepare the requirement s to be submitted on the appointment date.	4. Sends the claim stub and claiming date via email. Then, processes the requested document/s	None	3 working days For the Diploma – 12 working days	Staff-in- Charge Processing Section Office of Admission and Registration
5.	On the appointmen t date, Proceed to the Office of	5.1 Receives and checks the necessary requirements and claim stub.	None	45 minutes	Staff-in-Charge Release Section Office of Admission and Registration
	Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the claiming stub along with the other necessary requirement to the releasing section. <i>Note: The</i>	5.2Prepares the requested documents.	None	20 minutes	
	claiming of the request depends on the given appointment / claiming date.				
6.	Receive the Requested document/s and fill out/ Sign the Logbook	<ol> <li>Releases the Requested Document/s and ask the client to fill-out the Logbook.</li> </ol>	None	20 minutes	Staff-in-Charge Release Section Office of Admission and Registration



TOTAL FOR ONLINE TRANSACTION:	See Table	4 Working Days, 4 Hours & 55 Minutes	
TOTAL FOR ONLINE REQUEST OF DIPLOMA:	Below	12 Working Days, 4 Hour & 55 Minutes	

Academic Document	Amount
1. Official Transcript of Record and other certificate	PHP 100.00/page
2. Bona fide	PHP 200.00
3. Consular	PHP 150.00
4. Diploma	PHP 300.00
5. Certified Photocopy	PHP 20.00/page

Note:

- The requirements to be complied with are only applicable for first request only.
- Expedited one-day processing of requests is only applicable to undergraduate and graduate students who are in the system with complete requirements.
- Additional processing day/s may be required for old students who are not in the system and during the holidays.

Only those with complete requirements will be entertained.



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

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

017						
Office or Division:	Office of Admission a	Office of Admission and Registration (OAR)				
Classification:	Complex – Request fe	or other Documents				
		equest for Diploma & Students not in the System				
Type of	G2C - Government to Citizen					
Transaction:						
Who may avail:	Alumni and Currently	Enrolled Students at the University				
CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE				
A. FOR TRANSC	RIPT OF RECORD – 2	ND COPY/ REQUEST				
1. Valid identifica	tion Card (ID)	The Client will provide				
-	duate-unenrolled	Office of Admission and Registration or				
	Signed Student	download at				
	U–OAR–SF–18	https://www.tsu.edu.ph/media/5cllemm2/l-				
(1 Original Co		student-clearance-form.pdf				
	duate-unenrolled	The client will provide				
	137-A / Transcript of					
	ast School attended -					
	c State University					
(1 Original Co		Office of Admission and Desistration or				
4. Accomplished	•	Office of Admission and Registration or				
130–0AR–3r	–21 (1 Original Copy)	download at				
		https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf				
5 Decumentary	Stamp/a					
5. Documentary (1 stamp per p	•	The client will provide				
		ATION AND VERIFICATION (CAV)				
1. Valid identifica	· · /	The client will provide				
	d 1 Original Copy of	The client will provide				
-	Records and Diploma,					
present the Or 3. Accomplished		Office of Admission and Registration or				
•	F-21 (1 Original Copy)	download at				
130-0AN-31		https://www.tsu.edu.ph/media/1azfbhm2/o-				
		request-form-and-claim-stub.pdf				
4. Documentary	Stamp/s	The client will provide				
(1 stamp per p	•					
1. Valid identifica	-	The client will provide				
2. For Missing/ L		The client will provide Notary public, a lawyer, or a government office				
2. Affidavit of Los		that deals with legal documents				
3. Accomplished	Request Form	Office of Admission and Registration or				
	–21 (1 Original Copy)	download at				
		https://www.tsu.edu.ph/media/1azfbhm2/o-				
		request-form-and-claim-stub.pdf				
4. Documentary	•	The client will provide				
(1 stamp per p	page)					
D. CERTIFICATIO	DN/S					
1. Valid identifica	tion Card (ID)	The client will provide				
	· · · /					



2. Duly Signed Student Clearance Office of Admission and Regis			
	stration or		
TSU–OAR–SF–18 (1 Original Copy) download at			
https://www.tsu.edu.ph/media	/5cllemm2/l-		
student-clearance-form.pdf			
3. Form 137-A / Transcript of Record The client will provide			
from last School attended (Copy for			
Tarlac State University)			
(1 Original Copy)	4		
4. Accomplished Request Form Office of Admission and Regis	stration or		
TSU–OAR–SF–21 (1 Original Copy) download at https://www.tsu.edu.ph/media.	/1azfbbm2/o-		
request-form-and-claim-stub.p			
5. Documentary Stamp/s The client will provide			
(1 stamp per page)			
E. TRANSFER CREDENTIAL			
1. Valid identification Card (ID)     The Client will provide			
2. Form 137-A / Transcript of Record			
from last School attended - Copy for Student Last School Attended			
Tarlac State University (1 Original			
Copy)			
3. Duly Signed Student Clearance Office of Admission and Regis	stration or		
<i>TSU–OAR–SF–18</i> (1 Original Copy) download at			
	https://www.tsu.edu.ph/media/5cllemm2/I-		
student-clearance-form.pdf			
	Office of Admission and Registration or		
	download at		
	https://www.tsu.edu.ph/media/1azfbhm2/o-		
request-form-and-claim-stub.p5. Documentary Stamp/sThe client will provide			
5. Documentary Stamp/s The client will provide (1 stamp per page)			
F. FORM 137-A			
1. Valid identification Card (ID) The client will provide	tration or		
	Office of Admission and Registration or download at		
	https://www.tsu.edu.ph/media/1azfbhm2/o-		
request-form-and-claim-stub.p			
3. Documentary Stamp/s The client will provide			
(1 stamp per page)			
G. IF THE REQUESTOR IS NOT PRESENT			
1. Authorization letter (1 Original Copy) The client will provide			
2. Requestor's valid ID (1 Photocopy)			
3. Representative's valid ID			
(1 Photocopy)	PERSON		
CLIENT STEPS AGENCY ACTIONS BE PAID TIME	RESPONSIBLE		
Image: Image of the second s	Staff-in-		
the Office of request, check	Charge		
Admission the system, and	Request		
and determine the	Section Office		
Registration necessary	of Admission		
and get a requirements.	and		
5	and Registration		



				00 · ·	]
2.	the kiosk machine. Once the number appears on the screen, state the document to be requested at the Request Section window. Prepare the requirements, Accomplish	<ul> <li>1.2 Informs the client the list of required documents</li> <li>2. Receives the completed Request Form</li> </ul>	None	20 minutes 15 minutes	<i>Staff-in- Charge</i> Request
	the Request Form (TSU- OAR-SF-21) and submit it along with the other required documents.	along with the other required documents and assess the fees for the requested document in the system.			Section Office of Admission and Registration
3.	Pay the required fees thru onsite (TSU Cashier)	<ol> <li>Processes the payment and issues the assessment/ official receipt.</li> </ol>	See table below	45 minutes	<i>Staff-in-Charge</i> Cashiering Unit
	Proceed to Request section window and present the Official Receipt.	4. Receives the proof of payment and provides the appointment date to claim the requested document/s. <i>Note: Only Undergraduate &amp; Graduate</i> <i>students who</i> <i>are in the</i> <i>system and</i> <i>have complete</i> <i>the</i> <i>requirements</i> <i>are allowed to</i> <i>expedite the</i> <i>process to one</i> <i>day.</i>	None	15 minutes	Staff-in- Charge Request Section Office of Admission and Registration
5.	Receive the Claiming Stub and log it in the	5.1 Provides the claiming stub and asks the client to fill out the logbook.	None	5 minutes	<i>Staff-in- Charge</i> Request Section



		N 1	10	
Request Logbook	5.2Endorses the request to Staff- in-Charge of Processing Section/ Registrar	None	10 minutes	Office of Admission and Registration
	5.3Processes the requested documents/s	None	3 working days For the Diploma & not in the system – 12 working days	Staff-in- Charge Processing Section Office of Admission and Registration
6. On the appointmen t date, Proceed to the Office of	6.1 Receives and checks the necessary requirements and claim stub.	None	45 minutes	<i>Staff-in-Charge</i> Release Section Office of Admission and Registration
Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the claiming stub along with the Documentar y Stamp/s. <i>Note: The claiming of the request depends on the given appointment / claiming date.</i>	6.2 Prepares the requested documents.	None	20 minutes	
7. Receive the Requested document/s and log it in the Logbook	7. Releases the Requested Document/s and ask the client to fill-out the Logbook.	None	20 minutes	<i>Staff-in-Charge</i> Release Section Office of Admission and Registration
Т	TOTAL FOR WALK-IN TRANSACTION:	See Table Below	3 Working Days, 3 Hours & 40 Minutes	



TOTAL FOR WALK-IN	12 Working
TRANSACTION OF STUDENTS	Days, 3 Hours
NOT IN THE SYSTEM:	& 40 Minutes
TOTAL FOR WALK-IN REQUEST	12 Working
OF DIPLOMA:	Days, 3 Hour &
OF DIPLOMA.	40 Minutes

	Academic Document	Amount
1.	Official Transcript of Record and other	PHP 100.00/page
	certificate	
2.	Bona fide	PHP 200.00
3.	Consular	PHP 150.00
4.	Diploma	PHP 300.00
5.	Certified Photocopy	PHP 20.00/page

Note:

- The requirements to be complied with are only applicable for first request only.
- Expedited one-day processing of requests is only applicable to undergraduate and graduate students who are in the system with complete requirements.
- Additional processing day/s may be required for old students who are not in the system and during the holidays.
- Only those with complete requirements will be entertained.



# **Office of Library Management and Services**



### 1. Process of Inquiring for Available Learning Resources

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

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



ir re	ources of Iformation for eference urposes.			
	TOTAL:	None	49 Minutes	

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



### 2. Process of Renewing Borrowed Library Resources

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

Office or Division	Office of Library Management and Services (OLMS)					
Office or Division: Classification:	Office of Library Management and Services (OLMS)					
	Simple G2C - Government to Citizen					
Type of Transaction:	G2G - Government to Government					
Who may avail:			111			
CHECKLIST OF	TSU Students and Employees         REQUIREMENTS       WHERE TO SECURE					
1. For in-person re		The client y	will provide.	JOIL		
Book(s) for renew	-					
1. For online renev		None				
None	,					
	AGENCY	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE		
1. For In-person	1. For Renewal at	None	3 minutes	Head and Staff		
Renewal at the	the Circulation			Office of Library		
Circulation	Counter:			Management		
Counter:	Receives book			and Services		
Present library	and scans the					
resource and	book in the					
request for	library system for					
renewal.	renewal and					
	requests the					
	client to rewrite					
	his/her name on					
	the Book Card and indicate the					
	current date.					
For Online	For Online	None	3 minutes	Head and Staff		
Renewal	Renewal		e minutee	Office of Library		
Requests:	Requests:			Management		
Send the	Validates the			and Services		
following details	identity of the					
via MS Teams,	clients' account					
TSU Library	thru the library					
email address	system.					
(library@tsu.edu.						
<u>ph</u> ) or TSU	Note: If the book					
Facebook page	is on demand or					
https://www.face	requested by					
book.com/Tarlac	other client,					
<u>StateUniversityLi</u>	Library staff will					
<u>brary.</u>	inform client to					
Client's Name:	return the book.					
Student						
Number:						
2. For In- person	2. Receives	None	2 minutes	Head and Staff		
Renewal at the	the filled-out Book			Office of Library		
Circulation	Card and			Management		
Counter: Fill-	performs the			and Services		
out the Book	renewal process					



			1
in the library			
system.			
3.1 For Renewal at	None	2 minutes	Head and Staff
the Circulation			Office of Library
Counter:			Management
Endorses the			and Services
renewed library			
resource and			
informs the client			
of the new			
renewal date.			
For Online	None	3 minutes	
Renewal			
Requests:			
Inform the client			
of the new due			
date.			
3.2 For Renewal at	None	2 minutes	Head and Staff
the Circulation			Office of Library
Counter:			Management
			and Services
box.			
RENEWAL AT THE	Nerre		
CIRCULATION COUNTER:		15 Minutes	
TOTAL FOR ONLINE RENEWAL			
REQUESTS:	None	18 Minutes	
	3.1 For Renewal at the Circulation Counter: Endorses the renewed library resource and informs the client of the new renewal date. For Online Renewal Requests: Inform the client of the new due date. 3.2 For Renewal at the Circulation Counter: Files the book card/s in the filing box. RENEWAL AT THE LATION COUNTER: ONLINE RENEWAL	system.3.1 For Renewal at the Circulation Counter: Endorses the renewed library resource and informs the client of the new renewal date.NoneFor Online Renewal Requests: Inform the client of the new due date.None3.2 For Renewal at the Circulation Counter: Files the book card/s in the filing box.NoneRENEWAL AT THE LATION COUNTER:None	system.None2 minutes3.1 For Renewal at the Circulation Counter: Endorses the renewed library resource and informs the client of the new renewal date.None2 minutesFor Online Renewal Requests: Inform the client of the new due 



### 3. Process of Returning Library Resources

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

Office or Division:	Office of Library Management and Services (OLMS)				
Classification:	Simple				
Type of	G2C - Government to	Citizen			
Transaction:	G2G - Government to		nt		
Who may avail:	TSU Students and Err				
	REQUIREMENTS	ipiejeee	WHERE TO SEC	CURE	
1. Borrowed Inform		The client v			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the borrowed information material/s for check-in at the Circulation Counter.	1.1 Receives and scans information material/s in the library system for check-in. Pulls out Book Card from the file box and inserts it in the book pocket.	None	5 minutes	Head and Staff Office of Library Management and Services	
	1.2 <b>If overdue</b> : Informs the client of the penalty which must be paid at the Cashier's Office.	Penalty due as per the case of the borrower	1 day	Head and Staff Office of Library Management and Services	
2. Present the Official Receipt of overdue payment to the Library Staff at the Circulation	2.1 Verifies Official Receipt and update or clear the client's overdue fine in the library system	None	3 minutes	Head and Staff Office of Library Management and Services	
Counter	2.2 Returns the book to the shelf.	None	2 minutes	<i>Staff</i> Office of Library Management and Services	
TOTAL IF	WITHOUT OVERDUE PENALTY:	None	10 Minutes		
ΤΟΤΑ		Penalty	1 day and 10		
	PENALTY:	Due be Deerd et	Minutes		
Note: 116 <sup>th</sup> Regular meeting of the Board of Regents of the Tarlac State University held at the CHED conference room-CHED Diliman Quezon City on November 11,2019. Resolution no. 88, s. 2019					



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

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

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

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



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

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

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



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

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



### 6. Processing of Request to Borrow Library Resources

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

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



### 7. Processing of Request to Use Computer & Internet Access

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

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



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

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

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

Division:		Jement Serv	vices (OLMS)	
	Simple			
Classification:	Simple	0:4:		
Type of	G2C - Government to (			
Transaction:	G2G - Government to		•	
Who may avail:	TSU Students and Em	oloyees		
			WHERE TO SEC	JURE
A. FOR TSU STUDE		The alignts	vill provide	
1. Valid Certificate of Registration The client will provide				
(1 Electronic Copy) B. FOR TSU EMPLOYEES				
1. Valid TSU ID (1 E		The client	vill provide	
		FEES TO	PROCESSING	DEDCON
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	PERSON RESPONSIBLE
1. Search through the Online Public Access Catalog ( <u>http://library.tsu</u> <u>.edu.ph/</u> ) for relevant information	1.1 Receives the request and validates the identity of the client and checks the availability of information material/s.	None	1 minute	Head and Staff Office of Library Management and Services
material/s and inform the librarian/s regarding the intention to borrow or	1.2 Checks out the information material/s under the borrower / client's name in the library system.	None	2 minutes	Head and Staff Office of Library Management and Services
acquire such information materials via: a. Official Facebook Messenger of the Office of Library Management Services ( <u>https://www.fac ebook.com/Tarl</u> <u>acStateUniversit</u> <u>yLibrary</u> ), or b. Send an email to the official	1.3 Digitize the requested information and send it to the client. Reminds the client of copyright restrictions.	None	1 working day	Head and Staff Office of Library Management and Services



email address				
( <u>library@tsu.edu</u>				
<u>.ph</u> ).				
Note: A scanned				
copy of				
Certificate of				
Registration				
(for TSU				
students) or				
Valid TSU ID				
(for TSU				
employees)				
must be				
attached on the				
message or				
email for				
validation				
purposes.				
	TOTAL:	None	1 Working Day & 3 Minutes	

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



## **Office of Student Affairs and Service**



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

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

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



### 2. Processing of Student or Personnel Insurance Claims

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

Office or Division	Office of Student Af	fairs and Sanvisas (OSAS)
Office or Division:		fairs and Services (OSAS)
Classification:	Highly Technical	
Type of	G2C - Government	
Transaction:		to Business Entity/ies
Who may avail:	TSU Students and F	
CHECKLIST OF I		WHERE TO SECURE
A. FOR HOSPITALI		
1. Hospital Statemen	it of Account	The client will provide
(1 Original Copy)		-
2. Itemized Charge S	slip Expenses	
(1 Original Copy)	a a lint/a and	
3. Original Official Re	•	
Prescription of Me	dicine/s	
(1 Original Copy)	Incident Penert	-
4. Detailed Accident/	incident Report	
(1 Original Copy) 5. Medical/Hospital C	Partificato Including	4
the Following Test	-	
a. X-Ray Result	inesuits.	
b. CT Scan Result		
c. Ultrasound and		
d. Other Related E	xamination	
(1 Original Copy)		
6. Police Investigatio	n Report	
(1 Original Copy)		
7. Driver's License a	nd LTO OR	
(1 Certified True C	Copy)	
8. Accomplished Not		Office Of Student Affairs and Service
Hospitalization Ac	cident	Director's Office
(1 Original Copy)		
9. Accomplished Cla	im Form	
(1 Original Copy)		
B. FOR DEATH CLA	MIM	
1. Philippine Statistic	s Authority (PSA)	The client will provide
Birth Certificate		
(1 Certified True C		
2. Duly Authenticated		
by the Civil Regist		
Registry No. and E	Burial Permit No.	
(1 Original Copy)	- Contract of	4
3. If Single, Marriage		
Parents (1 Certifie		4
4. If Married, Marriag		
(1 Certified True C		4
5. Funeral Expenses (1 Original Copy)	ivereihi/2	
6. Statement of With	999	4
(1 Original Copy)	633	
7. Accomplished Not	ice of Incident:	Office Of Student Affairs and Service
-		Director's Office
Death (1 Original ( 8. Accomplished Cla		
-		
(1 Original Copy)		



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



## **Office of the Vice President for Academic Affairs**



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

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

Office or Division:	Office of the Vice I	President for Academic Affairs		
Classification:	Simple			
	G2C – Governmer	nt to Citizen		
Type of Transaction:	G2G – Governmer			
Who may avail:	TSU Employees & Students			
CHECKLIST OF RE		WHERE TO SECURE		
A. Travel Order for Stu				
1. Letter of Invitation (1		Office of the College Dean		
2. Endorsement (1 Orig				
3. Letter of Request to A				
Participate in the Act	vity			
(1 Original Copy) 4. Photocopy of Studen	ťa ID	The client will provide		
(1 Original Copy)				
5. Certificate of Registra	ation			
(1 Original Copy)				
6. Medical Clearance		University Medical Clinic		
(1 Original Copy)				
7. Duly Notarized Signe	d Consent Form	Office of Student Affairs and Services		
by Parent / Guardian				
8. Itinerary of the Trip /	· · · · · · · · · · · · · · · · · · ·	Secretariat of the Student Organization /		
Minutes of the Meetir	ng of the	Student Organization Adviser		
Organization (1 Origi	nal Copy)			
9. If Financial Collecti	on is Required,			
Breakdown of Budge	t or Expenses			
(1 Original Copy)				
10. Minutes of Meeting		Secretariat of the Student Organization /		
Guardians (1 Origina	ГСору)	Student Organization Adviser / Office of the		
(if applicable)	Λ - 1 <sup>1</sup> <sup>1</sup> .	College Dean		
11. Transportation for the		TSU Motor pool		
12. If No TSU Vehicle		Transportation Provider		
<ul> <li>Insurance of the Cartification in a</li> </ul>				
<ul> <li>Certification in g the vehicle</li> </ul>	oou condition of			
<ul> <li>Certification that</li> </ul>	the driver has			
acceptable drivi				
(1 Original Copy)	ng record)			
13. For Supervising Fa	aculty or	Office of the College Dean		
Personnel-in-Charg	-			
Student Ratio is 1:				
Accomplished Facu				
Make-up form (1 O				
B. Individual Perform	ance Commitment	and Review (IPCR) /		
Department Perfor	mance Commitme	nt and Review (DPCR) – (Faculty Personnel)		
1. For Faculty Member	r _	The client will provide		



Individual Performance Commitment and Review (IPCR) with the supporting Document (1 Original Copy)				
2. For College Dean and Department Chairperson – Department Performance Commitment and Review (DPCR) with supporting Document (1 Original Copy)		Departmer	nt Chairpersons / (	College Deans
	ner / Request to Render	r Overtime/	Request for Fun	ding
1. Letter to Reques	st to Render Overtime, Copy)	The client	will provide	
2. Accomplished A	uthority to Render es <i>TSU-ASU-SF-02 -</i>	Affairs or d https://www	e Vice President f lownload at w.tsu.edu.ph/medi authority-to-render	ia/1mikgujh/tsu-
<ol> <li>Approved Request</li> <li>(1 Original Copy</li> <li>Approved Special</li> </ol>	<i>(</i> )		e College Dean /	
Time Record (1 D. Special Order Classes	Original Copy) for Lecturers, Part-time	ers, and Tei	nured Faculty wi	th Honorarium
1. Faculty Loading	1. Faculty Loading with Specified Number of Students (1 Original Copy)		e College Dean / m	Department
E. Travel Order fo	or Teaching Personnel			
1. Invitation Letter	(1 Original Copy)	The client will provide		
	etter (1 Original Copy)	Office of the College Dean		
3. Faculty Loading		Respective	e College	
4. <i>For weekday of</i> Signed make-up	fficial travel/business,			
(1 Original Copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		<b>BE PAID</b>	TIME	RESPONSIBLE
1. Present the requirements to the Office of the Vice President for Academic Affairs.	1.1 Receives and reviews the completeness of the submitted documents. <i>Note: If submitted documents are incomplete, return and inform the lacking.</i>	None	10 minutes	<i>Clerk</i> Office of the Vice President for Academic Affairs
	1.2 Evaluates and acts on the document.	None.	1 hour	Vice President Office of the Vice President for Academic Affairs
	1.3 After the evaluation, the document will be issued/released either back to the client or to the office	None	5 minutes	<i>Clerk</i> Office of the Vice President for Academic Affairs



	of the next signatory.			
TOTAL:		None	1 Hour & 15 Minutes	



# Office of TSU National Service Training Program



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

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

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



# **Research, Accreditation and Records Unit**



### 1. Processing of Document Request Service (ONLINE AND WALK-IN)

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

	· · · · · · · · ·			1
Office or Division:	Research, Accreditation and Records Unit (RARU)			
Classification:	Complex			
Type of	G2G – Government to Government			
Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Colleges and Units of the University, Accreditation Bodies			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			
1. Accomplished Do	•	Research, Accreditation and Records Unit or		
Form DRF TSU-F	RAR-SF-01	download at		
(1 Original Copy)			w.tsu.edu.ph/medi	
		FEES TO	pdated-word-form PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. For Walk-In:	1.1.1 For Walk-In:	None	3 minutes	Technical Staff
Submit	Receives the			Research,
accomplished	DRF from the			Accreditation
Document	client through			and Records
Request Form	e-mail and a			Unit
to the Research,	printed copy if			
Accreditation and Records	walk-in.			
Unit.	1.1.2 Records the			
Onit.	document in			
	the Incoming			
	Documents			
	Monitoring			
	Logbook.			
For Online:				
Send an	1.2.1 For Online:			
electronic copy of the Document	Receives and downloads the			
Request Form	Document			
via e-mail thru	Request Form			
sas.rarunit@gm	and			
ail.com.	acknowledges			
	the receipt of			
	email.			
	1.2.2 Prints the Document			
	Request Form			
	as proof of			
	service			
	transaction.			
L				<u> </u>



				1906
	1.3 For Walk-In and Online: Assesses the list of the requested records to determine their availability.	None	2 hours	<i>Unit Head</i> Research, Accreditation and Records Unit
	Note: If deemed sensitive and confidential, seek the approval of the Data Privacy Officer.		3 hours	<i>Data Privacy Officer</i> Data Privacy Unit
	1.4 For Walk-In and Online: Prepares the available documents listed on the approved Document Request Form. Scans the documents and records to produce soft copies if transaction is via online and printed copies if transaction is via walk-in.	None	6 working days	<i>Technical Staff</i> & <i>Unit Head</i> Research, Accreditation and Records Unit
2. Receive the requested documents and affix his or her signature in the Document Monitoring Logbook.	2. Releases the requested documents. For Walk-In: Releases the requested document and instructs the client to affix his or her signature in the Document Monitoring Logbook. For Online: Sends scanned copies through email.	None	15 minutes	Technical Staff Unit Head Research, Accreditation and Records Unit
TOTAL FOR ORDI	NARY DOCUMENTS:	None	6 Working Days, 2 Hours & 18 Minutes	



TOTAL FOR DOCUMENTS DEEMED SENSITIVE AND CONFIDENTIAL:	None	6 Working Days, 5 Hours & 18 Minutes	
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\*The total turnaround time includes the processing time for request/s in volume.



# Scholarship and Financial Assistance Unit



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

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

Office or	Sabalarahin and Einar	acial Accieta	noo Unit (SEAU)		
Office or Division:	Scholarship and Financial Assistance Unit (SFAU)				
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	TSU Students				
	F REQUIREMENTS WHERE TO SECURE				
1. Letter of Reque	st (1 Original Copy)	will provide	provide		
2. TSU ID (1 photo	осору)	The client	will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. For Walk-In: Fill out request Form for Certificate of Scholarship/N on-Scholarship	1.1 For Walk-In: Receives accomplished Request Form for Certificate of Scholarship/Non- Scholarship	None	1 minute	<i>Staff</i> Scholarship and Financial Assistance Unit	
For Online: Log in to the Student Portal and send an e-	<b>For Online:</b> Log in to Scholarship Portals				
mail to request Certificate of Scholarship / Non- Scholarship to <u>scholarship@t</u>	1.2. Verifies the scholarship of the student through Prisms (TSU Enrolment System)		1 minute		
<u>su.edu.ph</u> .	1.3 Prepares the requested Certificate of scholarship / non- scholarship to be signed by the Head of SFAU.		3 minutes		
	1.4 Signs the requested Certificate of scholarship/non- scholarship	None	1 minute	<i>Unit Head</i> Scholarship and Financial Assistance Unit	



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



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

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

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



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



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

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



# **Sports and Development Unit**

**Internal Services** 



### **1. Processing of Request for Hosting a Sports Event**

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

Office or	Sports and Developm	ent Unit (SI	DU)	
Division:	Llichty Technical			
Classification:	Highly Technical G2C - Government to	Citizon		
Type of Transaction:	G2G - Government to		nt	
Transaction.	TSU Student Athletes			State
Who may avail:	Universities and Colle	•	loyees, and Other	Sidle
CHECKLIST OF	REQUIREMENTS	900	WHERE TO SE	CURE
A. FOR STUDENTS				
1. Valid Identificatio	n Card (ID)	The client	will provide	
(1 Photocopy)			-	
2. Certificate of Reg	istration (COR)			
(1 Certified True	Сору)			
3. Parental Consent	(Notarized)			
(1 Original Copy)				
4. Vaccination Card	· · · · · · · · · · · · · · · · · · ·			
5. Parents' ID with S	-			
(1 Original Copy a				
6. Report of Grades				
(1 Certified True)				
7. Philippine Statisti	cs Authority (PSA)			
Birth Certificate	and 1 Dhataaany)			
(1 Original Copy a 8. Medical Certificat		TSU Medi	cal I Init	
9. Eligibility Form (1		TSU or Ho		
		130 0110		
	=S			
B. FOR EMPLOYED	ES	None		
None		None FEES TO	PROCESSING	PERSON
	AGENCY ACTIONS	None FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None CLIENT STEPS 1. Receive	AGENCY ACTIONS 1.1 Submits a memo	FEES TO BE PAID	TIME	RESPONSIBLE
None CLIENT STEPS 1. Receive notification	AGENCY ACTIONS 1.1 Submits a memo to CHED that the	FEES TO		RESPONSIBLE Sports Director
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the	FEES TO BE PAID	TIME	RESPONSIBLE Sports Director Sports and
None CLIENT STEPS 1. Receive notification	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports	FEES TO BE PAID	TIME	RESPONSIBLE Sports Director
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event.	FEES TO BE PAID None	TIME	RESPONSIBLE Sports Director Sports and Development Unit
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the	FEES TO BE PAID	TIME	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the	FEES TO BE PAID None	TIME 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the	FEES TO BE PAID None	TIME 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University	FEES TO BE PAID None	TIME 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President.	FEES TO BE PAID None	TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts	FEES TO BE PAID None	TIME 10 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with	FEES TO BE PAID None	TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional	FEES TO BE PAID None	TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with	FEES TO BE PAID None	TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then	FEES TO BE PAID None	TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning	FEES TO BE PAID None	TIME 10 minutes 30 minutes	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards.	FEES TO BE PAID None None	TIME         10 minutes         30 minutes         30 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit
None CLIENT STEPS 1. Receive notification about incoming	<ul> <li>AGENCY ACTIONS</li> <li>1.1 Submits a memo to CHED that the university is the host for the sports event.</li> <li>1.2 Endorses the agenda to the Office of the University President.</li> <li>1.3 Conducts meeting with Regional Directors, then planning afterwards.</li> <li>1.4 Conducts a meeting with Sports Directors</li> </ul>	FEES TO BE PAID None None	TIME         10 minutes         30 minutes         30 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit Staff-in-Charge Sports and Development
None CLIENT STEPS 1. Receive notification about incoming	<ul> <li>AGENCY ACTIONS</li> <li>1.1 Submits a memo to CHED that the university is the host for the sports event.</li> <li>1.2 Endorses the agenda to the Office of the University President.</li> <li>1.3 Conducts meeting with Regional Directors, then planning afterwards.</li> <li>1.4 Conducts a meeting with Sports Directors and Tournament</li> </ul>	FEES TO BE PAID None None	TIME         10 minutes         30 minutes         30 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit Staff-in-Charge Sports and
None CLIENT STEPS 1. Receive notification about incoming	<ul> <li>AGENCY ACTIONS</li> <li>1.1 Submits a memo to CHED that the university is the host for the sports event.</li> <li>1.2 Endorses the agenda to the Office of the University President.</li> <li>1.3 Conducts meeting with Regional Directors, then planning afterwards.</li> <li>1.4 Conducts a meeting with Sports Directors</li> </ul>	FEES TO BE PAID None None	TIME         10 minutes         30 minutes         30 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit Staff-in-Charge Sports and Development



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



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



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

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

		1			
Office or	Sports and Developme	ent Unit (SDU)			
Division:					
Classification:	Highly Technical				
Type of	G2C - Government to Citizen				
Transaction:	TOUL Of a dearth Athlands a sead Others Otate Universities and Oallands				
Who may avail:		and Other State Universities and Colleges			
	F REQUIREMENTS	WHERE TO SECURE			
1. Valid Identificatio	on Card (ID)	The client will provide			
(1 Photocopy)					
2. Certificate of Reg	-				
(1 Certified True					
3. Parental Conser					
(1 Original Copy					
4. Vaccination Card					
(1 Original Copy					
5. Parents ID with S	0				
(1 Original Copy 6. Report of Grades					
(1 Certified True					
	tics Authority (PSA)				
Birth Certificate	lics Authonity (FOA)				
-	and 1 Photocopy)				
	ite (1 Original Copy)	TSU Medical Unit			
9. Eligibility Form (		TSU or Host School			
		NKAGES OFFICE (IALO)			
1. CHED-IAS Form		Sports and Development Unit			
(1 Original Copy		oporto una Bovolopment onit			
	tter from the President				
(1 Original Copy					
3. Approved Pursu					
(1 Original Copy					
4. Notice of Accept	ance, if applicable				
(1 Original Copy	)				
5. Invitation Letter,	if applicable				
(1 Original Copy	)				
6. Background of the	ne Event and				
Organizers					
•	inks, if applicable)				
(1 Original Copy	,				
7. Certification of a					
Signed by Budge					
Accounting Offic					
(1 Original Copy	,				
8. Breakdown of Ex					
	rticipant and source of				
funding)	)				
(1 Original Copy					
9. Official List of Pa (1 Original Copy	•				
10. Approved Com					
	•				
(CSW) - (1 Origii					



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



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



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

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

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



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



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

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

Office or Division:	Sports and Developme	ent Unit (SD	U)	
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to	Governmer	nt	
Who may avail:	TSU Student Athletes, and Colleges	TSU Emplo	oyees, and Other	State Universities
CHECKLIST O	REQUIREMENTS		WHERE TO SE	CURE
A. FOR STUDENT	S			
1. Valid Identification	on Card (ID)	The client	will provide	
(1 Photocopy)			•	
2. Certificate of Reg	gistration (COR)			
(1 Certified True				
3. Notarized Parent				
(1 Original Copy)	-			
4. Vaccination Card		1		
5. Parents' ID with		1		
(1 Original Copy				
6. Report of Grades		1		
(1 Certified 1	Frue Copy)			
7. Philippine Statist	127			
Birth Certificate				
(1 Original Copy	and 1 Photocopy)			
	te (1 Original Copy)	TSU Medi	cal Unit	
9. Eligibility Form (		TSU or Ho	ost School	
<b>B. FOR EMPLOYE</b>				
None		None		
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. Receive an information about the upcoming sports event.	1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards.	Institutio nal Contribu tion	3 hours	<i>Sports Director</i> Sports and Development Unit
	1.2 Endorses to the Office of the University President the communication letter containing the discussed agenda.	None	10 minutes	Staff-in-Charge Sports and Development Unit
	1.3 Conducts meeting	None	2 hours	Staff-in-Charge



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



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



# **Student Development Services Unit**

**Internal Services** 



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

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

	· · · · · · · · · · · · · · · · · · ·				
	fice or vision:	Student Development	Services U	nit (SDSU)	
	assification:	Simple			
	pe of	G2C – Government to	Citizen		
	ansaction:				
	no may avail:	Students Enrolled in the	he Universit	V	
		REQUIREMENTS		WHERE TO SEC	CURE
1.	Notarized Affidavi	it of Loss ID	The client	will provide	
	(1 Original Copy a	and 1 Photocopy)			
C	LIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
			BE PAID	TIME	RESPONSIBLE
1.	Submit a copy of Affidavit of	1. Receives and checks the	None	2 minutes	<i>Staff</i> Student
	Loss at the	submitted copy			Development
	Student	of Affidavit of			Services
	Development	Loss.			
	Services Unit.	2000.			
2.	Receive the	2.1 Issues the	None	1 minute	Staff
	Request of	Request of RFID			Student
	RFID Form	Form with the			Development
	with Affidavit of	submitted			Services
	Loss ID and	Affidavit of Loss			
	proceed to the	ID.			0, 1
	next	2.2 Informs the client	None	2 minutes	<i>Staff</i> Student
	processing office.	to proceed to the Office of			Development
	omee.	Business Affairs			Services
		and Auxiliary			00111000
		Services for the			
		assessment of			
		the Fees to be			
		paid.			
3.	Proceed to the	3.1 Checks and	None	2 minutes	Clerk
	Office of	verifies			Digital Studio –
	Business	submitted			Business Affairs
	Affairs and	requirements.	Nana		and Auxiliary Services Office
	Auxiliary Services and	3.2Issues Assessment	None	3 minutes	Services Office
	present the	Form for the fees			
	Request of	to settle.			
	RFID Form and				
	Affidavit of				
	Loss ID.				
4.	Proceed to the	4. Processes the	PHP	10 minutes	Staff
	Cashiering Unit	payment and	260.00		Cashiering Unit
	and pay for the	issues Official			
	required fee.	Receipt.			
5	Proceed to	5. Processes the	None	5 minutes	Clerk
J.	Business	payment and			Digital Studio –
L		P-J-Hont and			2.3



	Affairs and Auxiliary Services Office and present Official Receipt with other pertinent documents.	issues Officia Receipt.	al		Office Business Affairs and Auxiliary Services
6.	Proceed to Digital Studio for the processing of Radio Frequency Identification (RFID) Card.	6. Takes photo Radio Frequi Identification (RFID) Card processes no Radio Frequi Identification (RFID) Card	ency and ew ency	30 minutes	<i>Clerk</i> Office Digital Studio – Business Affairs and Auxiliary Services
7.	Receive Radio Frequency Identification (RFID) Card and fill out the log sheet.	7. Releases the new Radio Frequency Identification (RFID).		10 minutes	<i>Clerk</i> Digital Studio – Office Business Affairs and Auxiliary Services
		TO	TAL: PHP 260.00	1 Hour & 5 Minutes	

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



# **Student Discipline Unit**

**Internal Services** 



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

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

	Ctudent Dissipline Lin			
Office or Division:	Student Discipline Uni	it (SDU)		
Classification:	Highly Technical	0:4:		
Type of	G2C – Government to		<b>-</b>	
Transaction:	G2B – Government to			
<b>NA</b> <i>II</i>	G2G – Government to	Governme	ent	
Who may avail:	All			
	REQUIREMENTS	Otudant D	WHERE TO SE	
1. Accomplished Co	•	TSU Webs	iscipline Unit or De	ownload at the
150-500-57-01	(1 Original Copy)		v.tsu.edu.ph/media/	vdapaz0v/teu edu
			blainant-letter.docx	vangzov/tsu-suu-
2. Accomplished Le	tter of Response		iscipline Unit or D	ownload at the
TSU-SDU-SF-03		TSU Web	•	
(1 Duplicate Copy	v/ Photocopy)	-	w.tsu.edu.ph/med	ia/1mch5vfp/tsu-
(	, · · ·····		respond-letter.do	
3. Documented Evid	dence/s		will provide	
(2 Photocopies)				
,,		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. File a formal	1.1 Accepts the	None	3 minutes	Assistant
written complaint	complaints and			Director
at the office of	records the			Student
Student	necessary			Development
Discipline Office	information in the			Services
(R202, TSU	logbook (TSU-			
Student Center,	SDU-SF-09).			Technical Staff
Lucinda				Student
Extension				Discipline Unit
Campus, Tarlac	1.2 Coordinate with	None	2 working days	Assistant
City).	other offices			Director
Note: Llee entre	(Office of			Student
Note: Use only	Management			Development
the forms	Information			Services
provided by SDU. Include	Systems, Civil Security Unit, and			Technical Staff
documented	Guidance			Student
evidence if there	Counseling			Discipline Unit
is any.	Offices) to trace			
is any.	the whereabouts of			
	the respondent.			
	1.3 Issues notice to	None	3 working days	Assistant
	defendant	NONC		Director
	regarding the			Student
	complaint.			Development
				Services
	Note: Defendant is			
	given 3 working			Technical Staff
	days to respond on			Student
	the complaint.			Discipline Unit
L				



2. Attend the scheduled hearing at the TSU Student Center, Lucinda Extension Campus, Tarlac City.	2.1 Schedules a hearing/ formal investigation for both parties. Notifies both parties; minutes of the hearing must be filed/recorded.	None	3 working days	Assistant Director Student Development Services Technical Staff Student Discipline Unit
3. Complainant will wait for the resolution of the case once the defendant admits partially/fully the allegation and will report at the office of Student Discipline Unit	3.1 When defendant admits the allegations, both parties will be informed regarding the case's resolution and the defendant must report at Student Discipline Unit.	None	4 working days	Assistant Director Student Development Services Technical Staff Student Discipline Unit
for a copy of the case's resolution upon being informed by Student Discipline Unit.	3.2 The defendant must report at Student Discipline Unit to explain the penalties for his/her violative acts.	None	3 working days	
	TOTAL:	None	15 Working Days & 3 Minutes	

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

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



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

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

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical	()		
Tuna of	G2C – Government to	o Citizen		
Type of Transaction:	G2B – Government to	Business	Entity/ies	
	G2G – Government to	o Governm	ient	
Who may avail:	All			
	REQUIREMENTS		WHERE TO SE	
1. Accomplished Co	•		Discipline Unit or E	Download at the
ISU-SDU-SF-01	(1 Original Copy)	TSU Web		hudanaz0u/tau adu
			<u>w.tsu.edu.ph/media</u> plainant-letter.docx	
2. Accomplished Le	tter of Response		Discipline Unit or E	
TSU-SDU-SF-03		TSU Wel		
(1 Duplicate Copy	y/ Photocopy)	https://ww	ww.tsu.edu.ph/me	dia/1mch5vfp/tsu-
	, , , , , , , , , , , , , , , , , , , ,		3-respond-letter.dc	
3. Documented Evid	dence/s	The clien	t will provide	
(2 Photocopies)				
		FEES	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	TIME	RESPONSIBLE
1. File a formal		None	3 minutes	Assistant
written	1.1 Accepts the		• • • • • • • • • • • • • • • • • • • •	Director
complaint at the	complaints and			Student
office of Student	records the			Development
Discipline	necessary			Services
Officer (R202,	information in the			
TSU Student	logbook (TSU-			Technical Staff
Center, Lucinda	SDU-SF-09).			Student
Extension				Discipline Unit
Campus, Tarlac	1.2 Coordinate with	None	2 working days	Assistant
City).	other offices (Office of			<i>Director</i> Student
Note: Use only	Management			Development
the forms	Information			Services
provided by	Systems, Civil			OCIVICCS
SDU. Include	Security Unit, and			Technical Staff
documented	Guidance			Student
evidence if there	Counseling			Discipline Unit
is any.	Offices) to trace			•
	the whereabouts			
	of the respondent.			
	1.3 Issues notice to	None	3 working days	Assistant
	defendant			Director
	regarding the			Student
	complaint.			Development
	Note: Defendant :-			Services
	Note: Defendant is			Tophnical Staff
	given 3 working days to respond on			<i>Technical Staff</i> Student
	the complaint.			Discipline Unit



		N.		<b>A</b> . <b>' ' '</b>
2. Attend the	2.1 Schedules a	None	3 working days	Assistant
scheduled	hearing/ formal			Director
hearing at the	investigation for			Student
TSU Student	both parties.			Development
Center, Lucinda	Notifies both			Services
Extension	parties; minutes			
Campus, Tarlac	of the hearing			Technical Staff
City.	must be			Student
	filed/recorded.			Discipline Unit
	2.2 If defendant	None	10 working	Assistant
	denies the		days	Director
	allegations and			Student
	Student			Development
	Discipline Unit,			Services
	however finds			
	probable guilt,			Technical Staff
	the discipline			Student
	committee will			Discipline Unit
	convene.			Bioopinio Onic
				President
	2.3 Investigation will			Supreme
	be conducted by			Student Council
	the committee.			
	the committee.			Director
	2.4 Decision will be		5 working dava	Office of
			5 working days	-
	rendered.		from the last	Student Affairs
			meeting of	and Service
			discipline	View Development
			committee	Vice President,
				Office of the
				Vice President
				for Academic
				Affairs
3. Complainant will	3.1 If committee	None	5 working days	Assistant
wait for the	finds no		upon receipt of	Director
resolution and	substantial proof		the notification	Student
written notice of	against the			Development
the case once	defendant or if			Services
the committee's	the university			
decision was	lacks			Technical Staff
rendered and	jurisdiction,			Student
will report at the	dismissal of the			Discipline Unit
office of Student	case will be			I
Discipline Unit	done. But if not,			President
for a copy of the	written notice to			Supreme
case's	both parties			Student Council
resolution upon	regarding the			
being informed	resolution of the			Director
by Student	cased will be			Office of
Discipline Unit.	served.			Student Affairs
Discipline Onit.	Served.			and Service
				Vice President
				Vice President,
				Office of the
				Vice President



			for Academic Affairs
TOTAL:	None	28 Working Days & 3 Minutes	

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



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

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

Office or Division:	Student Discipline Ur	nit (SDU)		
Classification:	Complex			
Type of	G2C – Government t			
Transaction:	G2B – Government t			
Transaction.	G2G – Government t	o Governm	ient	
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Accomplished Co	mplaint Form	Student D	iscipline Unit or D	ownload at the
TSU-SDU-SF-01	(1 Original Copy)	TSU Webs		
			v.tsu.edu.ph/media/	vdangz0v/tsu-sdu-
			plainant-letter.docx	
2. Accomplished Let	tter of Response		iscipline Unit or D	ownload at the
TSU-SDU-SF-03		TSU Web		
(1 Duplicate Copy	/ Photocopy)	https://ww	w.tsu.edu.ph/med	lia/1mch5vfp/tsu-
		<u>sdu-sf-03-</u>	<u>-respond-letter.doc</u>	<u>CX</u>
3. Documented Evic	lence/s	The client	will provide	
(2 Photocopies)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. File a formal	1. Accept the	None	1 hours &	Assistant
written complaint	complaints and		30 minutes	Director
at the office of	will record the			Student
Student	necessary			Development
Discipline Office	information to			Services
(R202, Tarlac	Student			
State University	Discipline			
Student Center,	Logbook,			Technical Staff
Lucinda	Complainant			Student
Extension	Logbook, Case			Discipline Unit
Campus, Tarlac	Summary			
City)	Logbook and			
	Student Blotter) *			
Note: Use only				
the forms				
provided by				
Student				
Discipline Unit.				
Include any				
documented				
evidence if there				
is any*				
2. Wait for the	2. Student	None	5 working days	Vice President
notice coming	Discipline Unit			Office of The
from the Student	will forward the			Vice President
Discipline Unit	complaint to			for Academic
regarding the	Office of The			Affairs
progress of the	Vice President			
case or for the	for Academic			or
schedule of	Affairs if the			
hearing to be	defendant is			Vice President
given by the	faculty or to			Office of The
Grievance Board	Office of The			Vice President
			I	



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

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



## 4. Procedure for Appeal

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

	Otrada et Dia simble a Un			
Office or Division:	Student Discipline Ur	nit (SDU)		
Classification:	Highly Technical	- 02		
Type of	G2C – Government t			
Transaction:	G2B – Government to			
	G2G – Government t	o Governm	ent	
Who may avail:	All			
	REQUIREMENTS		WHERE TO SE	CURE
1. Letter of Appeal	,	The client	will provide	
(1 Original or Phot				
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Defendant	1. Forward the	None	10 Working	Technical Staff
		None	•	Student
or Complainant	appeal base		Days from	
may appeal to	from whom		Notice	Discipline Unit
the decision of	decision will be			
offices of	appealed by the			
committee	defendant or the			
through written	complainant:			
form to be	4 4 04			Teelesteel Of M
submitted at	1.1 Student			Technical Staff
the office of	Discipline Unit's			Student
Student	decision is			Discipline Unit
Discipline	appealable to			
Office (R202,	the Director of			
Tarlac State	Office of			
University	Student Affairs			
Student Center,	and Service			
Lucinda	within 10 days			
Extension	from notice.			
Campus,				
Tarlac City)	1.2 Office of			Technical Staff
	Student Affairs			Office of
	and Service's			Student Affairs
	decision is			and Services
	appealable to			
	the Office of			
	The Vice			
	President for			
	Academic			
	Affairs within 10			
	days from			
	notice.			
	1.3 Office of The			Staff
	Vice President			Office of the
	for Academic			Vice President
	Affairs decision			for Academic
	is appealable to			Affairs
	the President			
	within 10 days			
	from notice.			
L	1		1	ıl



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



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

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

Office or Division:	Student Discipline Unit (SDU)				
Classification:	Simple				
Type of	G2C - Government to Citizen				
Transaction:					
Who may avail:	Students and Alumni of Bachelor of Arts in Psychology Program				
	REQUIREMENTS		WHERE TO SEC		
1. Transcript of Reco		Office of A	dmission and Reg	istration	
"For Board Examir	nation Purposes"				
(1 Photocopy)	• · · · • • ·	<b>a</b>			
2. Official Receipt (1	Original Copy)	Cashiering			
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to the	1. Validates	None	3 minutes	Associate	
Guidance and	Transcript of	None	5 minutes	Guidance	
Counseling Unit	Records			Counselor	
in the Main	presented			Guidance and	
Campus and	and issues			Counseling Unit	
present the	payment slip.				
Transcript of	paymont onp.				
Records to					
secure payment					
slip.					
2. Proceed to the	2. Processes the	PHP	15 minutes	Staff	
Cashiering Unit	payment and	20.00		Cashiering Unit	
to settle the	issues Official			- 0-	
needed fee and	Receipt.				
secure Official					
Receipt.					
3. Proceed to the	3. Issues Certificate	None	2 minutes	Assistant	
Student	of Good Moral			Director	
Discipline Office	Character.			Student	
and present the				Development	
Transcript of				Services	
Records and					
Official Receipt.				Technical Staff	
				Student	
				Discipline Unit	
4. Fill out the	4. Instructs client to	None	1 minute	Assistant	
request for	fill out Certificate			Director	
Certificate of	of Good Moral			Student	
Good Moral	Character			Development	
Character	Logbook.			Services	
Logbook.					
				Technical Staff	
				Student	
				Discipline Unit	
	TOTAL:	PHP	21 Minutes		
20.00 21 Minutes					



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



# **Student Organizations Unit**

## **Internal Services**



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

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

Office or	Student Organizations Unit (SOU)				
Division:					
Classification:	Highly Technical				
Type of Transaction:	G2C - Government to	Citizen			
Who may avail:	Students Enrolled in the University				
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE				
1. Student Organiza and Bylaws (1 P		The client	will provide		
2. Student Organiza (1 Photocopy)					
3. Accomplished A	oplication Form for	Download at the TSU Website			
Student Organiz		https://www	v.tsu.edu.ph/medi	a/axxfqwfb/tsu-	
TSU-SOU-SF-01	(1 Original Copy)		application-form.do		
			<u>entorg@tsu.edu.p</u>		
4. Accomplished ar			at the TSU Websi		
Statement of Inv			w.tsu.edu.ph/medi		
Commitment/ Ac	•		statement-of-comr		
	dent Organization and		e-or-involvement.c		
Adviser TSU-SO		Email <u>stud</u>	entorg@tsu.edu.p	<u>n</u>	
(1 Original Copy 5. Accomplished In		Download	at the TSU Websi	to	
Student Organiz		Download at the TSU Website https://www.tsu.edu.ph/media/I5lplibn/tsu-sou-			
•	8 (1 Original Copy)	sf-03-information-sheet-of-officers.docx or			
	( · • · · 9 · · · · • • • • • • • • • • •	Email studentorg@tsu.edu.ph			
6. Accomplished D	rectory of Members		at the TSU Websi		
	? (1 Original Copy)	https://www	v.tsu.edu.ph/medi	a/0qpmy1oc/tsu-	
		sou-sf-12-o	directory-of-memb	ers.docx	
7. Accomplished ar			at the TSU Websi		
	Action and Budget for	https://www.tsu.edu.ph/media/gaifaodd/tsu-			
Student Organiz	ations		gpoa-and-budget-	for-student-	
TSU-SOU-SF-14	4 (1 Original Copy)	organizatio		DEDOON	
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
1. Submit all	1.1 Receives the	BE PAID None	TIME 3 minutes	RESPONSIBLE Staff	
pertinent	accomplished	NONE	5 minutes	Student	
documents to	forms and other			Organizations	
Student	requirements.			Unit	
Organizations	1.2Reviews the	None	8 working days	Staff	
Unit (2nd Floor	submitted			Student	
Student Center	accomplished			Organizations	
– Lucinda	forms and other			Unit	
Campus).	requirements as				
	to completeness.				
	Nata, If incomplete				
	Note: If incomplete				
	requirements, students'				
1	students'				



	TOTAL:	None	9 Working Days, 1 Hour & 3 Minutes	
Permit to Operation (for New) or Certificate of Accreditation (for Renewal).	Permit to Operation or Certificate of Accreditation.			Student Organizations Unit
2. Receive the	organizations are given one (1) working day to comply. 1.3 Prepares the Permit to Operation for New Student Organization, or Certificate of Accreditation for renewal. 1.4 Issues the	None	1 working day	<i>Staff</i> Student Organizations Unit <i>Head</i>



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

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

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

Office or Division:	Student Organizations Unit (SOU)			
Classification:	Simple – Online and On-campus Activities Simple - Off-campus Activities			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Student Organization Leaders of the University			
	F REQUIREMENTS	WHERE TO SECURE		
A. FOR ONLINE	ACTIVITY:			
-	Request Form on the ivity <i>TSU-SOU-SF-08</i> yy)	Download at the TSU Website <u>https://www.tsu.edu.ph/media/hlwp5q5d/tsu-</u> <u>sou-sf-08-request-letter-on-the-conduct-of-</u> <u>activity.docx</u> or Email <u>studentorg@tsu.edu.ph</u>		
Speaker/s (for	ae/Profile of Resource webinars and other es), if applicable by)	The client will provide		
B. FOR FACE-TO	-FACE ON-CAMPUS A	CTIVITY:		
Conduct of Act (2 Original Cop		Download at the TSU Website <u>https://www.tsu.edu.ph/media/hlwp5q5d/tsu-</u> <u>sou-sf-08-request-letter-on-the-conduct-of-</u> <u>activity.docx</u> or <u>Email studentorg@tsu.edu.ph</u>		
	-FACE ON-CAMPUS A t and Sunday):	CTIVITY		
1. Accomplished	Request Form on the ivity <i>TSU-SOU-SF-08</i>	Download at the TSU Website <u>https://www.tsu.edu.ph/media/hlwp5q5d/tsu-</u> <u>sou-sf-08-request-letter-on-the-conduct-of-</u> <u>activity.docx</u> or Email <u>studentorg@tsu.edu.ph</u>		
Speaker/s (for related activitie (1 Original Cop		The client will provide		
3. All participants (1 Photocopy)	' Student ID			
<ol> <li>All participants Registration (1</li> <li>Medical Cleara</li> </ol>	Photocopy) nce (for Highly			
Physical Activi 6. Duly Signed Pa (1 Original Cop		Student Organizations Unit		
7. Parent / Guard	ian ID with Three (3) atures (1 Photocopy)	The client will provide		



8.	<u> </u>	u /B			
	Certification of F will Accompany ( (1 Original Copy)				
D.	FOR OFF-CAMP				
	<ol> <li>Accomplished Request Letter on the Conduct of Activity <i>TSU-SOU-SF-08</i> (2 Original Copy)</li> </ol>		Download at the TSU Website <u>https://www.tsu.edu.ph/media/hlwp5q5d/tsu-</u> <u>sou-sf-08-request-letter-on-the-conduct-of-</u> <u>activity.docx</u> or Email <u>studentorg@tsu.edu.ph</u>		
	<ol> <li>Letter of Invitation from Outside Organization / Group, if any (1 Photocopy)</li> </ol>		The client wi		
3.	All participants' S (1 Photocopy)	Student ID			
4.	All participants' ( Registration (1 P				
5.	Medical Clearan	•			
6.	Signed and Nota	c) (1 Original Copy) rized Parental	Student Orga	anizations Unit	
	Consent (1 Origi	nal Copy)			
7.	Photocopy of Pa with Three Signa (1 Photocopy Co		The client wi	ll provide	
8.	<ol> <li>Certification of Faculty/Personnel Who will Accompany the Students (1 Original Copy)</li> </ol>				
С	LIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit all pertinent documents to Student Organizations Unit (2nd Floor	<ul> <li>1.1 Receives the accomplished forms and other requirements</li> <li>1.2 Reviews the</li> </ul>	None	3 minutes	<i>Staff</i> Student Organizations Unit
	Student Center – Lucinda Campus).	submitted accomplished form and other requirements as to completeness and activity details. Note: If incomplete requirements, student organizations will be given one (1)	INUTIE	2 hours	Staff Student Organizations Unit



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



### **Student Publication Unit**



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

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

Office or Division:	Student Publication I	Jnit – Office	e of Student Affairs	s and Services
Classification:	Simple			
Type of	G2C – Government t	o Citizen		
Transaction:		_	liantiana	
Who may avail:	TSU Students and C REQUIREMENTS	ollege Publ	WHERE TO SE	
	olution by the Editor-	The client	will provide	CORL
	in-Chief and Adviser			
2. Accomplished Re Conduct of Stude	equest Letter on the	TSU Web https://ww spu-sf-12-	Publication Unit or site /w.tsu.edu.ph/med -request-letter-on- ctivity.docx	lia/bq1htqrp/tsu-
3. Accomplished ar General Plan of Budget for Stude	Action (GPOA) and	TSU Web	Publication Unit or site w.tsu.edu.ph/med	
TSU-SPU-SF-08	(3 Original Copies)		-general-plan-of-a	
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
<ol> <li>Submit the complete requirements and documents at the Student Publication Unit– 2<sup>nd</sup> floor, Student Center, Lucinda Campus.</li> </ol>	1.1 Receives and checks the submitted requirements. <i>Note: If</i> <i>submitted</i> <i>requirements</i> <i>are incomplete,</i> <i>return and</i> <i>inform the</i> <i>lacking.</i>	None	5 minutes	<i>Staff-in-Charge</i> Student Publication Unit
	1.2 Signs the received and checked requirements.	None	2 working days	<i>Head</i> Student Publication Unit
<ol> <li>Proceed to Student Publication Unit to receive the of signed/ approved request.</li> </ol>	2. Notifies the client to receive the signed/ approved request through MS Teams/ Messenger.	None.	5 minutes	<i>Staff-in-Charge</i> Student Publication Unit
	TOTAL:	None	2 Working Days & 10 Minutes	



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

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

Office or Division: Student Publication Unit – Student Affairs Services				
Classification:	Complex			-
Type of	G2C – Government t	o Citizen		
Transaction:				
Who may avail:	TSU Students and C	ollege Publ	ications	
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Accomplishment	•		l at the TSU Webs	
and Published Iss			w.tsu.edu.ph/med	
TSU-SPU-SF-16	(3 Original Copies)		-accomplishment-r	
			and-published-issu	
2. Accomplished Liq	• •		l at the TSU Webs	
130-320-37-21	(3 Original Copies)		<u>/w.tsu.edu.ph/med</u> -liquidation-report-	
3. Accomplished Ge	neral Plan of Action		l at the TSU Webs	
(GPOA) and Budg			w.tsu.edu.ph/med	
Publications TSU			-general-plan-of-a	
(3 Original Copies			t-publications.xlsx	
4. Certificate of Liqu			Student Affairs and	
(3 Original Copies			r the Fund of Stud	
		Unit)		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
1. Make a verbal	ACTIONS 1. Sets a schedule	BE PAID None	TIME 30 minutes	RESPONSIBLE Staff
request for the schedule of reading of General Plan of Action and Budget for Student Publications and submit all requirements at the Student Publication Unit– 2 <sup>nd</sup> floor, Student Center, Lucinda	for the reading of general plan of action and budget of the student and college publications.			Student Publication Unit
Campus. 2. Attend the budget reading. *Note: The output from the first step shall be the input for the next step.	2. Checks, reviews, and gives possible input to improve proposed General Plan of Action and Budget for	None	2 working days	Staff Student Publication Unit Staff Office of the Student Affairs and Services



	Student			
3. Revise the General Plan of Action and Budget for Student Publications accordingly based on the changes made on the budget hearing.	budget and general plan of action of the client.	None	2 working days	<i>Staff</i> Student Publication Unit
<ul> <li>4. Submit the revised General Plan of Action and Budget for Student Publications to Student Publication Un</li> </ul>	revised output.	None	1 working day	Staff Student Publication Unit <i>Head</i> Student Publication Unit <i>Head</i> Student Development Services <i>Director</i> Office of Student Affairs and Service Budget Committee
5. Submit a copy of the signed documents to Director's Offic of Office of Student Affairs and Services, Student Publication Un and Records and Archives Unit.	Budget for Student Publications.	None	30 minutes	Staff Student Publication Unit
	TOTAL:	None	5 Working Days & 1 Hour	



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

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

Office or Division:	Student Publication Unit – Office of Student Affairs and Services			
Classification:	Highly Technical			
Type of	G2C – Government t	o Citizen		
Transaction:				
Who may avail:	TSU Students			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Accomplished Rec		Download	at the TSU Webs	ite
Publish Issue TSU	-SPU-SF-24	https://ww	w.tsu.edu.ph/med	lia/1gai0qnn/tsu-
(3 Original Copies)		<u>spu-sf-24-</u>	request-letter-to-p	ublish-issue.docx
2 Approved Deceluti	an (1 Original Cany)	The alignt		
2. Approved Resoluti		The client	will provide	
3. Design and Specif (3 Original Copies)				
4. Approved General				
(GPOA) and Budg				
TSU-SPU-SF-08 (				
5. Dummy Copy of th				
(3 Original Copies)				
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. Submit Dummy	1.1 Receives and	None	2 working days	Staff
Copy of the Issue	evaluates			Student
to the Student	submitted			Publication Unit
Publication Unit.	documents.			
Note: Driveting of				
Note: Printing of				
magazine, newspaper, or folio				
must be included in		NLava		
the Approved	1.2 Checks and	None		
Project	proofreads the			
Procurement	dummy issue for final			
Management Plan	printing.			
and Approved	printing.			
General Plan of				
Action and Budget				
for the whole				
academic year.				
2. Receive	2. Informs client on	None	30 Minutes	Staff
notification if the	the status of the			Student
dummy issue is	dummy issue.			Publication Unit
already				
proofread and				
retrieve				
evaluated				
dummy issue				
from Student				
Publication Unit.				



		TOTAL	None	13 Working Days & 1 Hour	
6.	Disseminate inspected printed copies within the campus including offices and other strategic areas.	<ol> <li>Monitors circulation of newspaper or magazine or folio.</li> </ol>	None	7 working days	<i>Staff</i> Student Publication Unit
0.	copy of the newspaper / magazine, and folio to the Student Publication Unit before dissemination.	assesses the printed copies of newspaper or magazine or folio.		r working day	Student Publication Unit
	Submit the soft copy of the final version of the newspaper or magazine, or folio to the selected printing company for printing. Submit a printed	<ul> <li>4. Produces hard copies of the newspaper or magazine or folio.</li> <li>5. Inspects and</li> </ul>	None	3 working days	Printing Company Staff
3.	Submit Request Letter to Publish the Issue and required attachments for the printing or circulation of the newspaper or magazine or folio to the Student Publication Unit.	3. Receives, checks, and compiles the submitted documents.	None	30 Minutes	<i>Staff</i> Student Publication Unit

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



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

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

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

	lic cale				
Office or Div		Student Publication L	Jnit – Office	of Student Affairs	s and Services
Classificatio	n:	Simple			
Type of Transaction:		G2C – Government te	o Citizen		
Who may ava	ail:	TSU Students and Co	ollege Publi	ications	
CHECKLI	ST OF F	REQUIREMENTS		WHERE TO SE	CURE
Head of th	ne Stude	Idressed to Section ent Publication Unit or (1 Duplicate)		will provide.	
CLIENT ST	EPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Submit the request le asking to operate fo</li> </ol>	tter or the	1.1 Receives and checks the submitted request letter.	None	1 minute	<i>Staff</i> Student Publication Unit
upcoming academic at the Stud Publication Unit– 2 <sup>nd</sup> f Student C Lucinda Campus.	year. dent n loor, enter,	1.2 Notifies the client regarding the date and venue of the meeting and interview of every College Publications and Student Publication.			
2. Attend the meeting a interview.		2. Conducts meeting, interview, and deliberation.	None	3 minutes	<i>Staff</i> Student Publication Unit
3. Submit all accomplis reports.		3.1 Checks and evaluates all the submitted accomplishment reports.	None	10 minutes	<i>Staff</i> Student Publication Unit
		3.2 Grants the certificate to operate and official status that their publication must be active for one academic year after checking the completeness of	None	10 minutes	<i>Staff</i> Student Publication



the accomplishment reports.			
TOTAL:	None	24 Minutes	



# OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION

**List of Internal Services** 



# **Accounting Unit**



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

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

Office or Division:	Accounting Unit (AU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to G2G – Government to G2B – Government to	Governme		
Who may avail:	All			
	REQUIREMENTS		WHERE TO SE	CURE
(1 Duplicate Co		The client v	will provide	
Pre-Assessmer (1 Duplicate Co				
3. Transfer of fund Disbursement (1 Duplicate C	Voucher			
4. Assessment of (Research)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction at the Accounting Unit.	1.1 Opens the TSU's System for Assessment: checks if there's already an account. Creates an account if the client is no account (as needed).	None	1 minute	<i>Staff</i> Accounting Unit
	1.2 Assesses particular fee/s.	None	2 minutes	Staff Accounting Unit
2. Receive Assessment Slip.	2. Prints and releases assessment slip.	None	2 minutes	Staff Accounting Unit
	TOTAL:	None	5 Minutes	



#### 2. Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance

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

Office or Division:	Accounting Unit (AU)			
Classification:	Complex			
Type of Transaction:	G2C – Government to	o Citizen		
Who may avail:	Qualified TSU Studen	its		
	REQUIREMENTS		WHERE TO SE	CURE
A. FOR REFUND O	F TUITION AND OTHE	R FEES:		
1. Official Receipt (1	Original Copy)	The client	will provide	
2. Certificate of Reg		-		
(1 Original Copy)				
3. Accomplished Dro	opping Form			
(1 Original Copy)		-		
4. Official Receipt of	Revision Fee			
(1 Original Copy)		-		
5. Client's Contact E				
	F OVERPAYMENT AN			
1. Official Receipt (1	Duplicate Copy)	The client	will provide	
2. Certificate of Reg				
(1 Duplicate Copy	•	-		
3. Document / Lette				
4. Client's Contact	t/s (1 Duplicate Copy)	-		
	F BREAKAGE DEPOS	1		
1. Student ID (1 Orio		The client	will provide	
2. Client's Contact D	etails/ Number			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Online Request: Send an e-mail at acctg@tsu.edu. ph regarding the request and attach complete requirements.	1.1.1 For Online Request: Receives the email/ request, open Student Account in the TSU Enrolment System to check and verify account balance/ payments if eligible for refund, and prints the complete requirements received from the client.	None	1 working day	Staff Accounting Unit



For Walk-in application: Present the complete requirements to the Accounting Office.	1.1.2 For Walk-in: Receives submitted requirements and opens Student Account in the TSU Enrolment System to check and verify account balance/ payments if eligible for refund.	None	1 working day	Staff Accounting Unit
	1.2 Prepares Obligation Request Status and Disbursement Voucher/ Payroll and attaches complete requirements to be signed by the Accounting Unit Head.	None	3 working days	Staff Accounting Unit
	1.3 Forwards the prepared documents to Budget and Management Unit.	None	1 working day	<i>Staff</i> Accounting Unit
	TOTAL:	None	6 Working Days	

\* FOR ONLINE REQUEST, all requirements shall be in PDF or JPEG Format

\* **REFUND** is applicable when dropping the entire course **within the first month** after enrolment. 1<sup>st</sup> week – 80% Refund; 2<sup>nd</sup> to 4<sup>th</sup> week – 50% Refund



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

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

Office or Division:	Accounting Unit (AU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to	Citizen		
Who may avail:	TSU Students			
	REQUIREMENTS		WHERE TO SEC	CURE
A. FOR ONLINE RE	QUEST			
None		None		
B. FOR WALK-IN:				
1. Printed Pre-Assess Registration Form Card (1 Original Co	or TSU Identification	The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Online Request: Send an E-mail at <u>acctg@tsu.edu.p</u> <u>h</u> with the following details: Name of	1.1.1 For Online Request: Checks e-mail from time to time and receive the request.	None	1 working day	Staff Accounting Unit
Student: Student Number: Course: E-mail Address: State the purpose whether to verify account balance or request for re- assessment / adjustment of fees' schedule of payment.	1.1.2 <b>For Walk-In:</b> Receives submitted requirements and opens Student Account in the TSU Enrolment System.	None	1 minute	Staff Accounting Unit



For Walk-In application: Present the Pre- Assessment / Pre-registration form or ID to the Accounting Office.	1.2.1 For Online Request: Opens Student Account in TSU Enrolment System, checks account balance and reviews for possible reassessment/ adjustment of fees as requested in accordance with the University Policy.	None	5 minutes	Staff Accounting Unit
	1.2.2 <b>For Walk-In:</b> Checks account balance and reviews for possible reassessment/ adjustment of fees in accordance with the University policy.	None	3 minutes	<i>Staff</i> Accounting Unit
2. For Online Request: Check e-mail for response to request / verification.	2.1 For Online Request: Responds to Student's Request verification thru e-mail.	None	5 minutes	<i>Staff</i> Accounting Unit
For Walk-In: Receive response to request.	2.2 For Walk-In: Responds to students' request.	None	1 minute	
- ۲	TOTAL FOR ONLINE:	None	1 Working Day & 10 Minutes	
T	OTAL FOR WALK-IN:		5 Minutes	



# **Cashiering Unit**



### 1. Process for Claiming of Checks

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

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



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

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

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



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

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

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



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

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

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

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



# **Civil Security Unit**



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

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

Office or Division:	Civil Security Unit (CSU)			
Classification:	Highly Technical	,0,		
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to		nt	
Who may avail:	All Stakeholders			
	REQUIREMENTS		WHERE TO SEC	CURE
1. Letter of Complain	it	The client v	will provide	
(1 Original Copy a	nd 1 Duplicate Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the needed document to the Civil Security Unit Office.	1.1 Accepts the document and inputs transaction or control number.	None	1 minute	<i>Administrative Aide Civil Security Unit Head</i> Civil Security Unit
	1.2 Gathers information from the complainant and other factors.	None	8 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit
2. Wait for the copy of the complaint form received by the investigator.	2.1 Prepares spot report and blotter in the security activity logbook.	None	7 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit
	2.2 Endorses higher authority If the findings have probable cause. If not, amicable settlement is observed as an option.	None	10 working days	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit



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



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

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

Office or Division:	Civil Security Unit (C	CSU)		
Classification:	Complex	,000		
Type of Transaction:	G2C - Government	to Citizen		
	G2B – Government		Entity/ies	
	G2G - Government			
Who may avail:	All			
CHECKLIST OF RE			WHERE TO S	SECURE
1. Request Letter Subject		The client	will provide.	SECONE
Addressed to Data Pr				
(1 Original Copy)				
Additional Requirement	t/s for those asking	for a copy o	of the footage.	
2. Formal Complaint / C			will provide.	
Order				
	AGENCY	FEES TO	PROCESSIN	PERSON
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Proceed to Civil	1. Provides the	None	3 minutes	Administrative Aide
Security Unit Office	Request for			Civil Security Unit
to acquire Request	CCTV Footage			Head
for CCTV Footage	Review Form			Chief for Operation
Review Form (TSU-	(TSU-CSU-SF-			Security Guard on
CSU-SF-48).	48).			Duty
	,			Civil Security Unit
2. Submit the	2.1 Accepts the	None		Administrative Aide
documentary	form and			Civil Security Unit
requirements to Civil	assess the			Head
Security Unit Office.	submitted			Chief for Operation
-	request.			Security Guard on
			5 working	Duty
			days	Civil Security Unit
	2.2Forwards the	None		Administrative Aide
	document to			Shift in-Charge
	the Civil			Chief for Operation
	Security Unit			Assistant Head
	Head and Data			Civil Security Unit
	Privacy Officer			
	for approval.			
	2.3Evaluates the	None		Civil Security Unit
	forwarded			Head
	document,			Civil Security Unit
	particularly the			
	type of request			Data Privacy Officer
	if it is for			Data Privacy Office
	viewing only or			
	requesting a			
	copy of footage and endorse			
	the approved			
	request signed			
	by the University			
	President to			



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



# **Contract Management Unit**



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

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

Office or Division:	Contract Managemen	t Unit (CMU)	)	
Classification:	Simple		,	
Type of Transactio	$G^{2C}$ – Government to	Citizen		
Type of Transactio	GZG – Government to			
Who may avail:	Employees, Units, Off	fices, College	es, and Students w	/ho are enrolled in
	the University			
			WHERE TO SEC	
<ul> <li>CHECKLIST OF REQUIREMENTS</li> <li>1. Accomplished Service Request (1 original copy) with the following information: <ul> <li>Name of the Requestor</li> <li>Office/Unit/College</li> <li>Date Filed</li> <li>Type of Request</li> <li>Purpose of the Request</li> <li>Signature of the Head of the Requestor's Office/Unit/College</li> </ul> </li> <li>2. Accomplished Claim Stub (1 original copy) with the following information: <ul> <li>Name of the Requestor</li> <li>Office/Unit/College</li> </ul> </li> </ul>		Office of Fa Manageme	acilities Developme	
Date F		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
<ol> <li>Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development</li> </ol>	1.1 Receive and log the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU.	None	10 minutes	<i>Staff</i> Contract Management Unit
and Management – Contract Management Unit.	<ul> <li>1.2 Check and validate whether the request is to be approved or disapproved.</li> <li>If approved: Forward the Service Request to the Personnel-in- Charge/ CMU Staff.</li> <li>If disapproved: State reason of</li> </ul>	None	30 minutes	<i>Head</i> Contract Management Unit



	-		1	
	Request to the client.			
2. Receive and fill-out the Claim Stub with the following information:	2.1 Issue the Claim Stub with control number and claiming date of request.	None	10 minutes	<i>Staff</i> Contract Management Unit
<ul> <li>Name of the Requestor</li> <li>Office/Unit/ College</li> <li>Date Filed</li> </ul>	2.2Prepare the requested documents needed by the requestor.	None	2 working days	<i>Staff</i> Contract Management Unit
3. Receive a notification/ message regarding the availability of the requested document.	3. Inform the office concerned / requestor through phone or MS Teams chat to claim their requested document.	None	10 minutes	<i>Staff</i> Contract Management Unit
<ul> <li>4. Return the Claim Stub to the Office of Facilities Development and Management – Contract Management Unit, receive the requested document and fill out the outgoing logbook.</li> </ul>	4. Receive and sign the Claim Stub, release the requested document, and advise the client to affix their signature with date and time in the Claim Stub upon receipt of request.	None	30 minutes	<i>Staff</i> Contract Management Unit
	TOTAL:	None	2 Working Days, 1 Hour and 30 Minutes	



**Dental Unit** 



### 1. Process of Securing a Dental Certificate

This service allows clients to secure a dental certificate.

Office or Division:	Dental Unit (DU)			
Classification:	Simple			
Type of	G2C – Government to	Citizen		
Transaction:	G2G – Government to	-	nt	
Who may avail:	Currently Enrolled TS			000
	REQUIREMENTS		WHERE TO SE	
1. Accomplished Den		Dental Un		OUNE
-	F-10 (1 Original Copy)	Dental On		
	S ( S S S S S S S S S S S S S S S S S S			BEBOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Accomplished Dental Certificate Request Form to the Dental Unit."	<ul> <li>1.1 Reviews the request together with the dental record of the requisite.</li> <li>1.2 Lists the</li> </ul>	None	8 minutes	<i>Dentist</i> Dental Unit
	procedure/s done in the draft.			
	1.3 Forwards the draft to the Dental Clerk.			
	1.4 Prepares and reviews the document.			<i>Dental Clerk</i> Dental Unit
				<i>Dental Assistant</i> Dental Unit
	1.5 Certifies and signs the dental certificate, if there is no error found.			<i>Dentist</i> Dental Unit
	Note: If there's an error found, return to the Dental Clerk for correction. Then, certify and sign.			
2. Register at the Daily Accomplishment Log (TSU-DHO-	2. Releases the certificate once certified or signed by the dentist.	None	20 minutes	Dentist Dental Unit Dental Assistant
<i>SF-14)</i> , when told to do so by the Dental Clerk.				Dental Unit
	TOTAL:	None	28 Minutes	



## **Employee Welfare Unit**



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

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

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



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

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

Office or Division:		ource Development and Management -				
<u>Oleasification</u>	Employee Welfare Unit (OHRDM-EWU)					
Classification:	Simple					
Type of Transaction:						
Who may avail:	Any Active TSU Employee					
CHECKLIST OF R		WHERE TO SECURE				
	A. FOR PERSONAL TRAVEL					
•		Office of Human Resource Development and Management Office (OHRDM)				
<ol> <li>Request Letter to Travel, Duly Signed by the Immediate Supervisor, Vice President Concerned and University President, with the following details:         <ul> <li>Travel Dates</li> <li>Destination</li> <li>Purpose of Travel</li> <li>(2 Original Copies)</li> </ul> </li> <li>Approved Application for Leave of Absence CS Form 6 (1 Photocopy)</li> <li>Approved Make-Up Class Form TSU- VPA-SF-15, if applicable (1 Photocopy)</li> <li>Approved Clearance Form CS Form 7, if applicable (1 Photocopy)</li> </ol>		The client will provide.				
B. FOR OFFICIAL BUS						
•		Office of Human Resource Development and Management Office (OHRDM)				
2. Approved Travel Orc TSU-ASU-SF-23 (1 I		The client will provide				
<ol> <li>Approved Request Letter to Travel, if applicable (2 Original Copies)</li> <li>Letter of Invitation, if applicable (1 Photocopy)</li> <li>Endorsement from the Office of the Vice President for Research Development and Extension, if applicable (1 Photocopy)</li> <li>TSU Board of Regents Resolution (1 Photocopy)</li> <li>CHED Travel Endorsement (1 Photocopy)</li> </ol>						
C. FOR CHED SCHOLAR'S TRAVEL						
<ol> <li>Accomplished Certifi Request Slip (1 Orig Accomplish an Onlin http://bit.ly/3q4tT29.</li> </ol>	inal Copy) or	Office of Human Resource Development and Management Office (OHRDM)				
<ol> <li>Approved Request Letter to Travel         <ul> <li>(2 Original Copies)</li> </ul> </li> <li>Approved Travel Order</li> </ol>		The client will provide				



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



	0 0 Cubmite te			
	3.3 Submits to	None	1 working day	Staff
	Human Resource			Employee
	Development and			Welfare Unit
	Management			
	Director and			Director
	concerned Vice			Office of Human
	President for			Resource
	countersign;			Development
	University			and
	President for			Management
	approval and			Managomon
	signing.			Vice President
	signing.			Respective Vice
				President
				President
				University
				President
				Office of the
				University
				President
1 Dessive the signed	4. Releases the	None	5 minutes	Staff
5		none	5 minutes	
and dry-sealed	signed and dry-			Employee
Authority to Travel	sealed Authority to			Welfare Unit
Abroad.	Travel Abroad			
	(ATA) to the			Unit Head
	requesting			Employee
	personnel. Have			Welfare Unit
	them sign on the			
	Logbook for			
	records purposes.			
			1 Working	
	TOTAL:	None	Day & 30	
			Minutes	



#### 3. Processing of Application for Leave of Absence

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

Office or Division:	Office of Human Resource Development and Management - Employee			
	Welfare Unit (OHRDM-EWU)			
Classification:	Simple			
Type of	G2G – Government to Government			
Transaction:				
Who may avail:	All Permanent, Temporary, Contractual, and Substitute TSU			
	Employees			
	REQUIREMENTS	WHERE TO SECURE		
A. VACATION LEAVE		The effect with successful a		
1. Fully Accomplished		The client will provide		
Form CS Form 6 (2				
B. MANDATORY / FO				
1. Fully Accomplished	• •	The client will provide		
Form CS Form 6 (2	Original Copies)			
C. SICK LEAVE				
1. Fully Accomplished		The client will provide		
Form CS Form 6 (2				
2. Medical Certificate of (2. Original Capital)	alingavit			
(2 Original Copies)	·			
D. MATERNITY LEAV		The align will provide		
1. Fully Accomplished		The client will provide		
Form CS Form 6 (2				
2. Proof of Pregnancy				
	on the Expected Date of			
Delivery (2 Photocop 3. Accomplished Notic				
Maternity Leave Cre				
needed (2 Original C				
E. PATERNITY LEAV				
1. Fully Accomplished		The client will provide		
Form CS Form 6 (2	• •			
2. Proof of Child's Deli				
	Certificate and Marriage			
Contract (2 Photoco				
F. SPECIA PRIVILEG		1		
1. Fully Accomplished		The client will provide		
Form CS Form 6 (2	• •			
G. SOLO PARENT LE		1		
1. Fully Accomplished				
Form CS Form 6 (2	• •			
	Parent Identification Card			
(2 Photocopies)				
H. STUDY LEAVE				
1. Fully Accomplished	Application for Leave The client will provide			
Form CS Form 6 (2	••			
2. Contract Between th				
	ntative and the Employee			
Concerned (2 Photo				
I. VAWC LEAVE				
1. Fully Accomplished	Application for Leave	The client will provide		
Form CS Form 6 (2	••			
	J/	1		



	1900
2. Any of the following supporting documents:	
Barangay Protection Order (BPO) Obtained	
from the Barangay; Temporary/Permanent	
Protection Order (TPO/PPO) Obtained from	
the Court; Certification Issued by the Punong	
Barangay/Kagawad or Prosecutor or the	
Clerk of Court the Application for the BPO,	
TPO or PPO <i>if protection order is not yet</i>	
issued by the barangay or the court	
(2 Photocopies)	4
3. In the absence of the BPO/TPO/PPO or the	
certification, A Police Report Specifying the	
Details of the Occurrence of Violence on the	
Victim and Medical Certificate may be	
Considered, at the Discretion of the	
Immediate Supervisor of the Woman	
Employee Concerned (2 Photocopies)	
J. REHABILITATION LEAVE	
1. Fully Accomplished Application for Leave	The client will provide
Form <i>CS Form</i> 6 (2 Original Copies)	1
	1
2. Letter Request Supported by Relevant	
Reports such as Police Report, <i>if any</i>	
(2 Photocopies)	4
3. Written Concurrence of a Government	
Physician Should be Obtained Relative to the	
Recommendation for Rehabilitation if the	
Attending Physician is a Private Practitioner,	
particularly on the Duration of the Period of	
Rehabilitation (2 Photocopies)	
K. SPECIAL LEAVE BENEFITS FOR WOMEN	
1. Fully Accomplished Application for Leave	The client will provide
Form CS Form 6 (2 Original Copies)	
2. Medical Certificate Filled Out by the Proper	1
Medical Authorities, e.g. the Attending	
Surgeon Accompanied by a Clinical	
Summary Reflecting the Gynecological	
Disorder which shall be Addressed or was	
Addressed by the said Surgery; the Duration	
of the Surgery Including the Peri-Operative	
Period; as well as the Employees Estimated	
Period of Recuperation for the Same	
(2 Photocopies)	-
L. SPECIAL EMERGENCY (CALAMITY) LEAVE	
1. Fully Accomplished Application for Leave	The client will provide
Form CS Form 6 (2 Original Copies)	
M. MONETIZATION OF LEAVE CREDITS	
	The client will provide
1. Fully Accomplished Application for Leave	The client will provide
Form CS Form 6 (2 Original Copies)	
2. Letter of Request to the Head of Agency	
2. Letter of Request to the Head of Agency	
2. Letter of Request to the Head of Agency Stating the Valid and Justifiable Reasons	
<ol> <li>Letter of Request to the Head of Agency Stating the Valid and Justifiable Reasons (2 Photocopies)</li> </ol>	
<ul> <li>2. Letter of Request to the Head of Agency Stating the Valid and Justifiable Reasons (2 Photocopies)</li> <li>N. TERMINAL LEAVE</li> </ul>	
<ul> <li>2. Letter of Request to the Head of Agency Stating the Valid and Justifiable Reasons (2 Photocopies)</li> <li>N. TERMINAL LEAVE</li> <li>1. Fully Accomplished Application for Leave</li> </ul>	The client will provide
<ul> <li>2. Letter of Request to the Head of Agency Stating the Valid and Justifiable Reasons (2 Photocopies)</li> <li>N. TERMINAL LEAVE</li> </ul>	The client will provide
<ul> <li>2. Letter of Request to the Head of Agency Stating the Valid and Justifiable Reasons (2 Photocopies)</li> <li>N. TERMINAL LEAVE</li> <li>1. Fully Accomplished Application for Leave Form <i>CS Form 6</i> (2 Original Copies)</li> </ul>	The client will provide
<ul> <li>2. Letter of Request to the Head of Agency Stating the Valid and Justifiable Reasons (2 Photocopies)</li> <li>N. TERMINAL LEAVE</li> <li>1. Fully Accomplished Application for Leave</li> </ul>	The client will provide



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



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



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

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

				· - ·
Office or	Office of Human Reso	•	ment and Manage	ment – Employee
Division:	Welfare Unit (OHRDM	-EWU)		
Classification:	Simple			
Type of	G2G – Government to			
Transaction:	G2C – Government to			
Who may avail:	Active or Inactive TSU	Employee		
	REQUIREMENTS		WHERE TO SEC	
	omplished Certification		man Resource De	-
or Documents Re	• •	•	nt or access the for	rm thru
TSU-HRD-SF-26	(1 Original Copy)	http://bit.ly/3	q4tT29	
<i>For Online:</i> Acco or Documents Red http://bit.ly/3q4tT2	• •			
		The alignt w	ill provido	
2. For Inactive Emp		The client w	iii provide	
Clearance (1 Orig		1		
3. For Representati				
Letter (1 Original 0 4. Any document as				
3	not limited to: List of			
Application Requirer				
for Compliance, etc.				
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. For Walk-In: Submit the properly accomplished Certification / Documents Request Slip at Office of Human Resource Development and Management.	1. For Walk-In: Receives and verifies the Certification / Documents Request Slip.	None	5 minutes	<i>Staff</i> Employee Welfare Unit
For Online: Email hrdmo@tsu.edu. ph or fill out the online form (http://bit.ly/3q4t T29) to request the employment details of the TSU personnel concerned.	For Online: Checks the Certifications / Documents Request Form online excel file that acts as the database of the online form. <i>Note: If</i> <i>Certification /</i> <i>Documents</i> <i>Request Slip is not</i>			<i>Staff</i> Employee Welfare Unit



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



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

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

Office or Division:	Office of Human Res	ource Development and Management -			
	Employee Welfare Unit (OHRDM-EWU)				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	Any Separating and Retiring Plantilla and Contractual TSU				
,	Employee	5			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
A. FOR RETIREMENT	UNDER RA 8291				
1. Approved Copies of t	he Letter of Intent to	The client will provide			
Retire (3 Original Co					
2. Clearance Form CS-	Form 7				
(3 Original Copies)	A 11 (1 C				
3. Accomplished GSIS	••				
Retirement GSIS For	III INO. UZZŎZŪ14-				
(1 Original Copy)					
4. Accomplished GSIS	Application				
for Life Insurance Be					
GSIS Form No. 0310	2014-RET				
(1 Original Copy)					
5. Duly Signed Copy of	Tentative				
Computation of GSIS	Retirement Pay and				
Life Insurance Benefi	it (1 Original Copy)				
6. GSIS Policy, if any (1	Original Copy)				
<b>B. FOR RETIREMENT</b>	UNDER RA 1616				
1. Approved Copies of t		The client will provide			
to Retire (3 Original 0	• •				
2. Clearance Form CS-	Form 7				
(3 Original Copies)	A				
3. Accomplished GSIS A Retirement GSIS For					
RET	111 110. 02202014-				
(1 Original Copy)					
4. Accomplished GSIS	Application				
for Life Insurance Be					
GSIS Form No. 0310	2014-RET				
(1 Original Copy)					
5. Duly Signed Copy of					
	Retirement Pay and				
Life Insurance Benefi					
6. GSIS Policy, if any (1					
7. Duly Signed Insurance	ce Benefit				
(1 Original Copy)	Cortificato				
8. Duly Signed Medical	Certificate				
(1 Original Copy)					



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Inquire about retirement/separation benefits that are applicable to the client at the Office of Human Resource Development and Management.</li> </ol>	1. Provides information and explains the client's options.	None	20 minutes	<i>Staff</i> Employee Welfare Unit
2. Receive and take note of the list of supporting documents.	2. Provides information regarding the checklist of requirements.	None	5 minutes	<i>Staff</i> Employee Welfare Unit
3. Submit a copy of the approved letter of intent to retire and other supporting documents.	3.1 Receives and checks the submitted documents of the client. <i>Note: If</i> <i>documents are</i> <i>incomplete or</i> <i>improperly filled</i> - <i>out, return to</i> <i>client.</i>	None	5 minutes	<i>Staff</i> Employee Welfare Unit
	3.2 Prepares certifications and reports to be forwarded to the Budget Management Unit and/or directly to GSIS.	None	2 hours	<i>Staff</i> Employee Welfare Unit <i>Director</i> Office of Human Resource Development and Management
confirmation text or email or for their voucher.	4.1 Informs the client and advises them for the confirmation text or email from GSIS or for their voucher.		5 minutes	
	4.2 Files the HR copy of the application documents.	None	5 minutes 2 Hours & 40	
	TOTAL:	None	2 Hours & 40 Minutes	



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

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

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



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



### **Facilities Maintenance Unit**



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

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

				<b>F</b> = = :1:4: = =		
Office or Division:	Office of Facilities Development and Management – Facilities Maintenance Unit (OFDM – FMU)					
	Minor Repairs – Sim					
Classification:	Major Repairs – Hig		I			
Chaodhloathonn		Job Outs – Highly Technical				
	G2C- Government to					
Type of	G2G- Government t		ntitv/ies			
Transaction:	G2G- Government t					
Who may avail:	TSU Employees, St			Stakeholders.		
	REQUIREMENTS	, , , ,	WHERE TO SEC			
1. Accomplished and	•	Facilities Ma	aintenance Unit o			
Request for Pre-F			.tsu.edu.ph/media			
Repair and Other			for-pre-repair-rev-			
-	(2 Original Copies)					
2. If there is no ava		The client w	/ill provide			
(For Internal Clie			F			
Request for Fund						
	University President					
(1 Original Copy)	,					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCT ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit the	1.1 Receives,	None	2 minutes	Clerk		
Accomplished	records, and			Facilities		
and Duly Signed	documents the			Maintenance		
requirement/s to	submitted			Unit		
the Facilities	document.					
Maintenance	1.2 Forwards the	None	3 minutes	Clerk		
Unit.	submitted			Facilities		
	documents to the			Maintenance		
	Unit Head.			Unit		
	1.3 Assigns	None	30 minutes	Unit Head		
	Maintenance Staff			Facilities		
	to conduct a pre-			Maintenance		
	repair inspection			Unit		
	to determine the					
	repair to be done.	None	1 hour	Maintenance		
	1.4 Conducts pre- repair inspection	none	1 hour	Staff		
	to determine the			Facilities		
	damage and	Acilities Maintenance				
	materials needed.			Unit		
2. Receives	2.1 Discusses the	None	15 minutes	Unit Head		
notification or e-	final evaluation of			Facilities		
mail for	the request for			Maintenance		
evaluation of	pre-repair.			Unit		
	pie-iepail.		l	Unit		



· · · · · · · · · · · · · · · · · · ·	<u> </u>			
F F	2.2 Forwards the	None	15 minutes	Maintenance
request.	Return Notice for			Staff
	Repair Form as			Facilities
	notification to the			Maintenance
	request for repair.			Unit
	3.1 If the materials	None	30 minutes	Clerk
notification if	are available:			Facilities
there are	Prepares			Maintenance
available	Requisition and			Unit
materials or	Issuance Slip			
none, or Return	then, forwards to			
Notice of Repair	the Supply and			
if the repair is	Property			
for Job Out.	Management Unit			
	for Approval.			
Note: If the				
client receives	For Job Out			
Notice of	related work or			
Repair, submits	No available			Unit Head
the Request for	material/s:			Facilities
Funding through	Prepares Return			Maintenance
Letter	Notice of Repair,			Unit
addressed to	Purchase			Onic
the University	Request, and			
President to the	Requisition and			
Office of the	Issuance Slip or			
University	Job Order.			
President for	3.2 If the materials	None	20 minutes	Maintenance
approval.	are available:	None	20 minutes	Staff
approval	Prepares all the			Facilities
	Materials needed.			Maintenance
	ivialeriais needed.			Unit
	For Job Out			Onit
	Related Work or			Clerk
	No Available			Facilities
	Material/s:			Maintenance
	Forwards the			Unit
				Unit
	approved Request			
	for Funding			
	Purchase			
	Request, and			
	Requisition and			
	Issuance Slip or			
	Job Order to the			
	Procurement			
	Office.	Nana	Miner Densin	Maintanana
	3.3 Conducts the	None	Minor Repair:	Maintenance
	repair.		1 hour	<i>Staff</i> Facilities
				Facilities
			Major Danaira	
			<b>Major Repairs</b> : 7 working days	Maintenance Unit



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



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

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



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



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

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

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



	2.4 Transports all collected recyclable/ non- recyclable waste and hazardous waste to waste storage area.	None	20 minutes	<i>Cleaning</i> <i>Personnel</i> Janitorial and Ground Services Unit
3. Rate the quality of service rendered by filling out the Customer Satisfaction Form.	3. Instructs client to fill out Customer Satisfaction Form and files the records for the Accomplished task on the cleaning checklist.	None	15 minutes	<i>Cleaning Personnel</i> Janitorial and Ground Services Unit
	TOTAL:	None	1 Hour & 30 Minutes	



**Medical Unit** 



#### 1. Process of Issuance of Medical Certificate

This service allows clients to secure a medical certificate that is needed as proof of fit to work, on-the-job training, fit to play sports, etc.

Note: Clients with findings during the data gathering may be referred to the Medical Doctor for consultation, the schedule depends on the availability of the Medical Doctor.

Student Medical Certificate (SMC) is for the individual or with findings. Group Medical Certificate is for bulk clients. And Eligibility Form is for Intramurals and SCUAA players.

Office or Division:	Medical Unit (MU)			
Classification:	Simple			
Type of	G2C – Government to	Citizen		
Transaction:	G2G – Government to	Governme	nt	
Who may avail:	Currently Enrolled TS	U Students	and TSU Employe	es
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	
1. Certificate of Reg	gistration	The client	will provide	
(1 Original Copy	)			
2. Covid-19 Vaccina	ation Card			
(1 Original Copy				
3. Eligibility Form <i>if</i>		Sports Dev	elopment and Ma	nagement Unit
(1 Original Copy				
4. Accomplished an		Medical Ur	nit	
-	SU-MSO-SF-06 with			
attachment/s - (1		The Point		
5. Laboratory Resu	· · ·	I ne client	will provide	
	On-The-Job Training			
(1 Original Copy)		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit all	1.1 Receives and	None	1 minute	Nurse-on-Duty
necessary	verifies the			Medical Unit
documents.	submitted			
	documents.			
	1.2 Prepares the	None	1 minute	Nurse-on-Duty
	Medical Certificate			Medical Unit
	and gathers data.			
	1.3 Assesses and	None	3 minutes	Nurse-on-Duty
	evaluates the			Medical Unit
	findings of the data			
	gathered.		- · ·	
	1.3.1 <i>If findings are</i>	None	5 minutes	Nurse-on-Duty
	<i>normal</i> , endorses the results of data			Medical Unit
	gathering to the			
	Medical Doctor for			
	signing.			
	1.3.2 <i>If with</i>	None	5 minutes	Nurse-on-Duty
	inconclusive			Medical Unit
	<i>findings,</i> refers to			
	the Medical			
	Doctor. If the MD			
	is not available,			
	schedules a			
	consultation.	1		1



2. With Inconclusive Findings, proceed to the Medical Doctor	2.1. Evaluates the data gathered and conducts further Physical Examination.	None	15 minutes	<i>Medical Doctor</i> Medical Unit
(or on the schedule date)	2.2. Evaluates the findings and gives recommendation.	None	30 minutes	<i>Medical Doctor</i> Medical Unit
	2.2.1 If considered "FIT" after MD consultation, signs the Medical Certificate.			
	2.2.2 If considered "UNFIT" after MD consultation, MD will not sign the Medical Certificate. It indicates non- issuance of Medical Certificate.			
3. Client with "FIT" remark, sign and receive the	3.1 Explains the validity of the Medical Certificate.	None	3 minutes	<i>Nurse-on-Duty</i> Medical Unit
Medical Certificate and/or Health Teaching <i>(as needed</i> ), and fill out the logbook.	3.2 Instructs the client to sign the Medical Certificate and logs on the Student Medical Certificate (SMC) logbook.	None	2 minutes	<i>Nurse-on-Duty</i> Medical Unit
	3.3 Releases the Medical Certificate.	None	2 minutes	<i>Nurse-on-Duty</i> Medical Unit
	TOTAL:	None	1 Hour & 7 Minutes	



## **Motorpool Unit**



### 1. Processing of Travel Order for Travel Requests

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

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



### **Obligations and Administrative Services Unit**



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

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

Office or Division:	Obligations and Adm	inistrative S	Support Services l	Jnit (OASSU)
Classification:	Simple			
Type of	G2G - Government to	o Governm	ent	
Transaction:				
Who may avail:	TSU Offices, Units ar	nd Employe		
	REQUIREMENTS		WHERE TO SE	CURE
	TION OF DOCUMEN			
1.Documents for Rep			will provide	
	TION OF DOCUMEN		HAN 500 PCS	
1. Accomplished Rec	quest Slip (2 original	Reproduc	tion Section	
	ING AND RINGBINDI		0 10 000	
1. Documents for Bi			will provide	
	ING AND RINGBINDI			2
1. Accomplished Red				5
copy)	acor one (2 onginal	Reproduc	tion Section	
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Present the	1. Verify the	None	1 hour	Staff
document for	number of copies to			Obligations and
reproduction or	be reproduced or			Administrative
binding at the	number of copies to			Support
Reproduction	be bound including			Services
Section and inform	the other formats of			
the number of	the output.			
copies needed and				
services to be				
availed.				
2. <b>For</b>	2.1 <b>For</b>	None	3 hours	Staff
Reproduction of	Reproduction of	NONE	5 110015	Obligations and
Document (1 to	Document (1 to			Administrative
500 pcs):	500 pcs):			Support
Fill out the Log	Reproduces the			Services
Book for 1 to 500	document based on			
pieces of	client's desired			
Reproduced	quantity, quality			
Documents.	and format.			
				Ctoff
For Reproduction	For Reproduction	None	8 hours	Staff
of Document More	of Document More			Obligations and
than 500 pcs:	than 500 pcs:			Administrative
Secure and submit	Receives Request			Support Services
accomplished	Slip, together with			
Request Slip to	the document to be			
Reproduction	reproduced, and			
Section.	forwards to			
	Obligations and Administrative			
	Support Services			



	Unit Head for approval.			o. <i>1</i>
For Bookbinding and Ringbinding (1 to 19 pcs): Fill out the Log Book for 1 to 19 pieces of Bound Documents.	For Bookbinding and Ringbinding (1 to 19 pcs): Binds the document based on client's desired quantity, quality and format.	None	5 hours	<i>Staff</i> Obligations and Administrative Support Services
For Bookbinding and Ringbinding of more than 20 pcs: Secure and submit accomplished Request Slip to Reproduction Section.	For Bookbinding and Ringbinding of more than 20 pcs: Receives Request Slip, together with the document to be bound, and forwards to Obligations and Administrative Support Services Unit Head for approval.	None	8 hours	Staff Obligations and Administrative Support Services
	2.2 For Reproduction of Document More than 500 pcs: Approves the Request Slip.	None	2 hours	<i>Head</i> Obligations and Administrative Support Services
	For Bookbinding and Ringbinding of more than 20 pcs: Approves the Request Slip.	None	2 hours	<i>Head</i> Obligations and Administrative Support Services
3. Receive the requested output.	3. Logs the number of copies, layout and type of printing in the log sheet and releases the output to the client.	None	1 hour	<i>Staff</i> Obligations and Administrative Support Services
DOCUM	REPRODUCTION OF ENT (1 TO 500 PCS)	None	5 Hours	
	REPRODUCTION OF ORE THAN 500 PCS)	IACHE	1 Working Day & 2 Hours	



FOR BOOKBINDING & RING BINDING (1 TO 20 PCS)	7 Hours	
FOR BOOKBINDING & RING BINDING (MORE THAN 20 PCS)	1 Working Day & 2 Hours	



# Office of Business Affairs and Auxiliary Services



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

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

<ol> <li>Soft Copy of the L</li> <li>Communication le</li> <li>Original Copy)</li> </ol>	tter, if any	Citizen Governme The client		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. Present the soft copy of the layout for tarpaulin, sticker, and heat transfer to be printed.	1.1 Receives the details of job order / soft copy of printing jobs.	None	5 minutes	Clerk of Print Shop Office of Business Affairs & Auxiliary Services
Send the layout via email at baso@tsu.edu.ph	1.2 Reviews the design and details	None	2 minutes	Clerk of Print Shop Office of Business Affairs & Auxiliary Services
	1.3 Lays out or edits as required	None	1 hour	Clerk of Print Shop Office of Business Affairs & Auxiliary Services
	1.4 Executes the Work/Job order	None	Depends on the volume and set up required for a specific job. For Tarpaulin Sizes: 4'x8'- 1hr 6'x12- 1.5hr 12'x18- 6hrs	<i>Clerk of Print</i> <i>Shop</i> Office of Business Affairs & Auxiliary Services
2. Proceed to the Assessment window of Office of Business Affairs & Auxiliary Services and give the job order for assessment.	2. Receives and assesses the job order.	None	5 minutes	Clerk of General Merchandise Office of Business Affairs & Auxiliary Services
3. Receive Assessment / Billing Form.	3. Issues Assessment / Billing Form to the client.	None	1 minute	Clerk of General Merchandise Office of Business Affairs



				& Auxiliary
				Services
				00111000
4. Proceed to the	4. Receives,	Refer to	10 minutes	Staff
Cashiering Unit and	processes the	the		Cashiering Unit
present	payment, and issues	Matrix		e source and ge and
Assessment form to		Below		
	Official Receipt.	Delow		
secure Official				
Receipt.				
4. Proceed to Print	7. Releases the item	None	2 minutes	Clerk of Print
Shop and present	to the client.			Shop
the Official Receipt				Office of
to claim the item.				Business Affairs
				& Auxiliary
				Services
		Refer to		
		the	7 Hours &	
	TOTAL:	Matrix	25 Minutes	
			25 Minutes	
		Below		

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

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



### 2. Processing of Application for Vehicle Gate Pass

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

Division:	Office of Business At	fairs & Auxil	iary Services (OB	AAS)
Classification:	Simple			
Type of	G2C – Government t	o Citizen		
Transaction:	G2G - Government to	o Governme	nt	
Who may avail:	TSU Students and E	mployees		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Accomplished Ap	plication Form	Office of Bu	usiness Affairs & /	Auxiliary Services
(1 Original Copy)		(OBAAS)		-
2. Certificate of Reg	istration of Vehicle	The client v	vill provide	
(1 Photocopy)				
3. Valid Official Rec	eipt Registration of	The client v	vill provide	
Vehicle (1 Photoc	opy)		-	
4. Valid Driver's Lice	ense	The client v	vill provide	
(1 Photocopy)			-	
5. TSU ID (1 Photoc	copy)	The client v	vill provide	
6. For Officially En		The client v		
Certificate of Reg				
(1 Photocopy)				
7. For Vehicles No	t Named After the	The client v	vill provide	
Applicant: Autho	rization Letter from			
the Registered O	wner of the Vehicle			
(1 Original Copy)				
8. For Vehicles No	t Named After the	The client v	vill provide	
Applicant: Deed	of Sale		·	
Applicant: Deed (1 Photocopy)	of Sale		·	
(1 Photocopy)	of Sale AGENCY	FEES TO	PROCESSING	PERSON
				PERSON RESPONSIBLE
(1 Photocopy)	AGENCY	FEES TO	PROCESSING	
(1 Photocopy) CLIENT STEPS	AGENCY ACTIONS 1. Receives, verifies, and	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE
(1 Photocopy) CLIENT STEPS 1. Present and	AGENCY ACTIONS 1. Receives,	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Clerk
(1 Photocopy) CLIENT STEPS 1. Present and submit all	AGENCY ACTIONS 1. Receives, verifies, and	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Clerk Office of
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to	AGENCY ACTIONS 1. Receives, verifies, and ensures validity	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Clerk Office of Business Affairs
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE <i>Clerk</i> Office of Business Affairs & Auxiliary
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE <i>Clerk</i> Office of Business Affairs & Auxiliary
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Clerk Office of Business Affairs & Auxiliary
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Clerk Office of Business Affairs & Auxiliary
(1 Photocopy) <b>CLIENT STEPS</b> 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents.	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Clerk Office of Business Affairs & Auxiliary
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. <i>Note: If</i>	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Clerk Office of Business Affairs & Auxiliary
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. <i>Note: If</i> <i>submitted</i>	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Clerk Office of Business Affairs & Auxiliary
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. <i>Note: If</i> <i>submitted</i> <i>documents are</i>	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Clerk Office of Business Affairs & Auxiliary
(1 Photocopy) <b>CLIENT STEPS</b> 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. <i>Note: If</i> <i>submitted</i> <i>documents are</i> <i>incomplete,</i> <i>reject the</i> <i>application and</i>	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE <i>Clerk</i> Office of Business Affairs & Auxiliary
(1 Photocopy) <b>CLIENT STEPS</b> 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. <i>Note: If</i> <i>submitted</i> <i>documents are</i> <i>incomplete,</i> <i>reject the</i>	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Clerk Office of Business Affairs & Auxiliary
(1 Photocopy) <b>CLIENT STEPS</b> 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. <i>Note: If</i> <i>submitted</i> <i>documents are</i> <i>incomplete,</i> <i>reject the</i> <i>application and</i>	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Clerk Office of Business Affairs & Auxiliary
(1 Photocopy) <b>CLIENT STEPS</b> 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are incomplete, reject the application and inform the client	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Clerk Office of Business Affairs & Auxiliary
(1 Photocopy) <b>CLIENT STEPS</b> 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are incomplete, reject the application and inform the client of the lacking	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE <i>Clerk</i> Office of Business Affairs & Auxiliary
(1 Photocopy) <b>CLIENT STEPS</b> 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary Services.	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.	FEES TO BE PAID None	PROCESSING TIME 15 minutes	RESPONSIBLE Clerk Office of Business Affairs & Auxiliary Services
(1 Photocopy) CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary Services. 2. Receives	AGENCY ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s. 2. Issues	FEES TO BE PAID None	PROCESSING TIME 15 minutes	RESPONSIBLE Clerk Office of Business Affairs & Auxiliary Services Services



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



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

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

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



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

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



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

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

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



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



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

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

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



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

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

Office or Division: Office of Business Affairs & Auxiliary Services (OBAAS)				
Office or Division		Analis & Al	ixiliary Services (C	JBAAS)
Classification:	Simple G2C – Governmer			
Type of				
Transaction:	G2G - Governmen			roit (
	Student Organizat	•		ersity
Who may avail:	Offices and Units		rsity	
	Government Agen			
	Non-Government	Organization		
	F REQUIREMENTS		WHERE TO SE	GURE
1. Request Letter		The client	will provide	
	dent (1 Original Copy)		- 1 lo :	-l 4
2. Endorsement fro	•	Office of th	e University Presi	dent
President (1 Du	olicate Copy)		DDOOEOOINO	DEDOON
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
4. Due e entre ithe en		BE PAID	TIME	RESPONSIBLE
1. Present either	1.1 Receives and	None	2 minutes	Clerk
of the Request	verifies the			Office of
letter	document/s			Business Affairs
approved by the TSU	presented.			& Auxiliary Services
President or	Note: If submitted			Services
Endorsement				
from the TSU	documents are			
President to	incomplete, reject			
the Office of	the application and			
Business	inform the client of			
Affairs and	the lacking			
Auxiliary	document/s.			
Services.	1.2 Checks the	None	3 minutes	Clerk
	availability of the			Office of
	facility requested			Business Affairs
	and prepares the			& Auxiliary
	Application Form			Services
	and Assessment of			
	Fees (if rental is			
	applicable).			
	Noto: If fooility in			
	Note: If facility is not available on			
	the requested date, inform the			
	client.			
2. Proceed to the	2. Receives and	Refer to	7 minutes	Staff
Cashiering	processes the	Rental	7 111110100	Cashiering Unit
Unit for	payment.	Matrix		
payment.	Paymon.	Below		
		201011		
Note: For				
clients with				
tarpaulin for				
posting,				
proceed to				



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

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

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



## Office of Gender and Development

**Internal Services** 



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

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

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



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

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



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

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

	Office of Condex and D	avalanment		
Office or Division:	Office of Gender and D	evelopment		
Classification:	Highly Technical	0		
Type of	G2G – Government to	Government		
Transaction:		. ,		
Who may avail:	Faculty/Personnel Rese	earcher/s		
	REQUIREMENTS		WHERE TO SEC	CURE
1. Capsule Proposal	(1 Original Copy)	The client v		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Submit the Capsule Proposal to the Office of Gender and Development – Main Campus.</li> </ol>	1.1 Receives capsule proposals and reviews during colloquium.	None	7 working days	<i>Director</i> Office of Gender and Development <i>Unit Head/Staff</i> Database and Monitoring Unit
	1.2 Forwards the reviewed capsule proposal with comments and suggestions to the University Research Ethics Committee (UREC).	None	1 working day	<i>Technical Staff/ Clerk</i> Office of Gender and Development
	1.3 Receives and takes charge in the implementation process of approved research program. <i>If not approved,</i> <i>inform the lacking.</i>	None	26 working days and 20 minutes	Staff University Research Ethics Committee
2. Receives notification regarding the status of the approved research program.	2. Notifies client regarding the status of the approved research program.	None	5 minutes	Staff University Research Ethics Committee
	TOTAL:	None	1 Months, 14 Working Days, & 25 Minutes	

Note: 20 working days is equivalent to 1 month.



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

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



#### 3. Processing of Request for Capacity Building

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

Office or Division:	Office of Conder and		ont	
Classification:	Office of Gender and		ent	
Type of Transaction:	Highly Technical G2C - Government t	o Citizon		
Type of Transaction.	G2C - Government		vont	
Who may avail				
Who may avail:	TSU Student Organi	zations, Co	WHERE TO SE	CURE
	uest Letter addressed	The client	will provide	GURE
, , ,	Office of Gender and			
•	Development with the following data: (3 Original Copies)			
– Title of the	,			
	Time of the event.			
<ul> <li>Location o</li> </ul>				
<ul> <li>Who to co</li> </ul>		EEES TO	DROCESSING	DEDSON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the	1.1 Receives the	None	1 working day	Clerk/Staff
request letter to	submitted request			Office of Gender
the Office of	letter and endorses it			and Development
Gender and	to the Capacity Building and			
Development –	Extension Unit.			Director
Main Campus,				Office of Gender
for approval.				and Development
	1.2 Reviews the submitted	None	2 working days	Staff
	request letter.			Capacity Building
	If approved, inform the			and Extension
	client to submit the list			Unit
	of facilitators and			
	participants.			Head
	If disapproved, inform			Capacity Building
	the lacking.			and Extension
				Unit
				Director
				Office of Gender
				and Development
2. Submit the list	2.1 Receives the	None	5 minutes	Clerk/Technical
of facilitators	submitted list of			Staff
and participants	facilitators and			Office of Gender
to the Office of Gender and	participants.	Nana		and Development
-	2.2Prepares budget	None	3 working days	Clerk/Technical Staff
Development.	request of the seminars/			Office of Gender
	workshop for the approval of the			and Development
	President.			
	2.2.1 If approved,			President
	signs the budget			Office of the
	request.			University
				President
			1	i resident



				1906
	2.2.2 If disapproved,			
	return the budget			
	request and			
	inform the lacking.			
	2.3.1 Prepares request to serve meals and snacks for the approval of the Vice President for Administration.	None	3 working days (less than ₱5,000) 30 working days (more than	<i>Clerk/Technical Staff</i> Office of Gender and Development
	2.3.2.1 If		(more man ₱5,000)	
	approved, signs the request to serve meals and snack.		F 3,000)	<i>Vice President</i> Office of the Vice President for Administration
	2.3.2.2 If disapproved, return the request to serve meals and snack and inform the lacking.			
	2.3.2 Prepares the necessary requirements for canvassing of meals and			<i>Staff/Unit Head</i> Procurement Unit
	snacks.	None	1 working dov	Clark/Technical
	2.4 Prepares the materials to be	None	1 working day	Clerk/Technical Staff
	used in the			Office of Gender
	seminar.			and Development
	2.5Creates and Sends the	None	1 working day	Clerk/Technical Staff
	Request letter for the Resource Speaker			Office of Gender and Development
<ol> <li>Attend the seminar/ workshop.</li> </ol>	3.1 Facilitates the seminar/ workshop.	None	1 working day	<i>Staff/</i> <i>Coordinators</i> Office of Gender and Development
	3.2 Prepares and forwards the voucher for the honorarium of the Resource Speaker to the Budget Management Unit.	None	1 working day	Clerk/Technical Staff Office of Gender and Development
	3.3Processes the voucher of the Resource	None	3 working days	<i>Staff/Head</i> Budget Management Unit
	Speaker.			
	Opeaner.			Staff/Head



			Accounting Unit
3.4 Prepares t		1 working day	Vice President Office of the Vice President for Administration Clerk
Accomplis Report for Seminar/ Workshop	the		Office of Gender and Development
TOTAL IF MEALS AND SNACK I THAN	S LESS ₱5,000: None	17 Working Days & 5 Minutes	
TOTAL IF MEALS AND SNACK IS THAN	S MORE ₱5,000: None	47 Working Days & 5 Minutes	

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



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

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

Of	fice or Division:	Office of Gender and D	evelopment		
	assification:	Highly Technical			
Τv	pe of	G2G – Government to (	Government		
	ansaction:				
W	ho may avail:	All colleges/offices/units	s in the Univer	rsity	
	CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1.	Duly Signed Reque	est Letter addressed to	The client wil	l provide	
	the Director of Offic	e of Gender and			
	Development with t				
	(3 Original Copies)				
		Programs, Activities,			
	and Projects				
	<ul> <li>Date and Tir</li> </ul>	ne			
	<ul> <li>Location</li> </ul>				
		e Programs, Activities,			
	and Projects				
0	- Who to conta		Office of Oct	dor and Davidar	nont or download
Ζ.	<ol> <li>Program/Project proposal using</li> <li>Harmonized Gender and Development</li> <li>Office of Gender and Development</li> <li>at https://www.tsu.edu.ph/media/505kpaxy/form</li> </ol>				
	Copies)	6) tool (3 Original combined-generic-checklist-for-the-projection-and-design-stages.docx			
	• • •		FEES TO	PROCESSING	PERSON
	CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1.		1.1 Receives, reviews,	None	1 working day	Director
	program/project	and endorses the			Office of Gender
	proposal using	project proposal to			and
	Harmonized	the Unit Head of			Development
	Gender and	Database and			
	Development Guidelines	Monitoring Unit for evaluation.			
	(HGDG) tool to	1.2Receives and	None	1 working day	Unit Head/Staff
	the Office of	evaluates the	NONE	I WORKING day	Database and
	Gender and	endorsed			Monitoring Unit
	Development –	Program/Project			Morntoning Onit
	Main Campus.	proposal.			
2.	•		None	3 working days	Clerk/Staff
	of the evaluated	coordinates the			Office of Gender
	program/project	result of the			and
	proposal.	evaluated			Development
		program/project			
		proposal.			
3.		3. Receives and	None	3 working days	Director
	submit additional	reviews submitted			Office of Gender
	requirements such				and
	as Mode of Verifications	requirements.			Development
	(MOVs)				Unit Head/Staff
	documents.				Unit i Cau/Stall
	accumento.			l	



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

Note: 20 working days is equivalent to 1 month.

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

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

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



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

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

Office or Division:	Office of Gender and	Developmer	nt	
Classification:	Highly Technical	•		
Type of	G2G – Government t	o Governme	nt	
Transaction:	G2B – Government to	o Business E	Entity/ies	
Who may avail:	Government and Nor	n-Governmer	nt Organizations	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
to the University F following data: (3 – Title of the	Original Copies) event ime of the event f the event	The client v		
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Submit the request letter to the Records and Archives Unit – Main Campus.</li> </ol>	1.1 Receives the submitted request letter and endorses it to the Office of the University President.	None	1 working day	Clerk/Staff Records and Archives Unit
	1.2 Receives the endorsed request letter and forward it to the Office of Gender and Development.	None		<i>Clerk/Staff</i> Office of the University President
	1.3Receives, reviews, and assesses the requested service.	None	1 working day	<i>Director</i> Office of Gender and Development
	1.4 Endorses letter to the Capacity- Building and Extension Service Unit for action.	None	5 minutes	<i>Director</i> Office of Gender and Development
2. Receives notification on the action	2.1 Informs client on the action taken/details of the request.	None	1 working day	<i>Clerk</i> Office of Gender and Development



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



### Office of Human Resource Development and

### Management

**Internal Services** 



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

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

Office or Division:	Office of Human Reso	urce Develor	ment and Manade	ement (OHRDM)	
Classification:	Complex				
Type of	G2C – Government to	Citizen			
Transaction:	G2B – Government to		tity/ips		
	G2G – Government to				
Who may availy	All				
Who may avail:	REQUIREMENTS		WHERE TO SEC		
1. Request letter that		The client wi			
following data: (1					
	•				
	ta to be requested				
b. Purpose c. Who to contact					
2	2. Any document to support the				
-	ent/data such as but				
not limited to:					
	or Compliance from	The client wi	III provide		
other governm	0				
(1 Original Copy) b. For research purposes, any					
	may prove on-going				
research. (1 O					
	nt concerning data				
	ta Privacy Act of 2012				
	(1 Original Copy)				
3. For Business Entity/ies: Approved or		The client will provide			
		The client wi	ili provide		
Signed Authoriza	tion letter from the	The client wi	ili provide		
Signed Authorization former or current	tion letter from the	The client wi	ili provide		
Signed Authoriza	tion letter from the				
Signed Authorization former or current	tion letter from the	FEES TO	PROCESSING	PERSON RESPONSIBLE	
Signed Authorizat former or current (1 Original Copy) CLIENT STEPS	tion letter from the employee.	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE	
Signed Authorizat former or current (1 Original Copy) CLIENT STEPS 1. Submit the	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the	FEES TO	PROCESSING	RESPONSIBLE Messenger	
Signed Authorizat former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the submitted	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Messenger Office of Human	
Signed Authorizat former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the	FEES TO BE PAID	PROCESSING TIME	<b>RESPONSIBLE</b> <i>Messenger</i> Office of Human Resource	
Signed Authorizat former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i>	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the submitted	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Messenger Office of Human Resource Development	
Signed Authorizat former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the submitted	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Messenger Office of Human Resource Development and	
Signed Authorizat former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the submitted document/s.	FEES TO BE PAID None	PROCESSING TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management	
Signed Authorizat former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff	
Signed Authorizat former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the	FEES TO BE PAID None	PROCESSING TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director	
Signed Authorizat former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted	FEES TO BE PAID None	PROCESSING TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human	
Signed Authorizat former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the	FEES TO BE PAID None	PROCESSING TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource	
Signed Authorizat former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said	FEES TO BE PAID None	PROCESSING TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development	
Signed Authorizat former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the	FEES TO BE PAID None	PROCESSING TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and	
Signed Authorizat former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary.	FEES TO BE PAID None	PROCESSING TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development	
Signed Authorizat former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary. Note: If incomplete return the submitted	FEES TO BE PAID None	PROCESSING TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and	
Signed Authorizat former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management –	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary. Note: If incomplete return the submitted requirement/s and	FEES TO BE PAID None	PROCESSING TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and	
Signed Authoriza former or current (1 Original Copy) CLIENT STEPS 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management – Main Campus.	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary. Note: If incomplete return the submitted requirement/s and inform the lacking.	FEES TO BE PAID None	PROCESSING TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and Management	
Signed Authorizat former or current (1 Original Copy) <b>CLIENT STEPS</b> 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management – Main Campus.	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary. Note: If incomplete return the submitted requirement/s and inform the lacking. 2.1 Informs the	FEES TO BE PAID None	PROCESSING TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and Management	
Signed Authorizat former or current (1 Original Copy) <b>CLIENT STEPS</b> 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management – Main Campus. 2. Receives notification on	<ul> <li>tion letter from the employee.</li> <li>AGENCY ACTIONS         <ol> <li>1.1 Receives the submitted document/s.</li> </ol> </li> <li>1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary.         Note: If incomplete return the submitted requirement/s and inform the lacking.     </li> <li>2.1 Informs the client about the</li> </ul>	FEES TO BE PAID None	PROCESSING TIME 5 minutes	RESPONSIBLEMessengerOffice of HumanResourceDevelopmentandManagementMessenger/Staffand DirectorOffice of HumanResourceDevelopmentandManagement	
Signed Authorizat former or current (1 Original Copy) <b>CLIENT STEPS</b> 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management – Main Campus. 2. Receives notification on the schedule of	tion letter from the employee. AGENCY ACTIONS 1.1 Receives the submitted document/s. 1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary. Note: If incomplete return the submitted requirement/s and inform the lacking. 2.1 Informs the client about the release date of	FEES TO BE PAID None	PROCESSING TIME 5 minutes	RESPONSIBLE Messenger Office of Human Resource Development and Management Messenger/Staff and Director Office of Human Resource Development and Management Messenger Office of Human Resource	
Signed Authorizat former or current (1 Original Copy) <b>CLIENT STEPS</b> 1. Submit the request letter with necessary attachments, <i>if</i> <i>any</i> , to the Office of Human Resource Development and Management – Main Campus. 2. Receives notification on	<ul> <li>tion letter from the employee.</li> <li>AGENCY ACTIONS         <ol> <li>1.1 Receives the submitted document/s.</li> </ol> </li> <li>1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary.         Note: If incomplete return the submitted requirement/s and inform the lacking.     </li> <li>2.1 Informs the client about the</li> </ul>	FEES TO BE PAID None	PROCESSING TIME 5 minutes	RESPONSIBLEMessengerOffice of HumanResourceDevelopmentandManagementMessenger/Staffand DirectorOffice of HumanResourceDevelopmentandManagement	



				1906
requested documents.				and Management
				or
				<i>Staff</i> Office of Human Resource Development and
				Management
	2.2 Prepares the requested personnel- related documents and/or reports.	None	4 working days	Staff Office of Human Resource Development and Management or <i>Concerned Unit Head</i> Office of Human Resource Development and Management
				or
				<i>Director</i> Office of Human Resource Development and Management
	2.3 If the requested document/s was completed before released date, inform the client thru MS Teams for releasing.	None	5 minutes	Staff Office of Human Resource Development and Management or
	In case the requested document requires more time to complete, inform the client thru MS Teams for rescheduled releasing date.			Concerned Unit Head Office of Human Resource Development and Management



3. Receive the requested document/s and/or report/s.	3. Releases the requested document/s and/or reports/.	None	5 minutes	Messenger Office of Human Resource Development and Management
	TOTAL:	None	4 Working Days & 30 Minutes	



### **Office of Vice President for Administration**

**Internal Services** 



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

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

Office or Division:	Office of the Vice Presid	dent for Adm	ninistration (OVPA	)	
Classification:	Simple				
Type of	G2G – Government to Government				
Transaction:	Office of the University President				
Who may avail:	F REQUIREMENTS	Fresident	WHERE TO SEC	URF	
	orm (1 Original Copy)	The client			
2 Attachment/s if	any (1 Photocopy)		•		
2.7 ((ao) (110) (170, 17	uny (11 notocopy)	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit the requirements to the Office of the Vice President for Administration.	<ul> <li>1.1 Receives and reviews the contents of the endorsement.</li> <li>1.2 Receives the</li> </ul>	None	5 minutes	Staff Office of the Vice President for Administration Staff	
Administration.	endorsement, if found complete and correct, through the signing logbook of the office where the endorsement originated from and records the endorsement in the incoming and outgoing endorsement logbook.			Office of the Vice President for Administration	
	1.3 Assigns concerned heads / staff to take charge of endorsement and signs the endorsement form.	None	2 working days	Vice President Office of the Vice President for Administration	
	1.4 Forwards endorsement to concerned office/s and receiving office signs the incoming and outgoing endorsement logbook.	None	1 hour	<i>Staff</i> Office of the Vice President for Administration	



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



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

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

Office or	Office of the Vice Presid	ent for Adm	inistration (OVPA	)
Division:				/
Classification: Type of	Simple			
Transaction:	G2G – Government to G	overnment		
	TSU Colleges, Offices a	nd Units		
CHECKLIST (	OF REQUIREMENTS		WHERE TO SE	CURE
A. FOR REQUES	ST LETTER			
1. Letter (3 Origin	al Copies)	The client	will provide	
<b>B. FOR PURCHA</b>	SE REQUEST			
1. Approved Lette	er (1 Original Copy)	The client	will provide	
2. Approved Proje Management P (1 Photocopy)				
C. FOR WORK O	RDER			
1. Approved Lette	er (1 Original Copy)	The client	will provide	
	Plan (PPMP) hase Request (PR) and			
(4 Original Cop				
D. FOR JOB OR		The alignet		
E. FOR PAYROL	er (1 Original Copy)	The client	will provide	
	er (1 Original Copy)	The alignet	will provide	
<ol> <li>Approved Projet</li> <li>Management P</li> <li>(1 Photocopy)</li> <li>Approved Purch</li> <li>Requisition and</li> </ol>	ect Procurement Plan (PPMP) hase Request (PR) and d Issue Slip (RIS)			
(4 Original Cop				
	T TO SERVE MEALS	<b></b>	·	
1. Notice of Meeti	ng (1 Photocopy)	The client FEES TO	will provide PROCESSING	DERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Office of the Vice President for Administration.	1.1 Receives and reviews the contents of the document/s (e.g., Letter, Purchase Request, Work Order, Job Order, Payroll/Voucher, and Request to serve meal.)	None	5 minutes	Staff Office of the Vice President for Administration



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

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



## **Payroll Services Unit**

**Internal Services** 



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

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

Office or				
Division:	Payroll Services Unit	- Payroll Sec	ction (ASU-PS)	
Classification:	Simple			
Type of Transaction:	G2G - Government to	Governmer	nt	
Who may avail:	All TSU Personnel wit Extended Services	th Approved	Authority to Rende	r Overtime and
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
<ol> <li>Approved Author Overtime/Extender (1 Original/1 Phot</li> <li>Report on Overting</li> </ol>	ity to Render ed Services cocopy) me/Extended red (2 Original Copies) ertime/Extended nal Copies) s Reports es)	The client v		
2 Original Copie				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed Daily Time Record and all documentary requirements.	1.1 Receives and checks Daily Time Record and attached documentary requirements. <i>Note: Daily Time Records not duly</i> <i>signed shall</i> not be accepted.	None	4 hours	<i>Staff</i> Payroll Services Unit
	1.2 Computes total / allowable number of hours rendered.	None	1 working day	<i>Staff</i> Payroll Services Unit
	1.3 Encodes total / allowable number of hours rendered including deductions, if any.	None	1 working day	<i>Staff</i> Payroll Services Unit
	1.4 Checks figures entered in the payroll / disbursement voucher.	None	5 minutes	<i>Staff</i> Payroll Services Unit
	1.5 Prints payroll / disbursement voucher.	None	3 minutes	<i>Staff</i> Payroll Services Unit
	1.6 Prepares Obligation Request.	None	3 minutes	<i>Staff</i> Payroll Services Unit



1.7 Prepares proof list <i>(not applicable to single payee).</i>	None	1 hour	Proof list in- charge Payroll Services Unit
1.8 Counter signs payroll / disbursement voucher and signs proof list.	None	5 minutes	<i>Head</i> Payroll Services Unit
1.9 Logs documents and forwards to the next office concerned.	None	2 minutes	Receiving/ Releasing Staff Payroll Services Unit
TOTAL:	None	2 Working Days, 5 Hours & 18 Minutes	

Note: This service is a multi-stage process. The Payroll Services Unit (PSU) facilitates the preparation of Receiving Daily Time Record and attached documentary requirements to the preparation of payroll proof list for Overtime/Extended Services.



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

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

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



TOTAL:	None	2 Working Days & 33 Minutes	
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Note: This service is a multi-stage process. The Payroll Services Unit (PSU) facilitates the preparation of receiving Daily Time Record (DTR) documents and attachments to preparation of payroll proof list for student assistants' salary.



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

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

Office or Division:	Payroll Services Unit (PSU)					
Classification:	Simple					
Type of Transaction:	G2G – Government to Government					
Who may avail:	All TSU Lecturers, Pa Honorarium Class	All TSU Lecturers, Part-Timers and Plantilla Personnel with Honorarium Class				
	REQUIREMENTS		WHERE TO SE	CURE		
1. Daily Time Record (DTR) (1 Original Copy Signed by the Immediate Supervisor)		The client will provide				
2. Summary of hour (1 Original Copy Signed by the Co Dean)	and 1 Photocopy					
3. Approved Specia (1 Photocopy)	l Order					
	Up Class Request, if y)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submits signed Daily Time Record, Summary of Hours Rendered, Special Order	1.1 Receives documents. <i>Note: Daily Time</i> <i>Records not duly</i> <i>signed shall</i> not be accepted.	None	1 hour	Receiving/ Releasing Staff Payroll Services Unit		
and make up request (if any).	1.2 Checks DTRs and computes total number of hours rendered.	None	8 hours	<i>Staff</i> Payroll Services Unit		
	1.3 Prepares payroll including encoding of deductions, if any.	None	15 minutes	<i>Staff</i> Payroll Services Unit		
	1.4 Prints payroll / disbursement voucher and Obligation Request.	None	2 minutes	<i>Staff</i> Payroll Services Unit		
	1.5 Prepares proof list (not applicable if single payee).	None	1 hour	<i>Proof list in-charge</i> Payroll Services Unit		
	1.6 Counter signs payroll / disbursement	None	2 hours	<i>Head</i> Payroll Services Unit		



voucher and signs proof list.			
1.7 Logs documents and forwards to the next office concerned.	None	2 minutes	Receiving/ Releasing Staff Payroll Services Unit
TOTAL:	None	1 Working Day, 2 Hours & 19 Minutes	

Note: This service is a multi-stage process. The Payroll Services Unit (PSU) facilitates the preparation of receiving Daily Time Record (DTR) documents to preparation of payroll proof list for the Salary of Lecturers, Part-timers, and Faculty with Honorarium



#### 4. Processing of Request for Personnel-Related Documents

This procedure applies to all requests for personnel-related documents of Permanent/Temporary/Contractual Employees, Job Orders, Lecturers and Part-timers.

Office or Division:	Payroll Services Unit (PSU)				
Classification:	Simple				
Type of Transaction:	G2G - Government to Government				
Who may avail:	All TSU Personnel				
	REQUIREMENTS WHERE TO SECURE				
1. Properly accomp Form ( <i>TSU-ASU</i> (1 Original Copy)	-SF-30)	Administrative Services Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TOPROCESSINGPERSONBE PAIDTIMERESPONSIBI			
1. Submits properly filled- out Request Slip Form.	1.1 Receives properly accomplished slip and confirms other details, if necessary.	None	3 minutes	Receiving/ Releasing Staff Payroll Services Unit	
	1.2 Forwards the slip to the administrative staff in-charge.	None	1 minute	Receiving/ Releasing Staff Payroll Services Unit	
	1.3 Prepares, prints, and countersigns the document based on the information found.	None	4 hours	<i>Administrative</i> <i>Staff</i> Payroll Services Unit	
	1.4 Signs the document/s.	None	1 minute	<i>Head</i> Payroll Services Unit	
2. Acknowledges receipt of documents by signing in the outgoing logbook.	2. Logs the document/s.	None	1 minute	Receiving/ Releasing Staff Payroll Services Unit	
	TOTAL:	None	4 Hours & 6 Minutes		



## **Performance Management Unit**

**Internal Services** 



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

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

Office or Division		Office of Human Resource and Development Management- Performance Management Unit (OHRDM – PMU)			
Classification:		Complex			
Type of Transaction:         G2G – Government to Government					
Who may avail:		TSU Retirees Who Personnel	no are Permanent Teaching and Non-Teaching		
CHECKLIST O	F RE	QUIREMENTS		WHERE TO SEC	URE
<ol> <li>Duly Signed and Accomplished Send- Off Request Form TSU-PRM-SF-12 (1 Original Copy)</li> </ol>		Office of Human Resource and Development Management or download at <u>https://www.tsu.edu.ph/media/e1pdms3n/tsu-</u> <u>prm-sf-12-send-off-celebration-request-</u> <u>form.docx</u>			
CLIENT STEPS	AG	SENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Submit the requirement to the Performance Management Unit office.1.		Checks if the submitted form is properly filled out	None	1 minute	Clerk Performance Management Unit
	1 1	Forwards the submitted form to the next signatories.	None	1 minute	<i>Clerk</i> Performance Management Unit
	i t	Once the request form is approved, prepare the following materials, including but not imited to:	None	5 working days	<i>Clerk</i> Performance Management Unit
		<ul> <li>Invitations</li> <li>Venue</li> <li>Materials for event styling</li> <li>AVP</li> <li>Cake/wine</li> <li>Food and Catering Services</li> <li>Performances</li> </ul>			
2. Receive the Invitation		Gives the invited personnel a copy of invitation.	None	1 hour	<i>Clerk</i> Performance Management Unit
3. Attend the event.	1	Prepares the venue and facilitates the event.	None.	6 hours	<i>Staff-in-charge</i> Performance Management Unit



			r
TOTAL:	None	5 Working Days, 7 Hours & 2 Minutes	



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

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

Office or Division:	Office of Human Resource and Development Management -			
Classification:	Performance Management Unit (OHRDM – PMU) Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Faculty/Teac	hing Person	ne and all Plantil	la
CHECKLIST OF F	REQUIREMENTS WHERE TO SECURE			URE
<ol> <li>Accomplished Certification /Document Request Slip <i>TSU-EWU-SF-02</i> (10riginal Copy)</li> </ol>		Office of Human Resource, Development and Management, or can be accessed at <u>http://bit.ly/3q4tT29</u>		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
1. Fill out the request form and submit to the Office of Human Resource and	ACTIONS 1.1 Checks the submitted form and verifies if no data privacy is violated.	BE PAID None	TIME 1 minute	RESPONSIBLE Clerk Performance Management Unit
Development Management - Performance Management Unit or thru the link: ( <u>http://bit.ly/3q4t</u> T29)	1.2 Prepares the requested document.	None	5 minutes	<i>Clerk</i> Performance Management Unit
2. Requested Soft Copy: Receive a copy of requested document.	2. Request for Soft Copy: Sends the requested document via email or Microsoft Teams.	None	5 minutes	<i>Clerk</i> Performance Management Unit
Requested Hard Copy: Receive a notification regarding the availability of the requested document.	Request for Hard Copy: Notify the requestor as soon as the document is ready for pickup.			



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



# **Planning and Design Unit**



### **1. Processing of Service Request for Design Layout**

This service allows clients to request for assistance in designing a layout for a project and/or provide preliminary scheme and alter the design/scheme based on the client's inputs and comments.

Office or Division	n:	Office of Facili	ties Develop	ment and Manage	ement – Planning		
		and Design Ur	nit (OFDM-PI	(OFDM-PDU)			
Classification/s:		Highly Technic					
Type of Transact	llon:	G2G – Govern G2C – Govern					
					sting Students of the		
who may avan.		University	mis, Onices,		sing Students of the		
CHECKLIST OF	REQUI		WHERE	TO SECURE			
1. Properly Accon	•		Office of	Facilities Develop	ment and		
Signed Service			•	nent or download			
TSU-PMU-SF-	33 - (1	Original Copy)					
				https://www.tsu.edu.ph/media/v5ye         pmu-sf-33-service-request-slip.doo         EES TO       PROCESSING       PI         SE PAID       TIME       RESI         None       10 minutes       Office         Develo       Mar         None       30 minutes       Office         Develo       Develo         None       30 minutes       Develo			
CLIENT STEPS	AGE	NCY ACTION	BE PAID		PERSON RESPONSIBLE		
1. Submit the necessary requirements to the Office of Facilities Development and Management.	logs Req logb dete cont then 1.2 R desc purp requ dete requ disa <i>Note disa</i> <i>Req the o infor reas disa</i> 1.3 Fo Serv to th Plan Des	eceives and the Service uest in the ook and ermines the rol number of forwards to <u>Director.</u> eviews the cription and oose of the test and ermines if the test is roved or pproved. <i>e: If</i> <i>pproved,</i> <i>rn the Service</i> <i>uest Form to</i> <i>client, and</i> <i>rm them of the</i> <i>son for</i> <i>pproval.</i> Drwards the vice Request the Head of the uning and ign Unit if roved.			Clerk Office of Facilities Development and Management Director Office of Facilities Development and Management Clerk Office of Facilities Development and Management		
	1.4 ls	sues the	None	10 minutes	Clerk		



	Claim Stub with the following information:			Office of Facilities Development and Management
	Name of the Requestor: Office / Unit / College: Date Filed: Control Number: Claiming Date of Request:			
	1.5 Assigns a Personnel-in- Charge for the request.	None	20 minutes	<i>Unit Head</i> Planning and Design Unit
2. Attend the Client Conference.	2.1 Conducts Client Conference through site investigation with the requesting office for interview and data gathering using the Client Conference Form.	None	2 working days	<i>Project-in-Charge</i> Planning and Design Unit
	2.2 Prepares the preliminary scheme using the gathered data as reference and submits it for approval.	None	5 working days	<i>Project-in-Charge</i> Planning and Design Unit
	2.3 Reviews and approves the preliminary scheme.	None	8 hours	<i>Unit Head</i> Planning and Design Unit
	2.4 Forwards the approved preliminary scheme to the client and notifies them about the 2 <sup>nd</sup> Client Conference.	None	20 minutes	<i>Project-in-Charge</i> Planning and Design Unit
3. Review the preliminary scheme.	3.1 Conducts 2 <sup>nd</sup> Client Conference for additional inputs or comments.	None	3 working days	<i>Project-in-Charge</i> Planning and Design Unit
	3.2 Completes the preliminary scheme based on the inputs of Request Office/End-user	None	5 working days	<i>Project-in-Charge</i> Planning and Design Unit



	and submits to the			
	Unit Head for			
	approval.			
	3.3 Checks the	None	8 hours	Unit Head
	completed preliminary			Planning and Design Unit
	scheme.			Design Onit
	3.4 Revises the	None	2 working days	Project-in-Charge
	complete drawing			Planning and
	as to the			Design Unit
	suggestions and			
	comments of the			
	Unit Head. 3.5 Prints the	None	2 hours	Project-in-Charge
	approved working	None	2 110015	Planning and
	drawings and			Design Unit
	endorses to the			5 -
	Clerk.			
4. Return the	4. Receives and	None	30 minutes	Clerk
claim stub to the Office of	signs the claim stub, releases the			Office of Facilities Development and
Facilities	requested design			Management
Development	layout, and asks			Management
and	the client to affix			
Management	their signature in			
(OFDM),	the claim stub			
receive the	upon receipt of			
requested design layout	request.			
and fill out the				
outgoing				
logbook.				
			19 Working	
	TOTAL:	None	Days & 2 Minutes	



# **Pollution Control and Safety Unit**



## 1. Processing of Reported Incident for Action

This service allows the offices and colleges of the University to report incidents which may or may not result in harm, injury, damage to property, or loss. This service covers all incidents caused by unsafe conduct, dangerous situations, near misses, accidents, and natural disasters.

Office or Division:	Pollution Control and	d Safety Uni	t (PCSU)	
Classification:	Highly Technical			
Type of	G2G - Government	to Governm	ent	
Transaction: Who may avail:	TSU Offices and C			
	TSU Offices and Co REQUIREMENTS	olleges	WHERE TO SEC	
1. Accomplished an		Medical Ur		JONE
Employee & Stud				
Incident/ Illness F	-			
	(1 Original Copy)	0: 10	··· · · · ·	
2. Accomplished an Incident/ Acciden		Civil Secur	ity Unit	
TSU-CSU-SF-28				
(1 Original Copy	or Photocopy)			
	ithout documented	None		
report,				
None			DDOOEGOING	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1. Receives and	None	5 minutes	Staff
Accomplished	reviews			Pollution Control
and Duly	submitted			and Safety Unit
Signed	requirement/s or			
Employee & Student	endorsement/s.			
Accident/				
Incident/ Illness				
Report Form				
TSU-MSO-SF-				
05 or Incident/ Accident				
Report Form				
TSU-CSU-SF-				
28 to the				
Pollution				
Control and				
Safety Unit.				
For Incident/s	For Incident/s			
without	without			
documented	documented			
report,	report,			
Physically report to the	Acknowledges the report and			
Pollution	informs client on			
Control and	the conduct of			
Safety Unit.	investigation.			



2.	Receive	2.1 Informs client	None	5 minutes	Staff
	notification for	regarding the			Pollution Control
	the conduct of	conduct of			and Safety Unit
	an incident/	incident/			
	accident	accident			
	investigation.	investigation.			
	C C	2.2Conducts	None	1 working day	Staff
		investigation			Pollution Control
		report through			and Safety Unit
		site visit,			<b>y</b> -
		interview, and			
		apply root cause			
		analysis.			
		2.3Drafts the	None	1 working day	Staff
			NONE	I WORKING day	Pollution Control
		incident report			
		using Incident/ Accident			and Safety Unit
		Investigation			
		Report (TSU-			
		PCS-SF-03).			
		2.4 For control/s	None	1 working day	Staff
		can be done by			Pollution Control
		the Pollution			and Safety Unit
		Control and			
		Safety Unit,			
		Acts immediately			
		on designated			
		corrective and			
		preventive			
		action/s.			
		2.4 For control/s to	None	30 minutes	Staff
		be done by the			Pollution Control
		other office-in-			and Safety Unit
		charge,			
		Endorses and			
		communicates			
		signed			
		Incident/Accident			
		Investigation			
		Report to the			
		office or person-			
		in-charge for the			
		countermeasure			
		based on the			
		report.			
		2.5 For control/s to	None	5 working days	Staff
		be done by the		& 30 minutes	Office-in-Charge
		other office-in-			
		charge,			
		Receives and			
1		takes action on			
		the			
1		countermeasure			
		needed to			
		address the			
1		สนุนเธรร แทย			1



incident and the root cause.			
2.6 For control/s to be done by the other office-in- charge, Verifies countermeasure of the incident.	None	30 minutes	<i>Staff</i> Pollution Control and Safety Unit
 TOTAL S CAN BE DONE BY TION CONTROL AND SAFETY UNIT:	None	7 Working Days & 10 Minutes	
 R CONTROL/S TO BE E OTHER OFFICE-IN- CHARGE:	None	7 Working Days, 1 Hour & 40 Minutes	

Note: This is a multi-stage process. The Pollution Control and Safety Unit is only responsible for receiving reports, conducting investigations, and acting on or endorsing preventive/corrective actions. One (1) reported incident can have more than one control or countermeasure.



#### 2. Processing of Request for Safety Inspection of College-based Events and Assistance for University-wide Events and Activities

The service offers assistance to all offices and colleges in inspecting the area/ venue of an activity/program which will determine hazards and risk that may cause an incident. This will enable the prevention of such incidents during the activity/program.

Office or Division:	Pollution Control a	nd Safety Ur	nit (PCSU)			
Classification:	College-based Eve	College-based Events – Simple University-wide Events and Activities – Highly Technical				
Type of Transaction:		G2G - Government to Government G2C - Government to Citizen				
Who may avail:	TSU Students and	Employees				
	F REQUIREMENTS		WHERE TO SEC	CURE		
1. Approved Reque and the Assistan Venue (1 Origina	•		will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit the approved request letter of	1.1 Receives the letter from the requesting office.	None	5 minutes	<i>Staff</i> Pollution Control and Safety Unit		
inspection addressed to PCSU Unit Head.	1.2 Reviews and confirms the letter as an approval of the inspection.	None	10 minutes	<i>Staff</i> Pollution Control and Safety Unit		
2. Receive the date for the inspection.	2. Informs the client regarding the date of inspection.	None	5 minutes	Staff Pollution Control and Safety Unit		
3. Inspect together with Pollution Control and Safety Unit personnel.	3. Inspects the area or venue of the event with the presence of the client.	None	2 hours	<i>Staff</i> Pollution Control and Safety Unit		
	Note: If there are non-conformity found the area/venue, generate an Occupational Health and Safety Site Observation Report (TSU- PCS-SF-10).	None	1 hour			
4.Receive the Occupational and Safety Site Observation report.	4. Communicates non- conformity/ies by forwarding the Occupational Health and Safety Site Observation Report for corrective action.	None	1 hour	Staff Pollution Control and Safety Unit		



5. Act on the non- conformity indicated in the given Occupational Health and Safety Site Observation Report.	<ul> <li>Note: If there are no non-conformity/ies, proceed to Agency Action No. 6.1.</li> <li>5. Re-inspects the area for verification of the corrective action done by the client.</li> </ul>	None	2 hours	Staff Pollution Control and Safety Unit
6. Receive the Certificate (TSU-PCS-SF-	6.1 Issues the Certificate (TSU- PCS-SF-12).	None	1 hour	<i>Staff</i> Pollution Control and Safety Unit
12).	6.2Logs the document/s issued to the PCS Document Log (TSU-PCS-SF- 01).	None	30 minutes	Staff Pollution Control and Safety Unit
7. For University- wide events and activities: Comply to the health and safety protocols and guidelines and attend the event.	7. For University- wide events and activities: Assists during the event.	None	6 calendar days	
8. For University- wide events and activities: Receive the Occupational and Safety Site Observation report.	8. For University- wide events and activities: After the event, communicates non- conformity/ies by forwarding the Occupational Health and Safety Site Observation Report for corrective action.	None	1 working day	
EVE	OR COLLEGE-BASED NTS, IF COMPLIANT:	None	3 Hours & 50 Minutes	
-	OR COLLEGE-BASED IF NON-COMPLIANT:	None	7 Hours & 50 Minutes	



TOTAL FOR UNIVERSITY WIDE EVENTS OR ACTIVITIES, IF COMPLIANT:	None	7 Days, 3 Hours & 50 Minutes	
TOTAL FOR UNIVERSITY WIDE EVENTS OR ACTIVITIES, IF NON-	None	7 Days, 7 Hours & 50	
COMPLIANT:	None	Minutes	



## **Procurement Unit**



## 1. Processing of Purchase Request / Job Order

The service allows offices and colleges of the university to submit Purchase Request or Job Order and be processed according to the law (RA 9184).

Office or Division:	Procurement Unit - Planning & Canvassing Division			
Classification:	Highly Technical			
Type of	G2B – Government to	Business E	ntity/ies	
Transaction:	G2G – Government to	Governme	nt	
Who may avail:	TSU Units, Offices an	d Colleges		
	REQUIREMENTS		WHERE TO SEC	CURE
1. Accomplished Re Form (3 Original 0		Budget Mo	nitoring Unit	
	chase Request Form	Downloada	able from TSU Por	tal
(3 Original Copies	•		w.tsu.edu.ph/med	
	·/	hase-reque		ia/21 ynoni2/paro
3. Requisition and Is	sue Slip		able from TSU Por	tal
(3 Original Copies	-			a/hw1j3hyp/requit
	,		ue-slip.docx	
4. Accomplished Job	Order Form	Downloada	able from TSU Por	tal
(3 Original Copies		(https://ww	<u>w.tsu.edu.ph/med</u>	ia/klnloiyn/job-
		order.docx		
5. Purchase Reques		Unit	lanagement Divisi	
6. Job Order (3 Origi		Contract Management Division, Procurement Unit		
	<ol> <li>For Infrastructure Projects, Designs or Layout (if applicable)</li> </ol>		will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies to the receiving Staff-in-Charge of the Procurement Unit.	Purchase Request or Job Order along with the supporting	None	5 minutes	Receiving Clerk Procurement Unit - Planning & Canvassing Division
	1.2 Forwards the Approved Purchase Request / Job Order to the Bids and Awards Committee (BAC) Secretariat Section for processing.	None	5 minutes	Receiving Staff Procurement Unit - Planning & Canvassing Division
	1.3 Affixes control number on the Approved Purchase Request	None	5 minutes	Secretariat Procurement Unit – Bids and Awards Committee



			1906
(PR) / Job Order (JO).			Secretariat Division
			Staff-in-Charge Procurement Unit – Bids and Awards Committee Secretariat Division
1.4 Forwards the approved Purchase Request (PR) / Job Order (JO) to the Bids and Awards Committee (BAC) Chair for the identification of mode of procurement.	None	10 minutes	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit – Bids and Awards Committee Secretariat Division
1.5 Forwards the approved Purchase Request (PR) / Job Order (JO) to the Document Control Coordinator for the preparation of Request for Quotation and retains documents for processing under public bidding.	None	10 minutes	Document Controller Procurement Unit Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit
1.6 Prepares the bidding documents for the processing of request under public bidding.	None	2 working days	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit – Bids and Awards Committee Secretariat Division



1.7 Posts to the PhilGeps website those request for public bidding.	None	1 hour	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit
1.8 Posts requests to be processed under Alternative Mode of Procurement with below 50,000 ABC.	None	1 hour	Staff-in-Charge Planning and Canvassing Division
1.9 Prepares the conduct of public bidding for request/s to be undertaken through public bidding.	None	Minimum Time: 29 working days Maximum Time: 129 working days	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division
Note: If processed under Alternative Mode: Conduct canvassing for request/s undertaken through alternative mode of procurement.	None	Minimum Time: 7 working days Maximum Time: 15 working days	Staff-in-Charge Procurement Unit Staff-in-Charge Planning and Canvassing Unit
1.10 Prepares Bids and Awards Committee (BAC) resolutions for projects completed which are undertaken through public bidding and BAC resolutions for request undertaken through alternative mode of procurement with an ABC above 50,000	None	30 minutes	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit
1.11 Forwards the sealed quotation of contractors /	None	1 working day	Staff-in-Charge



suppliers to the Technical Working Group (TWG) - Technical and End-User for the evaluation of items. 1.12 Prepares the Abstract of Quotation for request undertaken	None	2 hours	Planning and Canvassing Division Staff-in-Charge Planning and Canvassing Division
through alternative mode of procurement. 1.13 The Canvassing Unit shall route the	None	1 working day	<i>Document</i> <i>Controller</i> Procurement
Abstract of Quotation for signing by the BAC Members.	Nana	20 minutos	Unit
1.14 Forwards the completed projects undertaken through public bidding together with all the supporting documents to the Contract Mgt. Unit for the preparation of Notice of Award and Purchase Order for the projects undertaken through alternative mode of procurement.	None	30 minutes	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit
1.15 Forwards the Notice of Award to the Office of the President for Approval.	None	1 working day	<i>Staff-in-Charge</i> Contract Mgt. Division
1.16 Countersigns the Purchase Order.	None	5 minutes	<i>Unit Head</i> Procurement Unit
1.17 Forwards the duly countersigned Purchase Order/Work Order (PO/WO) to the Budget Office for obligation for funds.	None	5 minutes	Staff-in-Charge Contract Mgt. Division



	1.18 Issues copy of duly approved Notice of Award or Purchase Order or Work Order to the suppliers or contractors for signing or confirmation through phone call or sending of scanned copy through mail.	None	2 working days	<i>Staff-in-Charge</i> Contract Mgt. Division
	1.19 Forwards copy of duly confirmed Purchase Order/Work Order (PO/WO) to the Commission on Audit.	None	5 minutes	<i>Staff-in-Charge</i> Contract Mgt. Division
	1.20 Forwards all complete documents to the Supply and Property Management Unit (SPMU) for the fulfillment of contracts.	None	10 minutes	<i>Staff-in-Charge</i> Contract Mgt. Division
	1.21 Posts the awarded projects / contracts, for transparency, on a conspicuous place at the TSU website and on PhilGeps.	None	1 hour	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division
				Staff-in-Charge Procurement Unit Staff-in-Charge Planning and Canvassing Division
				Document Controller Procurement Unit
2. Receive notification on the approval of their request.	2. Informs the client on the approval of their request.	None	5 minutes	<i>Staff-in-Charge</i> Procurement Unit
-				Staff-in-Charge



			Planning and Canvassing Division
TOTAL TIME FOR PUBLIC BIDDING (MINIMUM TIME):	None	36 Working Days, 7 Hours & 5 Minutes	
TOTAL TIME FOR PUBLIC BIDDING (MAXIMUM TIME):	None	136 Working Days, 7 Hours & 5 Minutes	
TOTAL TIME FOR ALTERNATIVE MODE (MINIMUM TIME):	None	14 Working Days, 7 Hours & 5 Minutes	
TOTAL TIME FOR ALTERNATIVE MODE (MAXIMUM TIME):	None	22 Working Days, 7 Hours & 5 Minutes	



# **Records and Archives Unit**



### **1. Process of Archiving Documents and Materials**

The service allows the selection, protection and preservation of documents and materials compliance to Republic Act 9470 (National Archives of the Philippines, NAP Act of 2007). Display or exhibit of the materials historically.

Office or Division:	Records and Archives Unit (RAU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF 1. Accomplished Re Archives Materia TSU-RAU-SF-19	ls Form (1 Original Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplishment form and fill out the visitor's	1.1 Reviews the completeness of the form submitted.	None	15 minutes	<i>Staff</i> Records and Archives Unit
logbook.	1.2 Conducts briefing to client.	None	15 minutes	<i>Staff</i> Records and Archives Unit
	1.3 Reproduces the requested material except when the original is not under custody.	None	15 minutes	<i>Staff</i> Records and Archives Unit
	1.4 Re-files the material.	None	1 working day	<i>Staff</i> Records and Archives Unit
2. Receive the requested material.	2. Releases the requested material.	None	1 working day	<i>Staff</i> Records and Archives Unit
	TOTAL:	None	2 Working Days & 45 Minutes	



#### 2. Process of Receiving and Controlling Records and Documents

The service allows a systematic procedure of receiving and controlling of records/documents within the University, taking into consideration the agency's policies and procedure on official communications (Admin. Order No. 67, s.2018), compliance to Republic Act 9470 (National Archives of the Philippines, (NAP Act of 2007), RA 10173 (Data Privacy Act), Executive Order No. 2 -The Freedom of Information (FOI) Act and RA 11032-Ease of Doing Business (EODB).

Office or Division:	Records and Archives Unit (RAU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to G	Government		
Who may avail:	All TSU Employees			
	F REQUIREMENTS	<b>-</b>	WHERE TO SEC	URE
1. Correspondences TSU President / V Authorized Repre (2 Original Copies	/ice President/s or sentative	The client w		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the communication letter with attachments, if any, at the Records and	1.1 Receives and reviews the nature and format of the communication that is duly signed by proper authority.	None	7 minutes	<i>Staff</i> Records and Archives Unit
Archives Unit.	<ul> <li>1.2. Stamps at the upper right portion using the Records and Archives Unit seal and assigns a tracer number, date, time and initial of the Records and Archives Unit receiving staff.</li> <li>Note: An original copy is to be kept by Records and Archives Unit. If the original is to be released, the records file shall indicate "Received Original Copy" by the data owner.</li> </ul>	None	7 minutes	Staff Records and Archives Unit
	1.3. Records on the appropriate logbook.	None	7 minutes	<i>Staff</i> Records and Archives Unit
2. Receive the recorded communication	2. Dispatches the recorded communication via	None	30 minutes	<i>Staff</i> Records and Archives Unit



	TOTAL:	None	51 Minutes	
c. Sign in the pigeonhole monitoring form.	c. Pigeonhole stationed at the Records and Archives Unit and inform the concerned personnel.			
b. Via MS Teams / Electronic Data Management System (eDMS)	b. Send to MS Teams or post to Electronic Data Management System (eDMS) ( <i>if recipients are</i> <i>less than ten (10</i> ) <i>different colleges</i> <i>or offices</i> ).			
via the following modes: a. Sign in the appropriate logbook.	the following modes: a. Releases directly to the data owner.			
via the following	the following			



#### 3. Process of Requesting for Disposal of Records or Use of Storage

The service allows employees responsible in the disposal of records or use of storage to strictly comply with the National Archives of the Philippines (NAP) General Disposition Schedule (GRDS) and TSU Records Disposition Schedule (RDS).

Note: The Records and Archives Unit conducts yearly monitoring based on the General Disposition Schedule and Records Disposition Schedule. And the actual monitoring depends on the retention time of the documents.

Office or Division:	Records and Archi	ives Unit (R	Δ[])		
Classification:	Complex				
Type of Transaction:	G2G - Governmen	t to Govern	ment		
Who may avail:	All TSU Employee	S			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
Dispose of Reco	1. Accomplished Request for Authority to Dispose of Records or Use of Storage Form <i>TSU-RAU-SF-05</i>		Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the accomplished and duly signed Request for	1.1 Reviews the completeness of the submitted form.	None	1 working day	<i>Staff</i> Records and Archives Unit	
Authority to Dispose of Records or Use of Storage to the Record and Archives Unit.	1.2 If for disposal, transfer to the disposal. If for storing, transfer to storage area depending upon the capacity of Records and Archives Unit	None		<i>Staff</i> Records and Archives Unit	
2. Receive One (1) copy of the signed Request for Authority to Dispose of Records or Use of Storage Form.	designated area. 2.1 Dispatches one (1) copy of the signed Records and Archives Unit Form to the requestor and file one (1) copy for Records and Archives Unit.	None	1 working day	<i>Staff</i> Records and Archives Unit	
	2.2 The storage and disposal in charge shall conduct regular monitoring based on the General Disposition Schedule and Records Disposition Schedule.	None	1 working day Note: The actual monitoring depends on the retention time of the documents.	<i>Staff and Head</i> Records and Archives Unit	



2.3At least once a	None	1 working day	
year, Records			
and Archives			
Unit shall		Note: The total	
prepare the		processing time	
Request for		for the	
authority to		evaluation and	
dispose using		approval of	
National		National	
Archives of the		Archives of the	
Philippines Form		Philippines is 3	
No. 3, for the		months.	
signature of the			
University			
President and			
approved by the			
National			
Archives of the			
Philippines			
Executive			
Director, thru the			
Records			
Management			
Services			
Division.			
2.4Once approved,	None	1 working day	Head
prepare a letter		· · · · · · · · · · · · · · · · · · ·	Records and
addressed to the			Archive Unit
National			
Archives of the			
Philippines			
Executive			
Director, inviting			
National			
Archives of the			
Philippines			
representative			
for the date of			
actual disposal			
and availment of			
their accredited			
buyer.			
2.5Prepares invitation letter to			
the Commission on Audit resident			
auditor and			
Internal Audit			
Service as			
witness.		4 1	0, 4
2.6 Proceeds on the	None	1 working day	Staff
sale of Valueless			Cashiering Unit
records			
/ H K K K K			
(disposal) shall be receipted at			



the Cashiering Office			
TOTAL:	None	6 Working Days	

Note: The service is covered by the National Archives of the Philippines General Circular Number 1 - "Rules and Regulations Governing the Management of Public Records and Archives Administration" and "General Records Disposition Schedule".



## 4. Processing of Request of Records Copy/ies

The service allows TSU employees to access the transactions relative to Executive Order No. 2, Freedom of Information Act.

Office or Division:	Records and Archives Unit (RAU)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
IWho may avail:	All TSU Employees			
	REQUIREMENTS WHERE TO SECURE			
1. Accomplished Freedom of Information (FOI) Request Form				
TSU-RAU-SF-07	(2 Original Copies)	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit accomplished Freedom of Information Request Form to the Records	1. Receives and conducts the initial evaluation of the submitted form. <i>Note: If the form is</i>	None	10 minutes	<i>Staff</i> Records and Archives Unit
and Archives Unit Office.	incompletely filled out, deny the request.			<i>FOI Officer</i> Tarlac State University
2. Receive the available record or information.	2.1 Retrieves and releases the information, if available, upon the approval of the Unit Head.	None	15 working days	<i>Staff</i> Records and Archives Unit
	2.2 Prepares and submits of Freedom of Information reports.			FOI Officer Tarlac State University
	TOTAL:	None	15 Working Days & 10 Minutes	

\* The total turnaround time includes processing of request/s needing highly technical procedures.



# Supply and Property Management Unit



# 1. Processing of Request for Physical Inventory of Property Accountabilities

	vs the client to request	special inve	ntory of property a	accountabilities.
Office or Division:	Supply and Property N	Managemen	t Unit	
Classification:	Complex			
Type of Transaction:	G2G – Government to	Governme	nt	
Who may avail:	End-users/ Accountab	le Officers		
	REQUIREMENTS		WHERE TO SEC	
<ol> <li>Accomplished Re (1 Original Copy)</li> </ol>		Downloada https://www sf-06-reque	est-slip.docx	ebsite: <u>a/yjufpfkr/tsu-sup-</u>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request for Inventory to the office of Supply and Property	1.1 Receives, Records and Approves Request for Inventory	None	10 minutes	Inventory Staff Head Supply and Property Management Unit
Management Unit.	1.2Prepares checklist/ summary list and set schedule for Inventory	None	10 minutes	<i>Inventory Staff</i> Supply and Property Management Unit
2. Attends set schedule of Inventory	2.1 Conducts Inventory	None	4 working days	Inventory Staff Supply and Property Management Unit
	2.2 Prepares report on the conducted Inventory which includes list of Missing Property Accountabilities (if any)	None	2 working day	Inventory Staff Inventory Committee Supply and Property Management Unit Accounting Staff Accounting Unit
3. If there are missing property accountabiliti es: Prepares a Report of Lost, Stolen, Damaged or Destroyed Property/	3. Receives and checks notarized Report of Lost, Stolen, Damaged or Destroyed Property/ Report of Lost, Stolen, Damaged or Destroyed Semi-	None	5 minutes	Inventory Staff Supply and Property Management Unit



Report of Lost, Stolen, Damaged or Destroyed Semi- Expendable Property and submits a notarized copy to Supply and Property Management Unit	Expendable Property			
<ul> <li>Settles missing property accountabilities to the Cashiering Unit and submits Official Receipts or replacement of lost items as proof of settlement</li> </ul>	4.1 For payment of the lost item(s), receives payment for the assessed amount of missing property accountabilities <b>Note: If the item(s)</b> <b>is replaced</b> , present the item(s) and submit the Official Receipt to the SPMU to verify that the purchased item is equivalent to the lost item(s).	Assessed amount of missing property accounta bilities	10 minutes	Cashiering Staff Cashiering Unit Inventory Staff SPMU
	4.2 Receives and Records proof of settlement	None	5 minutes	PPE Staff Supply and Property Management Unit
	4.3Drops property in the database/ Inventory Record	None	5 hours	<i>PPE Staff</i> Supply and Property Management Unit
TOTAL Witho	out Missing Property Accountabilities:	None	6 Working days and 20 minutes	
TOTAL With Missing Accountabilities:		Amount of assesse d missing account ability/ ies	6 Working days, 5 hours and 40 minutes	



# 2. Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment

The service allows the requisition and issuance of supplies, materials, and equipment to end user/s.

end user/s.				
Office or Division:	Supply and Property Management Unit			
Classification:	Complex			
Type of Transaction:	G2G– Government to Government			
Who may avail:	Respective End-Users			
	REQUIREMENTS		WHERE TO SEC	CURE
<ol> <li>Accomplished Requisition and Issue Slip (RIS)         <ul> <li>(3 Original Copies)</li> <li>(1 Photocopy for items to be transferred to other campus)</li> </ul> </li> </ol>		Supply and Property Management Unit Downloadable at the TSU Website: <u>https://www.tsu.edu.ph/media/hw1j3hyp/requit</u> <u>ion-and-issue-slip.docx</u>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Requisition of Supplies, Materials and PPE: Submits	1.1 Receives Requisition Slip for stock availability inquiry	None	5 minutes	<i>Receiving Staff</i> Supply and Property Management Unit
accomplished Requisition Slip to the office of Supply and Property Management Unit.	1.2 Checks availability of stocks	None	3 hours	Supply And Materials Staff Property, Plant and Equipment Staff Supply and Property Management Unit
	1.3 Certifies non- availability of stocks and return to Requisitioning officer the Requisition and Issue Slip for preparation of Purchase Request	None	3 hours and 10 minutes	<i>Head</i> Supply and Property Management Unit
2. For Issuance of Supplies, Materials, and Equipment: Receives notice for available item/s	2. For Supplies and Materials, PPE, and Semi- Expendable PPE: Prepares and issue notice to end-user/s for	None	1 working day	Supply And Materials Staff Property, Plant and Equipment Staff Supply and Property



		the availability of item/s per fund cluster			Management Unit
3.	Present duly accomplished Requisition and Issue Slip (RIS) for supplies,	3.1 Checks, approves, and records the availability of items	None	2 hours	Receiving Clerk Head Supply And Materials Staff
	materials, and equipment				Supply and Property Management Unit
		3.2 For Construction	None	1 working day	Monitoring & Validation Staff
		Materials: Validates items requested for construction/ fabrication/ repairs by administration			Supply and Property Management Unit
		3.3 For Semi- Expendable PPE and for Semi-	None	1 working day and 5 hours	Supply And Materials Staff/ PPE Staff Head
		Expendable Supplies and Materials: Prepares and signs Inventory Custodian Slip			Property, Plant and Equipment Staff Supply and Property Management Unit
		3.4 <b>For PPE:</b> Prepares and signs Property Acknowledgeme nt Receipt (PAR)	None	2 working days	<i>Head</i> Supply and Property Management Unit
4.	Receive the item(s)	4.1 For Supplies and Materials: Issue items to end-user/s	None	1 working day	Supply And Materials Staff Supply and Property Management Unit
		4.2 For PPE and Semi- Expendable PPE: Issue items to end-user/s	None	2 working days	Property, Plant and Equipment Staff Supply and Property Management Unit
		4.3 For Supplies, Materials, PPE and Semi-	None	1 working day	Supply And Materials Staff



Expendable Supplies, Materials and PPE: Post issued items manually and electronically in the property/stock card and supply inventory system4.4 Prepares and	None	3 hours	Property, Plant and Equipment Staff Supply and Property Management Unit
4.4 Prepares and submits a Report of Supplies and Materials Issued and Report of Semi- Expendable Property Issued to the Accounting Office	NOTE		Materials Staff Property, Plant and Equipment Staff SPMU
Total In Supplies, And Materials:	None	3 Working Days, 8 Hours, & 10 Minutes	
Total In Semi-Expendable: Supplies and Materials, and PPE:	NONA	6 Working Days, 3 Hours & 10 Minutes	
Total In Supplies, And Materials (Construction):	None	4 Working Days, 8 Hours, & 10 Minutes	
Total In PPE:	None	6 Working Days, 5 Hours, & 10 Minutes	



### 3. Processing of Request to Condemn Unserviceable Property Accountabilities

This service allows clients to submit requests to condemn unserviceable and/or no longer needed properties.

longer needed pr				
Office or Division:	Supply and Property Management Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	End-users/ Accountable Officers			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
<ol> <li>Accomplished Request Slip (1 Original Copy)</li> </ol>		Supply and Property Management Unit/ Downloadable at the TSU Website <u>https://www.tsu.edu.ph/media/yjufpfkr/tsu-sup-</u> <u>sf-06-request-slip.docx</u>		
2. Fully Accomplish (1 Original Copy)	ed Inspection Report )	Facility Maintenance Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request to Condemn/ Request Slip with attached fully accomplished Inspection Report to the office of Supply and Property Management Unit.	<ul> <li>1.1 Receives, checks, and approves Request to condemn unserviceable properties</li> <li>1.2 Prepares and issue pull out slip to the end-user</li> </ul>	None	10 minutes	Receiving Staff Disposal Staff Head Supply and Property Management Unit Disposal Staff Supply and Property
	<ul> <li>1.3 Pull out item/s to condemn then transfer the item to the storage room for disposal</li> <li>1.4 Prepares ITR/PTR to the Supply Officer and label the second s</li></ul>	None	1 working day	Management Unit Disposal Staff Supply and Property Management Unit Disposal Staff Head
	and label the condemn properties using the number indicated on the ITR/PTR TOTAL:	None	3 Working Days, & 10 Minutes	Supply and Property Management Unit



# 4. Processing of Request to Return to Stock Serviceable Properties that are No Longer Needed by the End-User

The service allows to return the properties that are still serviceable but no longer needed by the end-user to the Supply and Property Management Unit.

	o the Supply and Prope				
Office or Division:	Supply and Property Management Unit				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	End-users/ Accountable Officers				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
<ol> <li>Accomplished Request Slip (1 Original Copy)</li> </ol>		Supply and Property Management Unit/ Downloadable at the TSU Website <u>https://www.tsu.edu.ph/media/yjufpfkr/tsu-</u> <u>sup-sf-06-request-slip.docx</u>			
2. Fully Accomplish (1 Original Copy	ed Inspection Report )		Facility Maintenance Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits accomplished	1.1 Receives, checks and	None	10 minutes	Receiving Staff	
Request Slip with attached	Approves Request to			Inventory Staff	
Inspection Report to the	Return properties			Head	
office of Supply and Property Management	properties			Supply and Property Management	
Unit	2.1Pull out	None	2 working days	Unit Inventory Staff	
	serviceable properties to be returned			Supply and Property Management Unit	
	2.2 Prepares Inventory Transfer Report (ITR)/ Property Transfer Report (PTR) to the Supply Officer and put label on the returned items using the number indicated on the ITR/PTR 1.4 Issue a copy of ITR/PTR to new end user	None	1 hour 10 minutes	Inventory Staff Head Supply and Property Management Unit PPE Staff Supply and Property	
			2 Working	Management Unit	
	TOTAL:	None	2 working Days,		



1 Hour, & 20	
Minutes	



## 5. Processing of Request to Transfer Property Accountabilities

The service allows the proper turn over or transfer of property accountability from one end-user to another end-user.

end-user to anoth				
Office or Division:	Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	End-users/ Accountable Officers			
	REQUIREMENTS		WHERE TO SE	CURE
<ol> <li>Accomplished Request Slip (1 Original Copy)</li> </ol>		Supply and Property Management Unit/ Downloadable at the TSU Website <u>https://www.tsu.edu.ph/media/yjufpfkr/tsu-</u> <u>sup-sf-06-request-slip.docx</u>		
2. Fully Accomplish (1 Original Copy)	ed Inspection Report	Facility Ma	aintenance Unit	
<ol> <li>Fully Accomplished Permit to Bring Materials/ Equipment from One Campus to Another <i>TSU-SUP-SF-51</i> (1 set)</li> </ol>		Supply and Property Management Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Request to Transfer /Request Slip with attached checklist and/or Property Acknowledgem ent Receipt/ Inventory Custodian Slip	<ul> <li>1.1 Receives, checks and Approves Request to Transfer of Property Accountabilities</li> <li>Note: The end user shall be responsible for transferring the items.</li> <li>If the items are to be transferred to another campus, the new end user prepares a Permit to Bring Materials/Equipment from One Campus to Another TSU- SUP-SF-51 to be approved by the SPMU Head.</li> </ul>	None	10 minutes	Receiving Staff Inventory Staff Head Supply and Property Management Unit
	1.2Prepares Inventory Transfer Receipt for Semi- Expendable <i>Property, Plant</i> <i>and Equipment</i>	None	1 hour	Inventory Staff Head Supply and Property Management Unit



	and Property Transfer Receipt for <i>Property,</i> <i>Plant and</i> <i>Equipment</i> items			
	1.3 Prepares Inventory Custodian Slip for Semi- Expendable <i>Property, Plant</i> <i>and Equipment</i> and Property Acknowledgeme nt Receipt for PPE items to the new End-user	None	1hour	Property, Plant and Equipment Staff Head Supply and Property Management Unit
2. Transfer the accountability to the new end user	<ol> <li>Issue a copy Inventory Custodian Slip/ Property Acknowledgeme nt Receipts to new end user</li> </ol>	None	2 working day	Inventory and Property, Plant and Equipment Staff Supply and Property Management Unit
	TOTAL:	None	2 Working Days 7 Hours And 10 Minutes	0.111



## **Training and Organizational Development Unit**

## **Internal Services**



### **1. Process of Application for Sabbatical Leave**

This service allows members of the faculty to study, conduct investigation and research, book writing, extension service, consultancy volunteer work or rest to improve their competency for service to the University.

Office or Division:	Office of Human Reso	ource Develo	opment and Mana	gement –
	Training and Organiza			
Classification:	Highly Technical		- <b>I</b>	,
Type of	G2C – Government to	Governmer	nt	
Transaction:				
Who may avail:	TSU Faculty with Twe	nty-five (25)		
CHECKLIST OF			WHERE TO SE	
1. Accomplished Appli				Development Unit
Sabbatical Leave TS	SU-TOD-SF-32	or downloa		- 15
(3 Original Copies)			v.tsu.edu.ph/medi	a/ibgivg3x/isu- batical-leave.docx
2. Proposed Program	of Work	The client		
(1 Original Copy)				
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the	1.1 Receives and	None	1 minute	Clerk
accomplished	verifies			Office of the
Application Form	completeness of			University
with the Proposed	the submitted			President
Program of Work to	documents.	N	4	
Office of the University President.	1.2 Endorses verified	None	1 minute	<i>Clerk</i> Office of the
	documents to Office of Human			University
	Resource and			President
	Development			ricoldent
	Management			
	(OHRĎM).			
	1.3 Receives and	None	1 minute	Messenger
	endorses the			Office of Human
	documents to the			Resource
	Administrative			Development
	Assistant of			and
	Training and Organizational			Management
	Development Unit.			
	1.4 Receives and	None	1 minute	Administrative
	endorses the	_		Assistant II
	documents to the			Training and
	Human Resource			Organizational
	and Development			Development
	Management			Unit
	Office (HRDMO)			or
	Director.			Director
				Office of Human
				Resource
				Development
				and
				Management



	1.5 Convenes and evaluates the applicant's proposed program of work.	None	7 working days	<i>Members</i> TSU- Administrative Council
	1.6 Prepares and accomplishes CSW for Board Confirmation.	None	7 working days	Administrative Assistant II Training and Organizational Development Unit Board of Regents Tarlac State
2. Receive an update on the status of the application.	<ol> <li>Notifies the applicant on the status of his/her application.</li> <li>I f approved, facilitates contract signing.</li> <li>If denied, inform the lacking.</li> </ol>		3 working days	University Administrative Assistant II Training and Organizational Development Unit
	TOTAL:	None	17 Working Days & 4 Minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only processes the application for sabbatical leave, approval depends on the evaluation of other processing office.



### 2. Process of Filing Cases and Complaints

This service allows TSU employees to file cases and complaints arising in the workplace following due process and procedures.

Office or Division:	Office of Human Base	Iree Develo	nmont and Manag	omont
Onice or Division:	Office of Human Resou Training and Organizat			
Classification:	Simple			
Type of	G2C – Government to	Citizen		
Transaction:	G2G – Government to		t	
Who may avail:	Faculty Members, Non	-		keholders of
inite may aram	Tarlac State University		oroonnon, and old	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
<ol> <li>Complaint Letter in V Under Oath That Inc Details (1 Original C a. Full name of co b. Address of com c. Full name of co d. Address of com e. Position and De complainee</li> <li>Narrative Report Co</li> </ol>	Writing and Made cludes the Following opy or 1 Duplicate): mplainant plainant mplainee plainee esignation of	The client will provide		
Employee (1 Original Copy or	1 Duplicate)	<b></b>		
3. Documentary Evide the Witness, <i>if any</i>	nce and Affidavits of (1 Certified True Copy)	The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. Submit the documents to the Office of the University President.	1.1 Receives the submitted documents and endorses to the Office of Human Resource Development and Management through Office of the Vice President for Administration.	BE PAID None	TIME 3 minutes	RESPONSIBLE Clerk Office of the University President
	1.2 Initially assesses and evaluates the case.	None	30 minutes	Director Office of Human Resource Development and Management or Administrative Assistant II Training and Organizational



				Development
	1.3 Informs parties of	None	2 minutes	Unit Administrative
	the schedule of the			Assistant II
	interview and mediation.			Training and Organizational
				Development
				Unit
2. Attend the	2. Interviews the	None	1 hour	Director
interview and mediation at the	parties involved and facilitates			Office of Human Resource
Office of Human	initial mediation			Development
Resource	and amicable			and
Development and Management	settlement.			Management
(OHRDM).				or
				Administrative
				Assistant II
				Training and Organizational
				Development
				Unit
3. Wait for the resolution of the	<ol> <li>Submits case report and</li> </ol>	None	2 working days	<i>Director</i> Office of Human
case.	recommends to			Resource
	the Office of the			Development
	University			and
	President through the Vice President			Management
	for Administration.			Vice President
				Office of the Vice
				President for Administration
				Auministration
				President
				Office of the
				University President
			2 Working	FICSIUCIIL
	TOTAL:	None	Days, 1 Hour	
			& 35 Minutes	



### 3. Processing of Request for Thesis/Dissertation Financial Assistance

This service allows deserving Tarlac State University personnel to receive financial assistance as support for the completion of their thesis or dissertation.

Office or	Office of Human Resourc		•	
Division:	Training and Organization	nal Developi	ment Unit (OHRDI	M-TODU)
Classification:	Highly Technical			
Type of	G2C – Government to Go	overnment		
Transaction:				
Who may avail:	Permanent TSU Personn		g For At Least Tw	o (2) Years with
	Defended Research Prop	osal		
CHECKLIST (	OF REQUIREMENTS		WHERE TO SE	
1. Accomplished R	•	Training ar	nd Organizational	Development Unit
	incial Assistance Form	or downloa		
TSU-TOD-SF-33	8 (3 Original Copies)		<u>v.tsu.edu.ph/medi</u>	
			equest-for-financia	
			issertation-1.docx	
	Permit to Study Form	Training ar	nd Organizational	Development Unit
TSU-TOD-SF-2	8 (3 Original Copies)	or downloa		
				a/tfsjek3a/tsu-tod-
			<u>iit-to-study.docx</u>	
	mance Commitment and	Training ar	nd Organizational	Development Unit
	y (IPCR) for the Past Two			
(2) years (1 Orig				
4. Research Propo	sal Certified by the Dean	The client	will provide.	
Concerned (1 Or	iginal Copy)			
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
OLIENT OTEFS	AGENET ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit	1.1 Receives and	None	1 minute	Clerk
accomplished	verifies completeness			Office of the
forms and	of the submitted			University
supporting	documents.			President
requirements to	1.2 Endorses verified	None	1 minute	Clerk
the Office of the	documents to Office of			Office of the
University	Human Resource			University
President.	Development and			President
	Management			
	(OHRDM).			
	1.3 Receives and	None	1 minute	Messenger
	endorses documents			Office of Human
	to the Administrative			Resource
	Assistant of Training			Development
	and Organizational			and
	Development Unit.			Management
	1.4 Convenes and	None	7 working days	Administrative
	evaluates if the			Assistant II
	thesis/dissertation is			Training and
	relevant with the			Organizational
	development thrust of			Development
	the University, if			Unit
	affirmative, shall			Members
	endorse the			TSU- Faculty
	application to the			Scholarship
	Budget Office to			Committee
1				(FSC)/



	determine if there are funds available.			Non-Academic Personnel Scholarship Committee (NAPSC) <i>Clerk</i> Budget Management Unit
	1.5 Endorses the application to the Office of the University President for approval.	None	3 working days	<i>Clerk</i> Office of the University President
	1.6 Endorses to the Administrative Assistant of Training and Organizational Development Unit.	None	1 minute	<i>Messenger</i> Office of Human Resource Development and Management
	1.7 Compiles and endorses all the requirements to the Administrative Services Unit for the processing of voucher.	None	5 minutes	Administrative Assistant II Training and Organizational Development Unit
				<i>Staff</i> Administrative Service Unit
2. Receive the notification regarding the status of the application	2. Notifies the client on the status of his/her application.	None	1 minute	Administrative Assistant II Training and Organizational Development Unit
	TOTAL:	None	10 Working Days & 10 Minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only processes the Financial Assistance for Thesis/Dissertation, the approval depends on the evaluation of other processing office.



### 4. Processing of Application for Scholarship

This service provides an opportunity for deserving faculty members and non-teaching personnel to pursue higher education.

Office or Division:	Office of Human Resc			
	Training and Organiza	ational Devel	opment Unit (OHF	RDM-TODU)
Classification:	Highly Technical	0	1	
Type of	G2C – Government to	Governmen	IT	
Transaction:	Dermonent employees		andared two (2)	a are and above to
Who may avail:	Permanent employees	s who have r	endered two (2) ye	ears and above to
	the University.		WHERE TO SEC	
1. Letter of Intent Add		The client w		JUKL
of the University P	-			
Endorsement from				
Dean/Director and	•			
President (1 Origir	nal Copy)			
	ce from the University	The client w	vill provide.	
or School where he	she Plans to Enroll		-	
(1 Original Copy)				
	ive Very Satisfactory			
	ng for the Previous			
IPCR rating period				
(1 Original copy ar				
-	4. Certificate of Employment			
(1 Original Copy) 5. Medical Certificate	(1 Original Conv)			
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit Letter of	1.1 Endorses the	None	1 minute	Clerk
Intent to the Office	letter to the			Office of the
of the University	HRDM Office.			
				University
President.				President
President.	1.2 Endorses to the	None	1 minute	President Messenger
President.	1.2 Endorses to the Administrative	None	1 minute	President <i>Messenger</i> Office of Human
President.	1.2 Endorses to the Administrative Assistant of	None	1 minute	President Messenger Office of Human Resource
President.	1.2 Endorses to the Administrative Assistant of Training and	None	1 minute	President Messenger Office of Human Resource Development
President.	1.2 Endorses to the Administrative Assistant of Training and Organizational	None	1 minute	President Messenger Office of Human Resource Development and
President.	1.2 Endorses to the Administrative Assistant of Training and Organizational Development	None	1 minute	President Messenger Office of Human Resource Development
President.	1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.			President Messenger Office of Human Resource Development and Management
President.	1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit. 1.3 Informs	None	1 minute 3 minutes	President Messenger Office of Human Resource Development and Management Administrative
President.	<ul> <li>1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.</li> <li>1.3 Informs requestor of the</li> </ul>			President Messenger Office of Human Resource Development and Management Administrative Assistant II
President.	<ul> <li>1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.</li> <li>1.3 Informs requestor of the needed</li> </ul>			President Messenger Office of Human Resource Development and Management Administrative Assistant II Training and
President.	<ul> <li>1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.</li> <li>1.3 Informs requestor of the</li> </ul>			President Messenger Office of Human Resource Development and Management Administrative Assistant II
	<ul> <li>1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.</li> <li>1.3 Informs requestor of the needed requirements.</li> </ul>	None	3 minutes	President Messenger Office of Human Resource Development and Management Administrative Assistant II Training and Organizational Development Unit
2. Submit the	<ul> <li>1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.</li> <li>1.3 Informs requestor of the needed requirements.</li> <li>2.1 Receives</li> </ul>			President Messenger Office of Human Resource Development and Management Administrative Assistant II Training and Organizational Development Unit Administrative
	<ul> <li>1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.</li> <li>1.3 Informs requestor of the needed requirements.</li> <li>2.1 Receives submitted</li> </ul>	None	3 minutes	President Messenger Office of Human Resource Development and Management Administrative Assistant II Training and Organizational Development Unit Administrative Assistant II
2. Submit the	<ul> <li>1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.</li> <li>1.3 Informs requestor of the needed requirements.</li> <li>2.1 Receives</li> </ul>	None	3 minutes	President Messenger Office of Human Resource Development and Management Administrative Assistant II Training and Organizational Development Unit Administrative Assistant II Training and
2. Submit the	<ul> <li>1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.</li> <li>1.3 Informs requestor of the needed requirements.</li> <li>2.1 Receives submitted</li> </ul>	None	3 minutes	President Messenger Office of Human Resource Development and Management Administrative Assistant II Training and Organizational Development Unit Administrative Assistant II Training and Organizational
2. Submit the	<ul> <li>1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.</li> <li>1.3 Informs requestor of the needed requirements.</li> <li>2.1 Receives submitted</li> </ul>	None	3 minutes	President Messenger Office of Human Resource Development and Management Administrative Assistant II Training and Organizational Development Unit Administrative Assistant II Training and Organizational Development
2. Submit the	<ul> <li>1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.</li> <li>1.3 Informs requestor of the needed requirements.</li> <li>2.1 Receives submitted documents.</li> </ul>	None	3 minutes	President Messenger Office of Human Resource Development and Management Administrative Assistant II Training and Organizational Development Unit Administrative Assistant II Training and Organizational Development Unit
2. Submit the	<ul> <li>1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.</li> <li>1.3 Informs requestor of the needed requirements.</li> <li>2.1 Receives submitted documents.</li> <li>2.2 Through the</li> </ul>	None	3 minutes	President Messenger Office of Human Resource Development and Management Administrative Assistant II Training and Organizational Development Unit Administrative Assistant II Training and Organizational Development Unit Administrative
2. Submit the	<ul> <li>1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.</li> <li>1.3 Informs requestor of the needed requirements.</li> <li>2.1 Receives submitted documents.</li> </ul>	None	3 minutes	President Messenger Office of Human Resource Development and Management Administrative Assistant II Training and Organizational Development Unit Administrative Assistant II Training and Organizational Development Unit



Development and Management (OHRDM), the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) shall convene to evaluate and, if in the affirmative, shall recommend the application for approval by the Office of the University			Training and Organizational Development Unit <i>Members</i> TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC) <i>President</i> Office of the University
President. 2.3 Prepares and accomplishes CSW for Board Confirmation.	None	3 working days	President Administrative Assistant II Training and Organizational Development Unit Board of Regents Tarlac State University
<ul><li>2.4 Notifies the applicant on the status of his/her application.</li><li>2.4.1 Facilitates the contract signing when approved.</li></ul>	None	3 working days	Administrative Assistant II Training and Organizational Development Unit
TOTAL:	None	13 Working Days & 6 Minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only processes and endorses scholarship applications, approval depends on the evaluation of other processing office.



### 5. Processing of Request for External Training

This service allows Tarlac State University employees to attend training and seminars (Face-to-face or Online) offered and organized by training providers outside the University for personal and professional development.

	Office of Liverage Decay	maa Davalar	waa a ta a d Maxaa	
Office or Division:	Office of Human Resou Training and Organizat			
	External Training (Face			
	Highly Technical			
Classification:	External Training (Onlin	ne with Reai	stration Fee)– Hid	hlv Technical
	External Training (Free			j,
Type of	G2G – Government to			
Transaction:				
Who may avail:	All TSU Plantilla Perso	nnel (Teachi	ng and Non-Tead	ching)
	REQUIREMENTS		WHERE TO SE	CURE
1. Letter of Invitation, F	-	Training Pr	ovider	
and Other Attachme	nts, <i>if any</i>			
(1 Original Copy)				
2. Endorsement Form	/ Letter if any	Office of th	e University Pres	ident
(1 Original Copy)		<b>T</b>		Development
3. Accomplished Requ		I raining an Unit or dow	d Organizational	Development
Training Form <i>TSU-</i> (4 Original Copies)	100-37-22	-	/nioad at v.tsu.edu.ph/medi	a/dthdfuka/tau
(4 Original Copies)			equest-for-externa	
4. Accomplished Train	ing Commitment Form		d Organizational	
TSU-TOD-SF-23 (1	-	Unit	a organizational	Development
			v.tsu.edu.ph/medi	ia/44wi0wcn/tsu-
		tod-sf-23-training-commitment-form.docx		
5. Approved Learning	and Development Plan	Training and Organizational Development		
TSU-TOD-SF-09 (1		Unit or download at		
		https://www.tsu.edu.ph/media/hsgdyud3/tsu-		
		tod-sf-09-learning-and-development-		
		plan.docx		
6. For Non-Teaching,		Training and Organizational Development		
	Career Development	Unit or download at		
Plan for Non-Teachi	ng 150-10D-SF-07	https://www.tsu.edu.ph/media/as4npfwn/tsu- tod-sf-07-individual-career-development-plan-		
(1 Photocopy)		for-non-tea		evelopment-plan-
7 For Teaching Duly	Signed and Approved			Development
Individual Career De	• • •	Training and Organizational Development Unit or download at		
Non-Teaching TSU-	•	https://www.tsu.edu.ph/media/gzgmu213/tsu-		
(1 Photocopy)				evelopment-plan-
(			g-personnel.docx	
	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCT ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. Submit all	1.1 Receives and	None	5 minutes	Front Desk
requirements to	reviews submitted			Clerk
the Training and	requirements.			Office of Human
Organizational				Resource
Development Unit.				Development
				and Management
				Management
				or
				UI UI



			<i>Training</i> <i>Assistant</i> Training and Organizational Development Unit
1.2 Screens and evaluate the request and recommend actions and/or adjustment, if needed.	None	10 minutes	<i>Unit Head</i> Training and Organizational Development Unit
1.3 Adds control number and have it signed by the Office of Human Resource Development and Management (OHRDM) Director.	None	5 minutes	<i>Training</i> <i>Assistant</i> Training and Organizational Development Unit <i>Director</i> Office of Human Resource Development and Management
1.4 For External Training (Face- to-Face and Online) with Registration Fee: Endorses signed documents to the Budget Management Unit.	None	1 working day	<i>Training</i> <i>Assistant</i> Training and Organizational Development Unit
<ul> <li>1.5 For External Training (Face- to-Face and Online) with Registration Fee: Receives the signed documents and have it signed by the Budget / Accounting Officer.</li> <li>1.51. Once signed,</li> </ul>	None	1 working day	<i>Clerk</i> Budget and Management Unit <i>Head</i> Budget Management Unit
endorse the document to the concerned Vice President's Office.			
1.6 Receives the signed documents and have it signed	None	1 working day	<i>Clerk</i> Concerned Vice President



	by the Concerned Vice President			
	1.6.1. Once signed, endorse the document to the Office of the University President.			
	<ul> <li>1.7 Receives the signed documents and have them signed by the University President.</li> <li>1.71. Once approved, forward the approved Request for External Training</li> </ul>	None	2 working days	<i>Clerk</i> Office of the University President
	to the Records and Archives Unit			
2. Receives the copy of Approved Request for External Training	2.1 Certify the Approved Request for External Training and issue copy to the Training Assistant and Requesting Office	None	10 minutes	<i>Clerk</i> Records and Archives Unit
3. Confirm attendance through the registration form /link or confirmation form from the training provider and prepare Travel Order. And have it signed by the participants, their Office Heads, their respective VPs, and the President.	3.1 Upon receipt of the approved Request for External Training, notify the client/ requesting office	None	5 minutes	<i>Training</i> <i>Assistant</i> Training and Organizational Development Unit
For Face-to- Face External Training Prepare the Travel Order. Have it signed by the participants, their Office Heads, their		None	2 working days	



Disbursement Voucher (DV) and Obligation Request and Status (ORS) for the payment of the registration fee and per diem of the participants.Voucher (DV) and Obligation Request and Status (ORS).None10 minutesClerk Budget Management Unit4.2 Reviews and certifies the accomplished Disbursement Voucher (DV) and Obligation Request and Status (ORS).None10 minutesClerk Budget Management Unit4.3 Forwards the certified Disbursement Voucher (DV) and Obligation Request and Status (ORS).None3 working daysClerk Budget Management Unit4.3 Forwards the certified Disbursement Voucher (DV) and Obligation Request and Status (ORS) to the Budget Management Unit.Clerk Budget Management UnitClerk Budget Management Unit4.4 Process the remaining signatories until it reaches the Cashiering Unit.Clerk BudgetBudget Management Unit				
President.4. For Training with Registration Fee: Fill out both Disbursement Voucher (DV) and Obligation Request and Status (ORS) for the payment of the registration fee and per diem of the participants.4.1 Receives the accomplished Disbursement Voucher (DV) and Obligation Request and Status (ORS).None10 minutesClerk Budget Management Unit4.2 Reviews and status (ORS) for the payment of the registration fee and per diem of the participants.4.2 Reviews and certifies the accomplished Disbursement Voucher (DV) and Obligation Request and Status (ORS).None10 minutesClerk Budget Management Unit4.3 Forwards the certified Disbursement Voucher (DV) and Obligation Request and Status (ORS).None3 working daysClerk Budget Management Unit4.3 Forwards the certified Disbursement Voucher (DV) and Obligation Request and Status (ORS) to the Budget Management Unit.None3 working daysClerk Budget Management Unit4.4 Process the remaining signatories until it reaches the Cashiering Unit.4.4 Process the remaining unit.Voucher Clerk BudgetClerk Budget				
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4.3 Forwards the certified       None       3 working days       Clerk Budget         Disbursement       Voucher (DV) and       Management       Unit         Obligation Request and Status (ORS)       to the Budget       Management Unit.         4.4 Process the remaining signatories until it reaches the       Clerk       Budget         Management Unit.       Unit       Unit       Unit				
certifiedBudgetDisbursementVoucher (DV) andVoucher (DV) andUnitObligation RequestUnitand Status (ORS)to the BudgetManagement Unit.Management Unit.4.4 Process theClerkremainingBudgetsignatories until itManagementreaches theUnitCashiering Unit.Unit	· · · ·	Nono	3 working dave	Clark
Disbursement       Management         Voucher (DV) and       Unit         Obligation Request       and Status (ORS)         to the Budget       Management Unit.         4.4 Process the       Clerk         remaining       Budget         signatories until it       Management         reaches the       Unit         Cashiering Unit.       Unit		None	5 WORKING days	
Voucher (DV) and Obligation Request and Status (ORS) to the Budget Management Unit.Unit4.4 Process the remaining signatories until it reaches the Cashiering Unit.Clerk Budget Unit				•
Obligation Request and Status (ORS) to the Budget Management Unit.       Image: Clerk Budget         4.4 Process the remaining signatories until it reaches the Cashiering Unit.       Image: Clerk Budget				-
and Status (ORS)         to the Budget         Management Unit.         4.4 Process the         remaining         signatories until it         reaches the         Unit         Cashiering Unit.	· · · · ·			Unit
to the Budget       Management Unit.         4.4 Process the       Clerk         remaining       Budget         signatories until it       Management         reaches the       Unit         Cashiering Unit.       Unit	•			
Management Unit.       Clerk         4.4 Process the       Clerk         remaining       Budget         signatories until it       Management         reaches the       Unit         Cashiering Unit.       Unit	· · · · · ·			
4.4 Process the remaining signatories until it reaches the Cashiering Unit.Clerk Budget Management Unit	•			
remaining Budget signatories until it reaches the Unit Cashiering Unit.	•			Clark
signatories until it     Management       reaches the     Unit       Cashiering Unit.				
reaches the Unit Cashiering Unit.	•			•
Cashiering Unit.	•			-
				Unit
	J			Clark
	•			
	•			Cashiering Unit
	<b>U</b> 1		10 Working	
		None	-	
	•		_	
	(ONLINE TRAINING WITH			
REGISTRATION FEE): Minutes	•			
3 Working			3 Working	
			5 WOLKING	
(FREE ONLINE TRAINING): None Days a co Minutes		None	-	
TOTAL TIME FOR E (FACE-TO-FACE W TOTAL TIME E		accomplished Disbursement Voucher (DV) and Obligation Request and Status (ORS). 4.2 Reviews and certifies the accomplished Disbursement Voucher (DV) and Obligation Request and Status (ORS). 4.3 Forwards the certified Disbursement Voucher (DV) and Obligation Request and Status (ORS) to the Budget Management Unit. 4.4 Process the remaining signatories until it reaches the Cashiering Unit. 4.5 Deposit the registration fee to the account provided by the training provider. XTERNAL TRAINING VITH REGISTRATION FEE AND/OR TEV): XTERNAL TRAINING	accomplished Disbursement Voucher (DV) and Obligation Request and Status (ORS).4.2 Reviews and certifies the accomplished Disbursement Voucher (DV) and Obligation Request and Status (ORS).4.3 Forwards the certified Disbursement Voucher (DV) and Obligation Request and Status (ORS).4.3 Forwards the certified Disbursement Voucher (DV) and Obligation Request and Status (ORS) to the Budget Management Unit.4.4 Process the remaining signatories until it reaches the Cashiering Unit.4.5 Deposit the registration fee to the account provided by the training provider.XTERNAL TRAINING WITH REGISTRATION FEE AND/OR TEV:	accomplished Disbursement Voucher (DV) and Obligation Request and Status (ORS).None10 minutes4.2 Reviews and certifies the accomplished Disbursement Voucher (DV) and Obligation Request and Status (ORS).None10 minutes4.3 Forwards the certified Disbursement Voucher (DV) and Obligation Request and Status (ORS).None3 working days4.3 Forwards the certified Disbursement Voucher (DV) and Obligation Request and Status (ORS) to the Budget Management Unit.None3 working days4.4 Process the remaining 

Note: This is a multi-stage process. The Training and Organizational Development Unit only approves and endorses requests for training and seminars.



# 6. Processing of Request for In-House Training or Seminar (Face-to-Face and Online)

The service allows other offices/departments of the university to organize and facilitate training or seminars for Tarlac State University (TSU) employees.

			1 1 8 4	1
Office or Division:	Office of Human Resour			
Classification	Training and Organizatio	nai Develop	ment Unit (UHRL	JM-TODO)
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to G	overnment		
Who may avail:	TSU Employees REQUIREMENTS		WHERE TO SE	
	Training or	nd Organizational		
<ol> <li>Accomplished Training Request Form TSU-TOD-SF-1 (4 Original Copies)</li> </ol>		Unit	iu Organizationai	Development
130-100-31-1 (4	original copies/		v.tsu.edu.ph/med	ia/dvaf1m0l/tsu-
			aining-request-fo	
2 Approved Learning	and Development Plan		nd Organizational	
TSU-TOD-SF-09 (1		Unit or dow	-	Development
			v.tsu.edu.ph/med	ia/hsɑdvud3/tsu-
			earning-and-deve	
		plan.docx		
3. Accomplished Reso	ource Person	Training ar	nd Organizational	Development
Information Sheet	Design TSU-TOD-SF-13	Unit	-	
(1 Original Copy)				
	ning and Development	Training and Organizational Development		
Instructional Desigr	n TSU-TOD-SF-12	Unit		
(1 Original Copy)				
5. List of Target Partic	cipants (1 Original Copy) The client will provide			DEDOON
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING	
1. Submit Training	1.1 Receives the	None	TIME	RESPONSIBLE
				Front Dack
		none	2 minutes	Front Desk Clerk
Request Form	submitted Training	None	2 minutes	Clerk
Request Form (TRF) and other	submitted Training Request Form with	none	2 minutes	<i>Clerk</i> Office of Human
Request Form (TRF) and other attachments to	submitted Training	None	2 minutes	<i>Clerk</i> Office of Human Resource
Request Form (TRF) and other attachments to the Training and	submitted Training Request Form with	None	2 minutes	<i>Clerk</i> Office of Human
Request Form (TRF) and other attachments to	submitted Training Request Form with	None	2 minutes	<i>Clerk</i> Office of Human Resource Development
Request Form (TRF) and other attachments to the Training and Organizational	submitted Training Request Form with	None	2 minutes	<i>Clerk</i> Office of Human Resource Development and
Request Form (TRF) and other attachments to the Training and Organizational	submitted Training Request Form with	None	2 minutes	<i>Clerk</i> Office of Human Resource Development and
Request Form (TRF) and other attachments to the Training and Organizational	submitted Training Request Form with	None	2 minutes	<i>Clerk</i> Office of Human Resource Development and Management <i>or</i>
Request Form (TRF) and other attachments to the Training and Organizational	submitted Training Request Form with	None	2 minutes	<i>Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training</i>
Request Form (TRF) and other attachments to the Training and Organizational	submitted Training Request Form with	None	2 minutes	<i>Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training</i> <i>Assistant</i>
Request Form (TRF) and other attachments to the Training and Organizational	submitted Training Request Form with	None	2 minutes	<i>Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training</i> <i>Assistant</i> Training and
Request Form (TRF) and other attachments to the Training and Organizational	submitted Training Request Form with	None	2 minutes	<i>Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training</i> <i>Assistant</i> Training and Organizational
Request Form (TRF) and other attachments to the Training and Organizational	submitted Training Request Form with	None	2 minutes	<i>Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training</i> <i>Assistant</i> Training and Organizational Development
Request Form (TRF) and other attachments to the Training and Organizational	submitted Training Request Form with other attachments.			<i>Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training</i> <i>Assistant</i> Training and Organizational Development Unit
Request Form (TRF) and other attachments to the Training and Organizational	submitted Training Request Form with other attachments. 1.2 Reviews and	None	2 minutes	<i>Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training</i> <i>Assistant</i> Training and Organizational Development Unit <i>Head</i>
Request Form (TRF) and other attachments to the Training and Organizational	submitted Training Request Form with other attachments. 1.2 Reviews and evaluates the			<i>Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training</i> <i>Assistant</i> Training and Organizational Development Unit <i>Head</i> Training and
Request Form (TRF) and other attachments to the Training and Organizational	submitted Training Request Form with other attachments. 1.2 Reviews and evaluates the submitted Training			<i>Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training</i> <i>Assistant</i> Training and Organizational Development Unit <i>Head</i> Training and Organizational
Request Form (TRF) and other attachments to the Training and Organizational	submitted Training Request Form with other attachments.			<i>Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training</i> <i>Assistant</i> Training and Organizational Development Unit <i>Head</i> Training and
Request Form (TRF) and other attachments to the Training and Organizational	submitted Training Request Form with other attachments. 1.2 Reviews and evaluates the submitted Training			<i>Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training</i> <i>Assistant</i> Training and Organizational Development Unit <i>Head</i> Training and Organizational Development
Request Form (TRF) and other attachments to the Training and Organizational	submitted Training Request Form with other attachments.			<i>Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training</i> <i>Assistant</i> Training and Organizational Development Unit <i>Head</i> Training and Organizational Development
Request Form (TRF) and other attachments to the Training and Organizational	submitted Training Request Form with other attachments.	None	15 minutes	<i>Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training</i> <i>Assistant</i> Training and Organizational Development Unit <i>Head</i> Training and Organizational Development Unit



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of Human Resource Development and Management (OHRDM) Director.			Training and Organizational Development Unit <i>Director</i> Office of Human Resource Development
			and
1.4 Endorses signed documents to the Budget Management Unit.	None	5 minutes	Management Training Assistant Training and Organizational Development Unit
<ul> <li>1.5 Receives the signed documents and have them signed by the Budget Officer.</li> <li>If approved, forward to the Accounting Office.</li> <li>If not, notify the elignt</li> </ul>	None	1 working day	<i>Clerk</i> Budget Management Unit
<i>client.</i> 1.6 Receives the signed documents and have them signed by the Accounting Officer. If approved, forward to the concerned Vice President. If not, notify the client.	None	1 working day	<i>Clerk</i> Accounting Unit
1.7 Receives the signed documents and have them signed by the Vice President. Once signed, endorse the document to the Office of the University President.	None	1 working day	<i>Clerk</i> Respective Vice President
1.8 Receives the signed documents and have them signed by the University President.	None	1 working day	<i>Clerk</i> Office of the University President



	1.8.1 Once approved, forward the approved Training Request Form to the Records and Archives Unit			
2. Receive the copy of Approved Request for External Training	2.1 Certifies the Approved Request for External Training and issue a copy to the Training Assistant and Requesting Office	None	10 minutes	<i>Clerk</i> Records and Archives Unit
3. Announce the training details through eDMS.	3.1 Secures a copy of the signed memo.	None	10 minutes	<i>Training</i> <i>Assistant</i> Training and Organizational Development Unit
4. Coordinates training details with the Resource Speakers, and participants and prepares other training logistics (venue, food, equipment, and training materials).	4.1 Prepares necessary training needs before scheduled training or webinar, (Zoom/MS Teams Link, Attendance and Registration Link and Post Training Evaluation)	None	3 working days	<i>Training</i> <i>Assistant</i> Training and Organizational Development Unit
	TOTAL:	None	7 Working Days & 47 Minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only approves and endorses requests for In-house training and seminars.



#### 7. Processing of Request for Scholarship Extension

This service allows the employee-scholars who cannot complete their degree within the period stipulated in their scholarship contract to request for one (1) semester extension with/without pay and with/without stipend to continue studying in their respective Universities.

Office or Division:	Office of Human Resource Development and Management –			
Office of Division.	Training and Organiza			
Classification:	Highly Technical			
Type of	G2C – Government to	Governmen	t	
Transaction:				
Who may avail:	Employee-Scholars of	f the Universi	ity	
	REQUIREMENTS		WHERE TO SEC	URE
1. Letter of Intent Add	dressed to the Office	The client w	/ill provide.	
of the University P	resident with an			
Endorsement from	the College			
Dean/Director and	concerned Vice			
President				
(1 Original Copy a				
2. Updated Study Plan	· · · · · · · · · · · · · · · · · · ·			
3. Grade Reports (1 C				
	he Adviser Indicating			
	d by the Grantee to			
Finish the Degree,	if any.			
(1 Original Copy)			BBBBBBBB	DEDOON
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of	1.1 Endorses the	None	1 minute	Clerk
Intent to the Office	letter to the Office	None	1 minute	Office of the
of the University	Human Resource			University
President (OUP).	Development and			President
	Management.			, reenderne
Note: Request to	1.2 Endorses to the	None	1 minute	Messenger
extend shall be	Administrative			Office of Human
made one (1)	Assistant of			Resource
month before the	Training and			Development
current semester	Organizational			and
or end of	Development			Management
summer or	Unit.			
midyear for the	1.3 Informs	None	3 minutes	Administrative
FSC actions and	requestor of the			Assistant II
endorsement to	needed			Training and
the OUP.	requirements.			Organizational
				Development
2. Submit the	2.1 Receives	None	1 minute	Unit Administrative
requirements.	submitted	NULLE		Assistant II
	documents.			Training and
				Organizational
				Development
				Unit
Unit				



	2.2 Through the Office of Human Resource Development and Management (OHRDM), the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) shall convene to evaluate and, if in the affirmative, shall recommend the request for approval by the Office of the University President.	None	7 working days	Technical Staff on Employee Relations Training and Organizational Development Unit <i>Members</i> TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC) <i>President</i> Office of the University President
3. Receives notification on the status of the request.	3. Notifies the applicant on the status of his/her request, in writing.	None.	2 working days	Administrative Assistant II Training and Organizational Development Unit
	TOTAL:	None	9 Working Days & 6 Minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only process and endorse request for Scholarship extension, approval depends on the evaluation of other processing office.



### 8. Processing of Request for Scholarship Status of Employee-Scholars

This service helps the employee-scholars to monitor the status of their requests from the Faculty Scholarship Committee through the Office of Human Resource and Development Management Office (OHRDM).

Office or Division:	Office of Human Resource Development and Management –			
	Training and Organizat	ional Devel	opment Unit (OHR	DM-TODU)
Classification:	Highly Technical			
Type of	G2G – Government to	Governmen	it	
Transaction:	England Oak along of	41	4	
Who may avail:	Employee-Scholars of	the Universi		
		The elients	WHERE TO SEC	JURE
1. Request Letter (2) 2. Certifications, <i>if ap</i>		The client		
-	-			
(1 Original copy and 1 Photocopy) 3. Report of Grades, <i>if applicable</i>				
(1 Original copy ar				
4. GANNT Chart, <i>if a</i>				
(1 Original copy ar				
5. Updated Study Pla				
(1 Original copy ar				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		<b>BE PAID</b>	TIME	RESPONSIBLE
1. Submit request	1.1 Receives and	None	15 minutes	Administrative
letter together with	checks the request			Assistant II
the supporting	and documents			Training and
documents, if any,	submitted.			Organizational
to the Training and Organizational	Note: If the			Development Unit
Development Unit.	submitted document			Onit
	is incomplete,			
	notifies the scholar			
	and informs about			
	the lacking.			
	1.2 Discusses	None	15 minutes	Administrative
	all the conditions to			Assistant II
	the requestor			Training and
	relating to his/her			Organizational
	request.			Development
	1.2 Organizas the	Nono	2 working dovo	Unit
	1.3 Organizes the documents and	None	3 working days	Administrative Assistant II
	coordinates with the			Training and
	Faculty Scholarship			Organizational
	Committee (FSC)			Development
	or Non-Academic			Unit
	Personnel			_
	Scholarship			
	Committee			
	(NAPSC) for the			
	schedule of the			
	meeting.			
	1.4 Through the	None	7 working days	Administrative
	Office of Human			Assistant II
	Resource			



	Development and Management (OHRDM), the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) convenes to evaluate and, if in the affirmative, shall recommend the request for approval by the Office of the University President.			Training and Organizational Development Unit <i>Members</i> TSU- Faculty Scholarship Committee (FSC)/ or Non-Academic Personnel Scholarship Committee (NAPSC) <i>President</i> Office of the University President
2. Receives the notification regarding the status of request.	2. Notifies the requestor on the status of his/her request, in writing.	None	3 working days	Administrative Assistant II Training and Organizational Development Unit
	TOTAL:	None	13 Working Days & 30 Minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only approves and endorses request/s for Scholarship status of Employee-scholars.



### 9. Processing of Request for Study Leave Reinstatement of Employee-Scholars

This service allows the employee-scholars to reinstate and resume their duty after finishing the degree they took during their availed study leave.

Office or Division: Classification: Type of Transactio Who may avail:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU) Highly Technical G2C – Government to Government Employee-Scholars of the University			
	F REQUIREMENTS ter of Reinstatement	WHERE TO SECURE Training and Organizational Development		
Form <i>TSU-TOD-S</i> (3 Original Copies		Unit or dow https://www		a/nmniddjt/tsu-
Where he/she Gra (1 Original Copy) 3. Transcript of Reco for Private School	<ol> <li>Transcript of Records (with Special Order for Private Schools) (1 Original Copy)</li> <li>Hard Copy of the Thesis/Dissertation</li> </ol>		will provide.	
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Office of the University President.	1.1 Endorses to the Office of Human Resource Development and Management	None	1 minute	<i>Clerk</i> Office of the University President
	1.2Endorses to the Employee Relations Staff.	None	1 minute	<i>Messenger</i> Office of Human Resource Development and Management
	1.3 Receives the documents.	None	1 minute	Administrative Assistant II Training and Organizational Development Unit
	1.4 Through the Office of Human Resource Development and Management (OHRDM), the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) shall convene to	None	7 working days	Administrative Assistant II Training and Organizational Development Unit <i>Committee Members</i> Faculty Scholarship Committee (FSC)/ or



2. Receive the notification regarding the status of request	<ul> <li>evaluate and, if in the affirmative, shall recommend the request for approval by the Office of University President.</li> <li>2. Notifies the applicant on the status of his/her request, in writing.</li> </ul>	None	2 working days	Non-Academic Personnel Scholarship Committee (NAPSC) <i>President</i> Office of the University President <i>Administrative</i> <i>Assistant II</i> Training and Organizational Development Unit
	TOTAL:	None	9 Working Days & 3 Minutes	Ont

Note: This is a multi-stage process. The Training and Organizational Development Unit only process and endorse request for study leave reinstatement of Employee-scholars, approval depends on the evaluation of other processing office.



# OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR RESEARCH AND EXTENSION

## SERVICES

**List of Internal Services** 



## **Center for Community and Local Governance**

## **Studies and Policy Development**

**Internal Services** 



## 1. Processing of Client's Service Request as an Extension Proposal from Various Offices and Colleges

This procedure applies when submitting the client's service request from various offices and colleges. It materializes as an extension project/program.

	Center for Commu	nity and Loca	l Governance Stu	dies and Policy
Office or Division	Development (CCL	•		aloo alla i olloy
Classification:	Highly Technical			
Type of Transaction:	G2G – Governmer	nt to Governm	ent	
Who may avail:	TSU Offices and C	olleges		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Endorsement S (1 Original Cop	Slip <i>TSU-OUP-SF-01</i> yy)	Office of the	University Preside	ent
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the service request to the concerned office and/or college.	1.1 Receives the third endorsement from various offices and colleges.	None	5 minutes	Clerk or Staff Center for Community and Local Governance Studies and Policy Development
	1.2 Reviews the service request. Note: If the request is not approved, a notification letter will be sent via email.	None	10 minutes	Director Center for Community and Local Governance Studies and Policy Development
	1.3 Logs the third level endorsement addressed to the Department Heads for Action.	None	5 minutes	<i>Clerk or staff,</i> <i>Director</i> Center for Community and Local Governance Studies and Policy Development
2. Receive a Notice of Receipt of Service Request via email or text message.	2.1 Sends a Notice of Receipt of Service Request containing the proposed schedule of the initial consultation meeting through email and/or mobile number.	None	15 minutes	Department Head/s Center for Community and Local Governance Studies and Policy Development



3. Confirm available schedule and attendance to the initial consultation meeting.	<ul> <li>Note: The Notice of Receipt of Service Request contains a proposed schedule of the initial consultation meeting.</li> <li>3.1 Receives confirmation on the proposed schedule.</li> <li>3.2 Organizes the initial consultation meeting.</li> </ul>	None	10 working days Note: The processing time depends on the availability of the person/s involved on the request (e.g. LGU Officials, marginalized	<i>Director,</i> <i>Department</i> <i>Head/s, Staff</i> Center for Community and Local Governance Studies and Policy Development
4. Attend to the scheduled initial consultation meeting	<ul> <li>4.1 Conducts the initial consultation meeting with the client.</li> <li>4.2 Drafts and finalizes the relevant document to the service requested.</li> <li>4.3 Prepares extension documents (Extension Activity Proposal with Supporting Attachments) then, submits to Office of University</li> </ul>	None	community leaders, beneficiaries). 5 working days	<i>Clerk</i> Office of University Extension Service
	Extension Services. TOTAL:	None	15 Working Days & 35 Minutes	

Note: This service is a multi-stage process. The timeliness of the service depends on the availability of the person/s and the processing time of the office/s involved. The unit is only



in charge on the receipt of the endorsements up to the organization of the initial consultation.



## **Center for Engineering and Environmental**

## Research

**Internal Services** 



# 1. Processing of Requests for Geospatial Analysis Support and Related Services

The service allows clients to avail mapping and other geospatial analysis to model location-specific subjects or regions of interest for research and other applications.

Office or Division:	Center for Engineering and Environmental Research (CEER)			
Classification:	Highly Technical			
Type of	G2C – Government to Citizen			
Transaction:	G2G - Government to Government			
Who may avail:	TSU Masters Students (Type A Client) TSU Doctorate Students (Type B Client) TSU Faculty Researchers (Type C Client) TSU Undergraduate Students (Type D Client)			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
<ol> <li>Accomplished Geospatial Analysis Operations Request Form (1 Original Copy and 1 Electronic Copy)</li> </ol>		Center for Engineering and Environmental Research		
2. For Type A to C Clients – Official Receipt of Payment for Test of Payment for Geospatial Analysis Support and Related Services (1 Duplicate or 1 Photocopy) *Refer to the table below for charges		TSU Cashiering Unit		
	ment if the Proposal			
<ol> <li>Revised Geospatial Analysis         Operations Request Form (1 Original Copy and 1 Electronic Copy) as per the recommendation of the Center for Engineering and Environmental Research review     </li> </ol>		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Geospatial Analysis Operations Request Form	1.1 Receives and verifies the completeness of the submitted documents.	None	2 working days	Staff & Unit Heads Center for Engineering and Environmental Research
to the Center for Engineering and Environmental Research office and electronic copies to ceer@tsu.edu. ph	1.2Assess the capability of the Geomatics laboratory equipment and software to perform the requested geospatial analysis operations and the availability of staff and supervisors.	None	1 working day	Staff & Unit Heads Center for Engineering and Environmental Research



2.	Receive a notification of the status and recommendatio ns regarding the request.	<ul> <li>1.3 Assesses, reviews, and gives recommendatio ns, if necessary, before the approval of the request.</li> <li>2. Notifies the client regarding the status and recommendatio ns of the request through</li> </ul>	None	2 working days 5 minutes	Unit Heads Center for Engineering and Environmental Research Staff & Unit Heads Center for Engineering and Environmental Research
3.	For Type A-C Clients: Submit the Official Receipt of Payment for Geospatial	email. 3.1 Receives the submitted documents and process the approval of the request 3.2 Performs	None	5 minutes	Staff Center for Engineering and Environmental Research
	Analysis Support and Related Services to Center for Engineering and Environmental Research office.	3.2 Performs geospatial analysis requested by the client as indicated in the request form and recommendatio ns.	Per Client Type + Operatio n/ Analysis Type	14 working days	Geomatics Lab Staff Center for Engineering and Environmental Research
	For All Client Types: Submit the Revised Geospatial Analysis Operations Request Form to Center for Engineering and Environmental Research office.				
4.	Receive the requested Geospatial Analysis Files/ Visualizations through email or personally from the Center for Engineering	4. Issue the requested documents, geospatial analysis maps, visualizations, and other related files	None	4 hours	<i>Staff</i> Center for Engineering and Environmental Research



and Environmental Research.				
	TOTAL:	Refer to the table below for charges	19 Working Days, 4 Hours & 10 Minutes	

Note: This is a multi-stage process. The Center for Engineering and Environmental Research is only responsible for processing the request for Geospatial Analysis and other services, while the Cashiering Unit is only responsible for assessing and receiving the payment.

List of Payment					
Geospatial Analysis/ Operations	Type A-C client	Туре D			
Georeferencing/ Custom Mapping	₱500.00/ ROI	Free (Assistance)			
Measurements and Transformations (digitizing)	₱1000.00/ 10sq.km	Free (Assistance)			
Topographical Surveying (GPS/Remote Sensing Method)	₱2000.00/ 10sq.km	Free (Assistance)			
Land Use –Land Cover Mapping Trend	₱5000.00/ 5 years	Free (Assistance)			



## **Center for Natural Products Research**

**Internal Services** 



### 1. Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services

The service allows clients to avail Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other analyses for plant and related samples.

Office or Division:	Center for Natural Products Research (CNPR)				
Classification:	Highly Technical				
Type of Transaction:	G2B – Governmer	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Faculty Rese TSU Graduate Stu TSU Undergradua Client)	Faculty Researchers (Type A Client) Graduate Students (Type B Client) Jndergraduate Students and Non-TSU Students (Type C			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
A. For Use of Equ	pment Request/s -				
Conditions-to-be (1 Original Copy	ing the Method and e-Used /)	The client will	provide		
B. For All Client T		Contor for No.	tural Draduata D	aaarah ar	
	Request for Analysis 3 (1 Original Copy)	-	tural Products Re sting Laboratory	esearch of	
C. For Type A Clie		. ,	5 ,		
<ol> <li>Accomplished Research Capsule Proposal Form signed by the Dean TSU-URO-SF-01 (1 Photocopy)</li> </ol>		Office of University Research and Development, or download at <u>https://www.tsu.edu.ph/media/nrwgfm3v/tsu-</u> ord-sf-01-research-capsule-proposal-new.docx			
2. Accomplished Notice to Proceed signed by a Representative from the University Research Office <i>TSU-URO-SF-60</i> (1 Photocopy)		The client will	provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<ol> <li>Proceed to the Center for Natural Products Research facility for an initial meeting or via MS Teams, Messenger, Zoom Teleconferenc ing and other online platforms.</li> </ol>	1.1 Attends the initial meetings and informs all necessary requirements for the requested laboratory analysis or services. Then, logs the client's name on the Laboratory Analyses / Service(s) Log (TSU-PCL-SF- 42).	None	1 hour	<i>Staff-in-Charge</i> Center for Natural Products Research	



	•			
	1.2 Reviews request and executes appropriate actions. <i>If Disapproved:</i> Sends notification of disapproval thru online or via email or informs clients in person.	None	2 hours	<i>Staff-in-Charge</i> Center for Natural Products Research
2. For the Proponent/s of TSU Approved Research Proposal/s: Submit requirements for Type A Clients, to the Center for Natural Products Research. Note: It MUST be explicitly stated in the Line-Item Budget the specific analyses and laboratory service(s)-to-	2. Reviews and files the submitted forms.	None	30 minutes	Staff-in-Charge Center for Natural Products Research
be requested. 3. For Client Types B, C, and D: File the Request for Analysis (TSU-PCL- SF-33) and review Line- Item budget of the study (TSU-PCL- SF-48).	3.1 Discusses the compulsory materials that client needs to bring for the analysis or laboratory services requested, proper sampling, and transportation procedures.	None	30 minutes	<i>Staff(s)</i> Center for Natural Products Research
	3.2 Reviews the Request for Analysis, assign necessary Job # and Sample #s to each sample,	Number of Samples x Fees for each Service	1 hour	<i>Staff(s)</i> Center for Natural Products Research



-					
		and calculate total amount-to- be-paid for analysis (For Type A-C clients 3.3Assesses the	None	4 hours	Stoff(a)
		J.3 Assesses the Line-Item Budget of the study if analyses are listed.	None	4 nours	<i>Staff(s)</i> Center for Natural Products Research
4.	Pay the assessed fee at the Cashiering Unit – Main Campus.	<ol> <li>Receives and processes the payment</li> </ol>	None	1 hour	<i>Staff</i> Cashiering Unit
	Send a photocopy the receipt or scan the official receipt and send it thru email: <u>natprod@tsu.</u> <u>edu.ph</u>	5. Accepts, reviews, and archives the photocopy of the receipt or the e- copy of the receipt. And communicates the schedule the submission of samples of the Client(s) (thru face-to-face meeting or thru email)	None	30 minutes	Staff(s) Center for Natural Products Research
6.	Deliver the samples to the Center for Natural Products Research office with proper sample	6.1 Receives and reviews the samples. <i>Note: Proper</i> <i>sampling</i> <i>procedures must</i> <i>also be followed.</i>	None	10 minutes	<i>Staff(s)</i> Center for Natural Products Research
	descriptions and labels. <i>Note:</i> <i>Samples must</i>	6.2Labels each sample with assigned laboratory sample number.	None	2 hours	<i>Staff(s)</i> Center for Natural Products Research
	be delivered to the laboratory immediately after sampling. Physico- Chem and Phytochem samples must	6.3 Conducts the laboratory analysis for various parameters and render requested laboratory service(s).	None	13 working days Note: 1 day per analysis requested or 2-3 days per spectrophoto metric analysis depending on	<i>Staff(s)</i> Center for Natural Products Research



be placed in a clean			parameter requested.	
container (preferably glass amber bottle or plastic container, ≥1000mL) and	6.4 Fills out necessary analysis forms with results from the analyses and/or laboratory services.	None	1 working day	<i>Staff(s)</i> Center for Natural Products Research
are securely capped. Enough amount of samples must	6.5Rechecks and encodes the results in the Results of the Analyses	None	6 hours	<i>Staff(s)</i> Center for Natural Products Research
be provided by client.	6.6Prints and signs the Results of the Analyses.	None	1 hour	<i>Staff(s)</i> Center for Natural Products Research
7. Receive the printed copy of the Results of the Analyses via	<ol> <li>Releases the result to the client(s) via email or face-to-face.</li> </ol>	None		<i>Staff(s)</i> Center for Natural Products Research
email or face- to-face.	For face- to face: Returns excess samples to the client(s)		1 hour	
	If via email: Discusses the implications of the results and make necessary recommendation s thru face-to- face meeting or thru online or via email.		2 hours	
TOTAL FOR	R ONLINE REQUEST:	Number of Samples x Fees for	16 Working Days,1 Hour & 40 Minutes	
TOTAL	FOR FACE-TO-FACE REQUEST:	each Service Table of fees attached	16 Working Days & 40 Minutes	

Note: This is a multi-stage process. The Center for Natural Products Research is responsible for processing the request for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and other services. While the Cashiering Unit is only responsible for assessing and receiving the payment.



## Center for Natural Products Research Schedule of Analysis and Service Fees

*Payment Matrix for approval of BOR and may be subjected to change upon ap	proval
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	PHYTOCHEMI	CAL ANALYSIS	
ANALYSIS	TYPE A CLIENTS	TYPE B CLIENTS	TYPE C/D CLIENTS
Sample preparation	₱ 225.00	₱ 202.50	₱ 191.25
Extraction of crude content in water (per liter)	₱ 225.00	₱ 202.50	₱ 191.25
Extraction of crude content using rotavap (per liter)	₱ 500.00	₱ 450.00	₱ 425.00
Filtration of sample	₱ 225.00	₱ 202.50	₱ 191.25
Detection of Carboxylic acid	₱ 225.00	₱ 202.50	₱ 191.25
Antioxidant activity of plant extract (Spectrophotometric)	₱ 1,000.00	₱ 900.00	₱ 850.00
Radical Scavenging activity of plant extract (Spectrophotometric)	₱ 2,000.00	₱ 1,800.00	₱ 1,700.00
	PHYSICOCHEN		
Sugar content (Brix)	₱ 150.00	₱ 135.00	₱ 127.50
рН	₱ 150.00	₱ 135.00	₱ 127.50
Temperature	₱ 150.00	₱ 135.00	₱ 127.50
Total Solids	₱ 400.00	₱ 360.00	₱ 340.00
Total Acidity	₱ 400.00	₱ 360.00	₱ 340.00
Moisture content	₱ 400.00	₱ 360.00	₱ 340.00
	ANTIMICROB	IAL ANALYSIS	
Disc-diffusion Method	₱ 600.00	₱ 540.00	₱ 510.00
Broth dilution method	₱ 600.00	₱ 540.00	₱ 510.00
Agar dilution method	₱ 600.00	₱ 540.00	₱ 510.00



# **Center for Peace, Indigenous People's Resources**

## and **Development**

**Internal Services** 



### 1. Processing of Request for Office Consultancy and Assistance

This service allows clients to request consultation or assistance with the Director and/or Department Head.

Office or Division:	Center for Peace, In Development (CPIP	•	eople's Resources	s and
Classification:	Simple			
Type of Transaction:	G2C – Government to G2B – Government to G2G – Government to	Business En		
Who may avail:	All			
	REQUIREMENTS		WHERE TO SEC	
*In lieu of the ap	-	Resources Email at ip	Peace, Indigenous and Developmen <u>rd@tsu.edu.ph</u>	t Office or
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Submit the requirement to the Center for Peace, Indigenous People's Resources and Development – Lucinda Campus.</li> </ol>	<ol> <li>Receives submitted requirement/s.</li> </ol>	None	5 minutes	Staff Center for Peace, Indigenous People's Resources and Development
<ol> <li>Receive the receiving copy of the submitted document.</li> </ol>	2.1 Returns the receiving copy of the submitted request and forwards the office's copy to the officer-in- charge.	None	5 minutes	Staff Center for Peace, Indigenous People's Resources and Development
	2.2 Receives, reviews, and evaluates forwarded request.	None	20 minutes	Officer-in- Charge Center for Peace, Indigenous People's Resources and Development
	2.3 Creates a Schedule for a Consultation and/or Assistance Meeting	None	1 working day	Staff Center for Peace, Indigenous People's Resources and Development



nd th of C ar As	eceive otification on le schedule f onsultation nd/or ssistance leeting.	3.	Notifies client regarding the schedule of the Consultation and/or Assistance Meeting via Text or Email	None	5 minutes	Staff Center for Peace, Indigenous People's Resources and Development
C ar As M th	ttends the onsultancy nd/or ssistance leeting on le scheduled ate.	4.	Conducts the Consultancy and/or Assistance Meeting	None	1 hour	Director and/or Department Head(s) Staff Center for Peace, Indigenous People's Resources and Development
			TOTAL:	None	1 Working Day, 1 Hour & 35 Minutes	



# **Center for Solar and Emerging Technology**

**Internal Services** 



#### 1. Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related services

This service allows clients to avail service/s that combine solar energy expertise with the exploration and utilization of emerging technologies. Specifically, technology assessment and Integration, Research and Development, Pilot projects and Demonstration, Technology transfer and Commercialization, Policy and Regulatory Support, Education and Training, Demand Analysis and Trends, Collaboration and Partnerships.

Office or Division:	Center for Solar and	Emerging 1	Fechnology	
Classification:	Highly technical			
Type of	G2C - Government to			
Transaction:	G2B - Government to		•	
	G2G - Government to	o Governme	ent	
Who may avail:	All			
CHECKLIST OF I			WHERE TO SE	CURE
to University Pres Solar and Emergin the following infor (1 Original Copy a • Full Name of f • Office/Unit/Co • Email Address • Type of Docu • Specific Docu • Purpose(s)	and Electronic Copy) the Client/Requestor ollege/Visitor s (for soft copy) ment(s) Requested ment Requested he Requestor and		will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For External clients: Submit a hardcopy of the requirement to the Records and Archives Unit – Main Campus and an electronic copy to the Center for Solar and Emerging Technology (cset@tsu.edu.p h)	1.1 For External clients: Receives and forwards the submitted requirement to the Office of the University President.	None	1 working day	<i>Staff</i> Records and Archives Unit
For Internal clients: Submit a hardcopy of the requirement to the Center for	For Internal clients: Receives and endorses the submitted requirement to	None	10 minutes	<i>Staff</i> Center for Solar and Emerging Technology



r				
Solar and Emerging Technology – San Isidro Campus.	the Director of Center for Solar and Emerging Technology.			
	1.2 For External clients: Receives the submitted requirement and forwards the First Endorsement Form to the Office of the Vice President for Research Development and Extension.	None	1 working day	<i>Staff</i> Office of the University President
	1.3 For External clients Receives forwarded requirement and First Endorsement. Then, endorses it to the Center for Solar and Emerging Technology.	None	2 hours	<i>Staff</i> Office of the Vice President for Research Development and Extension
	1.4 Receives and evaluates the forwarded requirement and Second Endorsement to determine the necessary actions to be taken.	None	2 working days	Evaluation Committee Center for Solar and Emerging Technology
	Note: If not approved, inform the client of the reason for disapproval via email.			



2.	Receive notification regarding the schedule of the meeting via email or phone call.	2. Notifies the client via email or phone call regarding the schedule of the meeting to discuss the design and planning related to their approved request.	None	1 hour	Staff, Department Head, & Director Center for Solar and Emerging Technology
3.	Attend the meeting on the scheduled date.	<ol> <li>Attends and facilitates the meeting for presentation.</li> <li>Note: Following the meeting, a series of consultations may take place depending on the agreed extent or scope of the request.</li> <li>If approved, implements and monitors the approved request.</li> <li>If not approved, inform the client of the reason for disapproval via email.</li> </ol>	None	4 working days	Staff, Department Head, & Director Center for Solar and Emerging Technology
	TOTAL FOR EX	TERNAL CLIENTS:	None	6 Working Days & 3 Hours	
	TOTAL FOR I	NTERNAL CLIENTS:	None	6 Working Days, 1 Hour, & 10 Minutes	

Note: Implementation and Monitoring of the approved request may take from 3 months to 3 years depending on the Memorandum of Agreement, Memorandum of Understanding, or Terms and Regulations agreed by both parties. While the conduct of the Impact Assessment is done up to 3 years after the completion of the implemented project.

Note for External clients: Not all requested documents are being issued, (e.g. manual/s, operation manual/s, process manual/s) but can be viewed and read. Copy of manuals are being given to internal clients for accreditation, audit, assessment, and certification purposes only.



# Food Technology and Research Center

## **Internal Services**

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#### 1. Processing of Food Technology and Research Center Service Requests

This allows the clients to request services on technical training, technical advisory, shared facility, analytical laboratory, research and development, and product standardization which will be delivered through the facilities, equipment, and technical service provider of the Food Technology and Research Center.

Office or Division:	Food Technology an	d Research	Center (FTRC)	
Classification:	Highly Technical	u Nesearch		
	G2C - Government to	- Citizen		
Type of	G2B - Government to		Entity/ies	
Transaction:	G2G - Government to			
Who may avail:	All	5 Governme	5111	
	REQUIREMENTS		WHERE TO SE	CUDE
1. Accomplished FTF		Food Tech	nology and Rese	
Form TSU-FTRC-	•		site or download a	
	r 1 Electronic Copy)			lia/fiqpvthv/tsu-ftr-
with the following i			service-request-fo	
	me of the Client/	<u> </u>		
Reques				
	of Client			
	ts and Services			
	t Number			
	Request/ Purpose / of Request			
	ire of the Requestor			
2. Approved Request		The client	will provide	
	the TSU President,	The client		
if any.				
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the duly	1.1 Receives and	None	1 working dov	Staff
		INDITE	i working day	Stall
accomplished	checks Service	NONE	1 working day	Records and
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accomplished and signed documents to the Records and	checks Service Request and	None	T working day	Records and
accomplished and signed documents to the Records and Archives Unit or	checks Service Request and endorses to the Office of the University	None	T working day	Records and
accomplished and signed documents to the Records and Archives Unit or email at	checks Service Request and endorses to the Office of the	None	T working day	Records and
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u>	checks Service Request and endorses to the Office of the University President.	None	T working day	Records and
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i>	None	T working day	Records and
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i>	None	T working day	Records and
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accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i>	None	T working day	Records and
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i>	None	T working day	Records and
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i>			Records and Archives
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the	None	1 working day	Records and Archives University
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request			Records and Archives University President
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food			Records and Archives University President Office of the
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and			Records and Archives University President Office of the University
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and Research Center.	None	1 working day	Records and Archives <i>University</i> <i>President</i> Office of the University President
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and Research Center. 1.3 Assesses the			Records and Archives <i>University</i> <i>President</i> Office of the University <u>President</u> Director
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and Research Center. 1.3 Assesses the Service Request	None	1 working day	Records and Archives University President Office of the University President Director Food
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and Research Center. 1.3 Assesses the Service Request Form as to the	None	1 working day	Records and Archives University President Office of the University President Director Food Technology and
accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u>	checks Service Request and endorses to the Office of the University President. <i>Note: If form is</i> <i>not properly filled</i> <i>out or documents</i> <i>submitted are</i> <i>incomplete, return</i> <i>and inform the</i> <i>lacking.</i> 1.2 Endorses the Service Request to Food Technology and Research Center. 1.3 Assesses the Service Request	None	1 working day	Records and Archives University President Office of the University President Director Food



	endorses to the Food Technology and Research Center Unit Head. 1.4 Reviews the submitted Service Request Form as to the availability of resources (e.g., schedule of facility uses, and service provider/ food specialists).	None	30 minutes	<i>Unit Head</i> Food Technology and Research Center
2. Receive Notice of Receipt of Service Request.	2. Sends Notice of Receipt of Service Request through email and mobile number. <i>Note: Notice of</i> <i>Receipt of Service</i> <i>Request contains</i> <i>proposed</i> <i>schedule of initial</i> <i>consultation</i> <i>meeting.</i>	None	10 minutes	<i>Unit Head</i> Food Technology and Research Center
3. Confirm available schedule and attendance to the initial consultation meeting.	<ul> <li>3.1 Receives confirmation; organizes and conducts the initial consultation meeting.</li> <li>3.2 Drafts and finalizes the relevant document to the service requested.</li> <li>3.3 Delivers the service activities depending on the agreed terms and conditions.</li> </ul>	None	30 minutes	<i>Director, Unit Head, Staff</i> Food Technology and Research Center
	3.4 Drafts and finalizes relevant documents (e.g., MOA, TOR, NDA, Service Proposal, Research Proposal, etc.).	None	5 working days	



4. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents	4. Delivers service activities	None	10 working days	Staff, Service Providers Food Technology and Research Center
	TOTAL:	None	17 Working Days, 1 Hour & 20 Minutes	



### 2. Processing of Market-Driven Research Service

This service allows Micro, Small and Medium Enterprises (MSMEs), Students, Faculty, and Researchers to request services related to the processing and delivery of market-driven research services.

Office or Division:	Food Technology an Development Unit (F		Center - Researd	ch and
Classification:	Highly Technical			
	G2C - Government to	o Citizen		
Type of Transaction:	G2B - Government to	o Business	Entity/ies	
	G2G - Government te			
Who may avail:	Micro, Small, Mediur	n Enterprise	es (MSMEs), Stud	ents, Faculty and
	Researchers			
			WHERE TO SE	
1. Accomplished FTF Form TSU-FTRC-		download	hnology and Rese	arch Center or
	r 1 Electronic Copy)		.edu.ph/media/hci	ifh0f3/teu_ftr_ef_
with the following i			rvice-request-form	
•	of the Client /	0110000		1101 0.000
Requestor				
Nature of (				
	ind Services			
<ul> <li>Contact Nu</li> </ul>				
Service Re	equest/ Purpose /			
Details of I	• •			
Signature	of the Requestor			
2. Approved Reques	t Letter or	The client	will provide	
2. Approved Reques	t Letter or 1 the TSU President,	The client	will provide	
2. Approved Reques	the TSU President,			
2. Approved Reques Endorsement from		The client FEES TO BE PAID	will provide PROCESSING TIME	PERSON RESPONSIBLE
2. Approved Reques Endorsement from <i>if any.</i>	the TSU President,	FEES TO	PROCESSING	
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished</li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished and signed</li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit:	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished and signed documents to the</li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished and signed documents to the Records and</li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished and signed documents to the Records and Archives Unit or</li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at</li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement /	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u></li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at</li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement /	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or</li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or pres_office@tsu.</li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or <u>pres_office@tsu.</u> <u>edu.ph</u> or submit to the Director's Office of Food</li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President.	FEES TO BE PAID None	PROCESSING TIME 1 working day	RESPONSIBLE Staff Records and Archives
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu. edu.ph or submit to the Director's Office of Food Technology and</li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President. If Submitted to	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Staff Records and Archives
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or pres_office@tsu. <u>edu.ph</u> or submit to the Director's Office of Food Technology and Research</li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President. If Submitted to the Director's	FEES TO BE PAID None	PROCESSING TIME 1 working day	RESPONSIBLE Staff Records and Archives Director, Department
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu. edu.ph or submit to the Director's Office of Food Technology and</li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President. If Submitted to the Director's Office:	FEES TO BE PAID None	PROCESSING TIME 1 working day	RESPONSIBLE Staff Records and Archives Director, Department Head, Staff
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or pres_office@tsu. <u>edu.ph</u> or submit to the Director's Office of Food Technology and Research</li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President. If Submitted to the Director's Office: Accepts and	FEES TO BE PAID None	PROCESSING TIME 1 working day	RESPONSIBLE Staff Records and Archives Director, Department Head, Staff Food
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or pres_office@tsu. <u>edu.ph</u> or submit to the Director's Office of Food Technology and Research</li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President. If Submitted to the Director's Office: Accepts and checks the	FEES TO BE PAID None	PROCESSING TIME 1 working day	RESPONSIBLE Staff Records and Archives Director, Department Head, Staff Food Technology and
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or pres_office@tsu. <u>edu.ph</u> or submit to the Director's Office of Food Technology and Research</li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President. If Submitted to the Director's Office: Accepts and checks the completeness of	FEES TO BE PAID None	PROCESSING TIME 1 working day	RESPONSIBLE Staff Records and Archives Director, Department Head, Staff Food Technology and Research
<ul> <li>2. Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or pres_office@tsu. <u>edu.ph</u> or submit to the Director's Office of Food Technology and Research</li> </ul>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President. If Submitted to the Director's Office: Accepts and checks the completeness of the submitted	FEES TO BE PAID None	PROCESSING TIME 1 working day	RESPONSIBLE Staff Records and Archives Director, Department Head, Staff Food Technology and
<ol> <li>Approved Reques Endorsement from <i>if any.</i></li> <li>CLIENT STEPS</li> <li>Submit the duly accomplished and signed documents to the Records and Archives Unit or email at <u>ftrc@tsu.edu.ph</u> and/ or pres_office@tsu. <u>edu.ph</u> or submit to the Director's Office of Food Technology and Research</li> </ol>	AGENCY ACTIONS 1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President. If Submitted to the Director's Office: Accepts and checks the completeness of	FEES TO BE PAID None	PROCESSING TIME 1 working day	RESPONSIBLE Staff Records and Archives Director, Department Head, Staff Food Technology and Research



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the Records ar	nd		
Archives Unit.			
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Note: If submit			
form is imprope	-		
filled out, return	ז		
and inform the			
lacking.			
1.2 If Submitted Records and Archives Unit: Endorses the Service Reque Form from the Office of the University President to Fo Technology an	st pod	1 working day	University President Office of the University President
Research Cent	.er		
Director.			
If Submitted to the Director's Office: Receives the Service Reque Form and the Endorsement / Action Form an forwards to the Office of the University	st	1 working day	<i>Staff</i> Records and Archives
President.			
1.3 If Submitted	to None	15 minutes	Director
Records and Archives Unit: Endorses the Service Reque Form from the Director of CFT to the Departm Head of Resea and Development.	st R ent		Food Technology and Research Center
If Submitted to the Director's Office: Endorses the Service Reque Form from the Office of the University President to Fo Technology an	st	1 working day	<i>University</i> <i>President</i> Office of the University President



			[	]
	Research Center Director. 1.4 <b>If Submitted to</b> <b>Records and</b> <b>Archives Unit:</b> Assesses the capability of the Food Technology and Research Center to deliver the service requested.	None	30 minutes	<i>Director, Department Head, Staff</i> Food Technology and Research Center
	If Submitted to the Director's Office: Endorses the Service Request Form from the Director of CFTR to the Department Head of Research and Development.	None	15 minutes	<i>Director</i> Food Technology and Research Center
	1.5 <b>If Submitted to</b> <b>the Director's</b> <b>Office:</b> Assesses the capability of the Food Technology and Research Center to deliver the service requested.	None	30 minutes	Director, Department Head, Staff Food Technology and Research Center
2. Receive notification on the approval or declination of the requested service.	2. Provides a notification through email or through the provided contact number regarding the approval or declination of the requested service. <i>Note: If the</i>	None	1 working day	<i>Department</i> <i>Head, Staff</i> Food Technology and Research Center
	requested service is approved, confirm the availability of the client for an initial and needs assessment meeting.			



3. Confirm the available schedule and attendance to the initial meeting.	<ul> <li>3. Organizes an initial meeting to conduct the needs assessment to determine the details of the requested service.</li> <li>Note: The client and the CFTR must have common time for scheduling the meeting and agree with the mode of meeting (either in-person or via online meeting)</li> </ul>	None	10 minutes	Director, Department Head, Staff Food Technology and Research Center
4. Attend the scheduled needs assessment meeting.	4. Conducts of needs assessment meeting and provides the Target Product Specification Form <i>TSU-FTR-</i> <i>SF-30</i> to the client.	None	2 hours	Director, Department Head, Staff Food Technology and Research Center
5. Fill-out the Target Product Specification Form <i>TSU-FTR-</i> <i>SF-30</i> and submit to Food Technology and Research Center.	<ul> <li>5. Accepts and checks the completeness of the submitted documents.</li> <li>Note: If submitted form is improperly filled out, return and inform the lacking.</li> </ul>	None	5 minutes	Director, Department Head, Staff Food Technology and Research Center
6. Review and conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.	6.1 Prepares the Memorandum of Agreement (MOA), Non-Disclosure Agreement and Research License Agreement which will be signed accordingly.	None	5 working days	Director, Department Head, Staff Food Technology and Research Center
	6.2 Signs the Memorandum of Agreement (MOA), Non-Disclosure Agreement and	None	5 working days	Office of the University President, Office of Vice President for



	· · · · ·			
	Research License Agreement			Research Extension Services, Food Technology and Research Center, Technology Development Transfer and Commercialization Office
	6.3 Releases Special Order to the designated researcher(s) for the service requested. Creates the Capsule Research Proposal Form <i>TSU-URO-SF- 01</i> according to <i>TSU- FTR-SF- 30</i> .	None	5 working days	Director, Department Head, Staff Food Technology and Research Center
7. Review the research proposal using the External Client Review Form <i>TSU-FTR-</i> <i>SF-31</i> .	7. Forwards the accomplished research proposal and the review form to the client for perusal.	None	1 working day	<i>Department Head, Staff</i> Food Technology and Research Center
8. Participate to the execution of the research and development activities.	8.1 Conducts Research and Development Activities.	None	More than 20 days	Department Head, Staff Food Technology and Research Center
	8.2 Submits Terminal Report.	None	1 working day	Department Head, Staff Food Technology and Research Center
9. Participate in the execution of the Transfer of knowledge and technology through in- person training.	9. Transfer of Knowledge and Technology through in-person training.	None	1 working day	<i>Department</i> <i>Head, Staff</i> Food Technology and Research Center
	L IF SUBMITTED TO	None	9 Working	
RECORDS AN	ID ARCHIVES UNIT:		Days	
	SUBMITTED TO THE RECTOR'S OFFICE:	None	34 Working Days, 3 Hours & 45 Minutes	



#### 3. Processing of Shared Facility Services Request

The service allows Micro, Small and Medium Enterprises (MSMEs). Students, Faculty, and Researchers to request services related to usage of machines and equipment through shared facilities related to food processing, food packaging ang co-working space.

Office or Division:	Food Technology and Research Center – Production Services Unit (FTRC-PSU)				
Classification:	Complex				
	G2C - Government to	o Citizen			
Type of Transaction:	G2B - Government to				
	G2G - Government to				
Who may avail:	Micro, Small, Mediun Researchers	n Enterprises	s (MSMEs), Stud	lents, Faculty and	
	REQUIREMENTS		WHERE TO SE	CURE	
A. FOR INTERNAL					
1. For Internal Clien			nology and Rese	earch Center or	
TSU-FTR-SF-06	rvices Request Form	download a		lia/jmmhsy4l/tsu-	
	r 1 Electronic Copy)		hared-facility-ser		
with the following i			est-form-rev-1.do		
•	me of the Client/	ononcroque			
Reques					
	ts and Services				
	t Number				
SFS Se	ervice Request/				
	e / Details of				
Reques	st				
	ire of the Requestor				
2. For Students:		The client will provide			
Certificate of Regis					
(1 Original Copy of					
B. FOR EXTERNAL		Lood Took	nology and Doog	arch Cantar ar	
1. Accomplished Sha Request Form <i>TSU</i>		download a	nology and Rese	earch Center or	
(1 Original Copy or		https://www.tsu.edu.ph/media/jmmhsy4l/tsu-			
with the following in		ftrc-sf-06-shared-facility-services-internal-			
•	me of the Client/	client-request-form-rev-1.docx			
Reques	stor				
Product	ts and Services				
Contact	t Number				
	ervice Request/				
•	e / Details of				
Reques					
<ul> <li>Signatu</li> </ul>	re of the Requestor		DDOCESSIN	DEBCON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. For Internal	1.1 Receives and	None	5 minutes	Unit Head &	
Client:	verifies the			Staff	
Submit duly completeness of				Food	
				0.	
•	documents.				
	Noto: If automitted			Center	
<b>u</b>					



			[	]
Technology and	improperly filled			
Research	out, return and			
Center.	inform the			
	lacking.		45 1	
For External Client: Submit the duly	1.2 Assessment of Request Form: Checks the	None	15 minutes	<i>Unit Head &amp;</i> <i>Staff</i> Food
accomplished documents to the Food	readiness and availability of shared facilities			Technology and Research Center
Technology and Research Center.	including the equipment and test/s to be			
oundr.	conducted. Also, the Production			
	Supervisor / Laboratory Supervisor in-			
	charge who will			
	assist the client. 1.3 Receives and	None	15 minutes	Unit Head &
	reviews	iterie		Staff
	scheduled			Food
	service/s by the			Technology and
	Unit Head alongside with the			Research Center
	approval of the			Ochici
	Director. Once			
	approved,			
	proceed to the			
	next step.			
2. Receive	2. Notifies client	None	15 minutes	Unit Head &
notification on the	through email or number provided			<i>Staff</i> Food
approved Shared Facility Service	regarding if the			Technology and
request.	request is			Research
	approved or			Center
	disapproved			
	(subject for			
	rescheduling)			
	Shared Facility			
	Service request			
	and the required Personal			
	Protective			
	Equipment /			
	Uniforms that			
	needs to be			
	brought on the			
	scheduled date.			
	*Incase the			
	request is			
	disapproved, they			
	will be notified			
	regarding the			



	available dates for rescheduling of their request. <i>Note: Client must</i> <i>come on the</i> <i>scheduled time</i> <i>and date.</i>			
3. For Internal Client: Confirm the available schedule for the Shared Facility Service Request and submit a copy of Certificate of Registration to Food Technology and Research Center.	3. For Internal Client: Receives and verifies the submitted Certificate of Registration. Note: Services for internal clients (including enrolled students, faculty, and researcher of the University are free of charge.	None	5 minutes	Unit Head & Staff Food Technology and Research Center
For External Client: Confirm the available schedule for the Shared Facility Service Request.	3.1 For External Client: Makes quotation amounting the requested Shared Facility Service services and the Production Project Assistant II and sends quotation to the client as agreement for future payment.	None	30 minutes	<i>Director, Unit Head &amp; Staff</i> Food Technology and Research Center
	3.2 For External Client: Requests for transaction number to accounting office and send details of payment to the client thru email.	None	30 minutes	<i>Director, Unit Head, Staff</i> Food Technology and Research Center
4. For External Client: Pay at the Cashiering unit of	4. For External Client:	SFS Fees = Machine rate per	15 minutes	<i>Director, Unit Head, Staff</i> Food Technology and



the University and submit the Official Receipt to the Center for Food Technology and Research Center	Receives and verifies the Official Receipt.	hour x total number of hours used x discount (if applicabl e)		Research Center
		Discount MSMEs = 15% External Student, Research er, and Faculty = 10%		
		*Please see SFS Brochure for the list of machine and equipmen t hourly rates)		
5. Conform to agreed service terms and conditions, and requested activities as stipulated in the Shared Facility Request Quotation.	5.1 Delivers service activities and conducts Shared Facility Service request with the assistance of the Production Supervisor / Laboratory Supervisor.	None	3 working days	<i>Staff</i> Food Technology and Research Center
	5.2 Signs the Rendered Service Form as evidence that the services have been rendered and finished.	None	15 minutes	<i>Staff</i> Food Technology and Research Center
TOTAL FOR INTERNAL CLIENTS:		None	3 Working Days, 1 Hour & 10 Minutes	
TOTAL FOR EXTERNAL CLIENTS:		SFS Fees = Machin e rate	3 Working Days, 2 Hours & 20 Minutes	



per hour x total number of hours used x discou nt (if	
nt (if applica ble)	

#### **APPENDIX 1.**

A SALE TANK AND AND A SALES		-					
ESEARCH AND	SERVICES		SCHEDULE	OF FFFS	ANALYTE/	NETHOD	TESTING
EVELOPMENT SERVICES			SCILDULL	OFTELS	ANALYSIS	METHOD	FEE (PhP)
The FTRC aims to generate reliable, rele		FOOD	PROCESSING FACILIT	v	CHEMICAL & PHYSICO	-CHEMICAL ANALYSI	5
lowledge and technologies addressing loca			KUCESSING FACILI	100	Moisture	Thermo-gravimetric	390.00
sues such as food security, hunger, mainut	rition: food wastage	MACHINE /	CAPACITY	SFS FEE	H	A0AC 98112	280.00
id food safety though:	Alter South 1	EQUIPMENT		per hour	2000/00/2019/2017	17.75 007010 B 000000	
Innovation of existing products	TOOT	FISH AND MEAT PRO		PhP 120.00	Water Activity	Water Activity Meter	350.00
Product development	QUALITY	Smokehouse Oven	30Kg - Meal, Fish, Poultry 20Kg - Fruits, Vegetables	PhP 20.00	Total Titratable Acidity	Titrimetric	540.00
Material value-addition Enrichment	ASSURANCE	Food Dehydrator	8Kg - Medt, Fish, Poultry	PhP 80.∞	Peroxide Value	Titrimetric	570.00
Fortification of finds	SERVICES	Med Grinder	5Kg - Fruits, Vegetable 30 Kilograms	PhP 120.00	Free Fotty Acid	Titrimetric	475.00
improvement food systems, and		Medt Slicer	20 Kilograms	PhP 120.00	Brix Reading	Refractometer	270.00
And the second se	The center aims to	Bowl Chopper	30 Kilograms	PhP 125.00	Color	Colorimetry	360.00
Contraction of the Contraction o	tain all the necessary	Sausage Linker	30 Kilograms	PhP 103.00	and the second	and the second second second	1000
	nent for the testing of the a	Sausage Stuffer	30 Kilograms	PhP 10.00	Crude Fat	Solvent Extraction	920.00
pril prices	gical, and sensory	FRUITS AND VEGET/			Erude Protein	Kjeldahl	950.00
eropation	to ensure the quality and	Vegetable Cutter	90Kg - Fruits, Vegetables	PhP 103.00	Ash	Gravimetric	530 m
S) (S)	d standardization of food	Noodle Maker	30Kg - Fruits, Vegetables	PhP 97.00	Turbidity	Mephelometric	280.00
ne FIRC has an	produced by the	Pulverizer [hammer mill]	30Kq - fruits, Vegetables/ Dried	PhP 190.00	Conductivity	Conductivity Meter	280.00
te-of-the-art processing research	ers and the FTRC clients	Pasteurizer	SO Liter	PhP 190.00	Filth	Microscopy	390.00
J Granyical laboratories,	and food manufacturers).	BAKING AREA			Temperature	Thermometer-SMEWW	190.00
solution, and raining	alytical services will include	Industrial Mixer	20Kg/ Hr	PhP 9500	and the second	Contraction of the second s	1.0000000000000000000000000000000000000
	lowing:	Industrial Gas Type Oven		PhP 210.70	Total Kjeldahl Nitrogen	Kjeldahl Digestion	910,00
	Composition Analysis rsico-chemical Analysis	Industrial Type Electric-C	ias 6Kq/Hr	PhP 186.10	MICROBIOLOGICAL A	NALYSIS	
	probiological Analysis	Oven (2-door)			Aerobic Plate Count	Pour Plate	530.00
It is a second se	ices	PACKAGING MACHIN Vacuum Packaging	180 pecks/ Hr	PhP 125.00	Total Coliform Count	Pour Plate, MPN	530,00
titutions. The center will	Sensory Evaluation Services	Continuous Band Sealer	600 packs/ Hr	PhP 120.00	and the second		
sure that the facility and the	roduct Shelf-life Testing	Impulse Sealer	900 packs/ Hr	PhP 120.00	E coli Count	MPN	950.00
DRY TRESOUTCRES CER DRIDG	rvices	Impulse Sealer (Pedal tu		PhP 125.00	Molds and Yeast Count	Spread Plate	530,00
stematic sharing of the		Vertical Form-Fill-Seal	7500 packs/ Hr	PhP 150.00	Salmonella sp. Detection	Conventional	950.00
culty researchers, students		Machine	vere parent in	10.000100000	Staphylococcus areus	Spread Plate	760.00
d other FTRC clients	TRAIL IN COL	FOODA	NALYTICAL SERVIC	ES	Ecunt	opicad ride	100
deida-rasacrchare	G SERVICES (PMS)	Sensory Analytica	I and Scientific method to evok Aethod measure, analyse, and	e. Proposal Based	Environmental Swabbing	Luminometer -	530.00
	to produce and	Chan and a second second	interpret those responses to products as perceived	8	Air Sampling	Sedimentation	530.00
ctor of	to produce and		through the senses of sig	N.			
	ts from the food research		smell, touch, taste, and he				
<li>and development projects</li>		Shelf-life Analytical	and Can help determine how	long Proposal		1217	
This will provide and avenue for	showcasing the newly	Determination Affective M	ethod the product, under norma				
developed and innovated products of	f the University		handling and storage, can				
The FTRC has a store in the facade	STATISTICS STATISTICS		maintain its taste, quality microbial, chemical, and		1000	A DESCRIPTION OF THE OWNER	A
The second se			physical properties, rema	n		A DE LA	Section and the
where customers can avail the TS	USHUU		wholesome, and meet the		Statement of the second se	2000	10 31 31
products.			nutritional claims and				( Astal)
TOULO			declarations that are print on the label	ed		Contra P	00000
50'S Stanetin	R ALLER AND		OR THE REAL				V
the second se							



# **Office of Innovation and Business Development**

## **Internal Services**



### **1. Processing of Requests for Copyright Deposit Assistance**

This service allows clients to avail copyright assistance of the Office of Technology Development, Transfer, and Commercialization.

Office or Division:	Office of Innovation and Business Development – Intellectual Property Rights Management Department (OIBD-IPRMD) Highly Technical					
Classification:	Highly Technical					
Type of	G2C - Government to	Citizen				
Transaction:	G2B – Government to					
	G2G - Government to	Government	t			
Who may avail:	All					
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE		
1. Letter of Intent add	ressed to the	The client w	/ill provide			
University Presiden	t with the following					
information:						
(1 Original Copy)						
a. Name/Organiza	tion Name					
b. Purpose						
2. For External Clien			•••	oment, Transfer, and		
	orm TSU-TTO-SF-01	-	lization or downlo			
(1 Original Copy)		https://tinyu	rl.com/OTDTCSe	rviceRequest		
3. For Internal Client	t <b>s,</b> Accomplished	Office of Te	chnology Develop	oment, Transfer, and		
and Duly Signed W	aiver and Transfer	Commercia	lization or downlo	ad at		
of Technology Owr		http://tinyurl.com/WaiverandTransfer				
TSU-TTO-SF-09 (5	Original Copies)					
4. Accomplished and		Office of Technology Development, Transfer, and				
Inventor's/Author's	Profile Form	Commercialization or download at				
TSU-TTO-SF-24		http://tinyurl.com/Inventor-AuthorProfile				
(1 Original Copy/El						
5. Valid ID with 3 Spe	cimen Signatures	The client will provide				
(3 Photocopies)						
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
	AGENOTACHONO	BE PAID	TIME	RESPONSIBLE		
1. Submit Letter of	1.1 Receives from	None	5 minutes	Director/		
Intent and	the Office of the			Department Head		
Accomplished	Vice President			Office of		
Service Request	for Research,			Innovation and		
Form (TSU-TTO-	Development,			Business		
SF-01) to the	and Extension			Development		
Records and	(OVPRDE) and					
Archives Unit –	forwards to the					
Main Campus.	unit concerned.					
	1.2Reviews and	None	10 minutes	Head/Staff		
	evaluates the			Intellectual Property		
	request.			Rights Management		
				Department		



2.	Submit accomplished and duly signed Waiver and Transfer of Technology Ownership ( <i>TSU</i> -	<ul> <li>2.1 Receives and facilitates notarization of the forms submitted requirements.</li> <li>2.2 Files copyright</li> </ul>	None	1 working day 20 minutes	Staff Intellectual Property Rights Management Department Head/Staff
	<i>TTO-SF-09</i> ) and/or Inventor's/Author' s Profile Form ( <i>TSU-TTO-SF-24</i> ) to the Office of Office of Technology Development, Transfer, and Commercializatio n or via email at <i>tdtc@tsu.edu.ph</i> .	deposit and submits documentary requirements online via <u>copyright registr</u> <u>ation@ipophil.go</u> <u>v.ph</u>	NOTE	Zominutes	Intellectual Property Rights Management Department
3.	Pay the corresponding fees on the payment link provided by the Office of Technology Development,	3.1 Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	PHP 560.00	1 working day	<i>Head/Staff</i> Intellectual Property Rights Management Department
	Transfer and Commercializatio n	3.2 Processes and reviews application.	None	1 month	Intellectual Property Office of the Philippines
		3.3 Receives an email and submits it to the Intellectual Property Office of the Philippines (IPOPHL), which requires the submission of the hardcopy requirements.	PHP 300.00	5 working days	<i>Head/Staff</i> Intellectual Property Rights Management Department
		3.4 Sends the certificate of deposit.	None	1 working day	Intellectual Property Office of the Philippines
4.	Receives the Copyright Deposit Certificate.	4. Receives a copy of the Copyright Deposit Certificate, sends it to the client via email or personal delivery, and files records generated	None	15 minutes	<i>Head/Staff</i> Intellectual Property Rights Management Department



relative to the request.			
TOTAL:	PHP 860.00	1 Month, 8 Working Days, & 50 Minutes	

\*Copyright deposit assistance is covered under RA 8293.

Note: This is a multi-stage process. The Intellectual Property Office of the Philippines (IPOPHL) is the agency that facilitates the processing of the applications. The Office of Technology Development, Transfer, and Commercialization (OTDTC) is the arm of the university that facilitates the collection and submission of copyright deposit to Intellectual Property Office of the Philippines (IPOPHL).



### 2. Processing of Request to Use University Marks Assistance

This service allows clients to use the University Marks Assistance of the office.

Office or Division Classification:		n and Business D	)evelonment (OIB	D)
	Complex			0)
	G2C - Governmer	nt to Citizen		
Type of	G2B – Governmei		titv/ies	
Transaction:	G2G - Governmer			
Who may avail:	All			
	REQUIREMENTS		WHERE TO SEC	JRE
1. Letter of Intent		The client will pr		
University Pres		····· ···· ···· ···· ···· ··· ·		
following inforn				
(1 Original Co	py)			
a. Name/Orga	nization Name			
b. Purpose				
2. Accomplished			ology Developmer	
University Trad			on or download a	
	20 (1 Original Copy)		m/RequestToUse	<u>Marks</u>
3. Letter of Intent		The client will pr	ovide	
University Pres				
(1 Original Cop				
4. Mock-Up for Ea	-			
(1 Original Cop				
5. Valid ID with TI				
signatures (1 P	hotocopy)			
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON
		PAID	TIME	RESPONSIBLE
1. Submit all	1.1 Receives 2 <sup>nd</sup>	None	5 minutes	Director/
necessary	endorsement			Department Head Office of
requirements	from the Office of			Office of
addraccod to				Innovation and
addressed to	the Vice President for			Innovation and
the University	President for			Business
the University President, to	President for Research			
the University President, to the Records	President for Research Development			Business
the University President, to the Records and Archives	President for Research Development and Extension			Business
the University President, to the Records and Archives Unit – Main	President for Research Development			Business
the University President, to the Records and Archives	President for Research Development and Extension (OVPRDE) and			Business
the University President, to the Records and Archives Unit – Main	President for Research Development and Extension (OVPRDE) and forwards to the	None	10 minutes	Business
the University President, to the Records and Archives Unit – Main	President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.	None	10 minutes	Business Development
the University President, to the Records and Archives Unit – Main	President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and	None	10 minutes	Business Development <i>Head, Staff</i> Office of Innovation and
the University President, to the Records and Archives Unit – Main	President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and evaluates the	None	10 minutes	Business Development <i>Head, Staff</i> Office of Innovation and Business
the University President, to the Records and Archives Unit – Main	President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and evaluates the	None	10 minutes	Business Development <i>Head, Staff</i> Office of Innovation and
the University President, to the Records and Archives Unit – Main Campus.	President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and evaluates the request.			Business Development <i>Head, Staff</i> Office of Innovation and Business Development
the University President, to the Records and Archives Unit – Main Campus. 2. <i>For</i>	President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and evaluates the request. 2. Notifies the client	None	10 minutes 5 minutes	Business Development <i>Head, Staff</i> Office of Innovation and Business Development <i>Staff</i>
the University President, to the Records and Archives Unit – Main Campus. 2. <i>For</i> <i>Approved</i>	<ul> <li>President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.</li> <li>1.2 Reviews and evaluates the request.</li> <li>2. Notifies the client of the result of</li> </ul>			Business Development <i>Head, Staff</i> Office of Innovation and Business Development <i>Staff</i> Office of
<ul> <li>the University President, to the Records and Archives Unit – Main Campus.</li> <li>2. For Approved Requests:</li> </ul>	<ul> <li>President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.</li> <li>1.2 Reviews and evaluates the request.</li> <li>2. Notifies the client of the result of the evaluated</li> </ul>			Business Development <i>Head, Staff</i> Office of Innovation and Business Development <i>Staff</i> Office of Innovation and
<ul> <li>the University President, to the Records and Archives Unit – Main Campus.</li> <li>2. For Approved Requests: Receive</li> </ul>	<ul> <li>President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.</li> <li>1.2 Reviews and evaluates the request.</li> <li>2. Notifies the client of the result of the evaluated request through</li> </ul>			Business Development <i>Head, Staff</i> Office of Innovation and Business Development <i>Staff</i> Office of Innovation and Business
<ul> <li>the University President, to the Records and Archives Unit – Main Campus.</li> <li>2. For Approved Requests: Receive notification</li> </ul>	<ul> <li>President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.</li> <li>1.2 Reviews and evaluates the request.</li> <li>2. Notifies the client of the result of the evaluated request through the available</li> </ul>			Business Development <i>Head, Staff</i> Office of Innovation and Business Development <i>Staff</i> Office of Innovation and
<ul> <li>the University President, to the Records and Archives Unit – Main Campus.</li> <li>2. For Approved Requests: Receive notification on the</li> </ul>	<ul> <li>President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.</li> <li>1.2 Reviews and evaluates the request.</li> <li>2. Notifies the client of the result of the evaluated request through</li> </ul>			Business Development <i>Head, Staff</i> Office of Innovation and Business Development <i>Staff</i> Office of Innovation and Business
<ul> <li>the University President, to the Records and Archives Unit – Main Campus.</li> <li>2. For Approved Requests: Receive notification on the schedule of</li> </ul>	<ul> <li>President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.</li> <li>1.2 Reviews and evaluates the request.</li> <li>2. Notifies the client of the result of the evaluated request through the available platform.</li> </ul>			Business Development <i>Head, Staff</i> Office of Innovation and Business Development <i>Staff</i> Office of Innovation and Business
<ul> <li>the University President, to the Records and Archives Unit – Main Campus.</li> <li>2. For Approved Requests: Receive notification on the schedule of negotiation</li> </ul>	<ul> <li>President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.</li> <li>1.2 Reviews and evaluates the request.</li> <li>2. Notifies the client of the result of the evaluated request through the available platform.</li> <li><i>If approved,</i></li> </ul>			Business Development <i>Head, Staff</i> Office of Innovation and Business Development <i>Staff</i> Office of Innovation and Business
<ul> <li>the University President, to the Records and Archives Unit – Main Campus.</li> <li>2. For Approved Requests: Receive notification on the schedule of</li> </ul>	<ul> <li>President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.</li> <li>1.2 Reviews and evaluates the request.</li> <li>2. Notifies the client of the result of the evaluated request through the available platform.</li> </ul>			Business Development <i>Head, Staff</i> Office of Innovation and Business Development <i>Staff</i> Office of Innovation and Business



	Licensing Agreement via message/ call.	of negotiation and signing of the Licensing Agreement via message/ call.			
	For Disapproved Requests: Receive notification on the schedule of a meeting and modify the proposal via message/ call.	<i>If disapproved,</i> Notifies the client on the schedule of meeting via message/ call.			
3.	For Approved Requests: Attend negotiation and sign the Licensing Agreement.	3.1 <i>For Approved</i> <i>Requests:</i> Negotiates and completes the licensing agreements.	Depends on the Negotiated Licensing Agreement	2 working days	<i>Director,</i> <i>Department</i> <i>Heads, &amp; Staff</i> Office of Innovation and Business Development
	For Disapproved Requests: Attend meeting to modify the proposal and sign the	For Disapproved Requests: Discusses the metrics of disapproval and modifies the proposal.			
	Licensing Agreement.	3.2 Prepares and have the Memorandum of Agreement signed by all parties involved.	None	2 working days	Director, Department Heads, & Staff Office of Innovation and Business Development
4.	Receives assistance.	4. Facilitates the use of university marks and notarization of the licensing agreement.	None	1 working day	<i>Director,</i> <i>Department</i> <i>Heads, &amp; Staff</i> Office of Innovation and Business Development
5.	Receive approval slip.	5. Provides approval slip and files records generated relative to the request.	None	5 minutes	<i>Director,</i> <i>Department</i> <i>Heads, &amp; Staff</i> Office of Innovation and Business Development



TOTAL:	Depends on the Negotiated Licensing Agreement	5 Working Days & 25 Minutes	
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Note: As per Office of Technology Development, Transfer, and Commercialization (OTDTC) Manual Chapter 9: University Trademark Policy, "License fee shall be collected, for every product type or activity, from those who will use a trademark for commercial purposes". The table below shall be the basis for the computation of license fee.

License Fees					
For Student Councils and University-based Organizations:	a. 3% for the 1st Php50,000 net sales;				
	b. 2% for the next Php25,000 net sales,				
	c. 1% for the succeeding net sales.				
	a. 2% for the 1st Php50,000 net sales;				
For College-based Organizations:	b. 1% for the succeeding net sales.				
Licensing and Use of University Trademarks by External Entities:	5% per annum of the net sale of the item bearing the trademark.				



### 3. Process for Technology Transfer and Commercialization Assistance

This service allows clients to avail technology transfer and commercialization assistance of the Office of Technology Development, Transfer, and Commercialization.

	Office of Innovation	and Pulainaad	Dovelopment		
Office or Division:	Office of Innovation Technology Licensi (OIBD-TLD)		•		
Classification:	Highly Technical				
	G2C - Government	to Citizen			
Type of	G2B – Government		Entity/ies		
Transaction:	G2G - Government				
Who may avail:	All				
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE	
1. Letter of Intent ac		The client wi	ll provide		
University Preside					
following informat					
(1 Original Copy					
a. Name/Organiz	zation Name				
b. Purpose 2. Accomplished Se	Service Request Office of Technology Development, Transfer, and				
	n <i>TSU-TTO-SF-01</i> Commercialization or download at				
(1 Original Copy)		-	l.com/OTDTCSer		
3. Valid ID with Three		The client will provide			
Signatures (1 Pho					
	AGENCY FEES TO PROCESSING PERSON			PERSON	
CLIENT STEPS	ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE	
1. Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	<ul> <li>1.1 Receives 2<sup>nd</sup> <ul> <li>endorsement</li> <li>from the Office</li> <li>of the Vice</li> <li>President for</li> <li>Research</li> <li>Development</li> <li>and Extension</li> <li>(OVPRDE)</li> <li>and forwards</li> <li>to the unit</li> <li>concerned.</li> </ul> </li> <li>1.2 Reviews and</li> </ul>	None	5 minutes 10 minutes	Director/ Department Head Office of Innovation and Business Development Head or Staff	
	evaluates the request.	None		Technology Licensing Department	
2. Receive notification on the schedule of negotiation of License Agreement.	2. Notifies the client on the schedule of negotiation of License Agreement.	None	10 minutes	<i>Staff</i> Technology Licensing Department	



3.	For Technology Transfer: Attend negotiation meeting via online or face- to-face.	3. For Techno Transfe Negotia complet license agreem	er: tes and tes the	None	2 working days	<i>Director</i> Office of Innovation and Business Development
	For Commercial- ization: Attend series of meeting together with Department of Science and Technology (DOST).	For Comme ization: Facilitat attends schedul meeting prepare docume requirer	es and to ed is and entary	None	2 months	<i>Director, Head, &amp; Staff</i> Office of Innovation and Business Development
4.	For Technology Transfer: Receive notification regarding the scheduled signing of Non- exclusive Licensing Agreement.	4. For Techno Transfe Informs client or schedul signing exclusiv Licensir Agreem	er: the the e of of Non- re	None	10 minutes	<i>Staff</i> Technology Licensing Department
	For Commercial- ization: Receive notification regarding the approval of DOST and scheduled signing of Technology Licensing Agreement.	For comme ization: Receive approva DOST a informs regardir schedul signing Techno Licensir Agreem	es al from and client ng the e of of logy ng	None	1 month	<i>Director, Head, &amp; Staff</i> Office of Office of Innovation and Business Development
5.	Attend on the scheduled signing of agreement.	5. Facilitie signing license agreem and not the sign agreem	s of ent, arizing ed	None	2 working days	<i>Director, Head, &amp; Staff</i> Office of Innovation and Business Development



6.	For commercial- ization: Pay licensing fee to Tarlac State University (TSU) Note: Royalty fees shall be paid to TSU annually starting on the end of first year and every end of year thereafter.	6.	For commercial- ization: Receives and process the payment	*Licensing and Royalty fees will depend on the negotiated licensing agreement	1 working day	<i>Staff</i> Cashiering Unit
7.	Receive copy of Technology Licensing Agreement	7.	Provides copy of Technology Licensing Agreement and files the copy of the office.	None	1 hour	<i>Staff</i> Technology Licensing Department
	TOTAL F	OR	TECHNOLOGY TRANSFER:	None	4 Working Days, 1 Hour & 35 Minutes	
Т	TOTAL FOR COMMERCIALIZATION:			Depends on the Negotiated Licensing Agreement	3 Months, 3 Working Days, 1 Hour & 25 Minutes	

\*Technology Transfer and commercialization Assistance is covered under RA 10055

Note: This service is a multi-stage process. The Office of Technology Development, Transfer and Commercialization is only responsible for providing assistance on Technology Transfer and Commercialization. While the Cashiering Unit is only responsible for receiving and processing of payment.



### 4. Processing of Requests for Trademark Application Assistance

This service allows clients to request and avail of trademark application assistance from the Office of Technology Development, Transfer, and Commercialization.

Office or Division:	Office of Innovation and Business Development – Intellectual Property Rights Management Department (OIBD-IPRMD)					
Classification:	Highly Technical					
Type of Transaction:	G2C - Government to C G2B – Government to E G2G - Government to C	Business Ei	•			
Who may avail:	All					
CHECKLIST OF	REQUIREMENTS		WHERE TO S	ECURE		
1. Accomplished Serv TSU-TTO-SF-01 (1	•	and Com	Technology Devel mercialization or c yurl.com/OTDTCS			
<ol> <li>Letter of Intent add President with the i (1 Original Copy)         <ol> <li>Name/Organiza</li> <li>Purpose</li> <li>Mark to be Registe (1 Electronic Copy)</li> </ol> </li> <li>Valid ID with Three signatures (1 Photo</li> </ol>		t will provide				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit Letter of Intent and	1.1 Receives 2 <sup>nd</sup> endorsement from	None	5 minutes	Director/		
Accomplished Service Request Form (TSU-TTO- SF-01) to the Records and Archives Unit – Main Campus.	the Office of the Vice President for Research, Development, and Extension (OVPRDE) and forwards to the unit concerned.			Department Head Office of Innovation and Business Development		
Service Request Form (TSU-TTO- SF-01) to the Records and Archives Unit –	the Office of the Vice President for Research, Development, and Extension (OVPRDE) and forwards to the unit	None	10 minutes	Office of Innovation and Business		



	Attend the negotiation of Memorandum of Agreement in the scheduled date.		Facilitates the negotiation meeting, completes details of Memorandum of Agreement, and inform client on the schedule of signing of Memorandum of Agreement.	None	1 working day	<i>Head/Staff</i> Intellectual Property Rights Management Department
4.	Sign the Memorandum of Agreement on the scheduled date and submit valid ID with 3 specimen signatures.	4.	Prepares and have the Memorandum of Agreement signed by all parties involved. <i>Note: Once the Memorandum of Agreement has been duly signed, have it notarized.</i>	None	1 working day	Staff Intellectual Property Rights Management Department
5.	Submit a copy of mark/s to be registered to the Office of Office of Technology Development, Transfer, and Commercialization or via email at <u>tdtc@tsu.edu.ph</u> .	5.	Receives the submitted mark/s to be registered, files trademark application, and submits documentary requirements online via <u>https://www.ipophil.</u> <u>gov.ph/etm-file-</u> trademark/	None	1 hour	Head/Staff Intellectual Property Rights Management Department
6.	Receive the online payment link.	6.	Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department
7.	Pay corresponding filing fees and send proof of payment to the Office of	7.1	l Receives Official Receipt for trademark application via email or FB Messenger.	Refer to the table below	7 working days	Head/Staff Intellectual Property Rights Management Department
	Technology Development, Transfer, and Commercialization (OTDTC) via		Processes and examines the application and issues the Notice of Allowance.	None	6 months	Intellectual Property Office of the Philippines
	email or FB Messenger.	7.3	Processes the payment for Issuance of Certificate of Registration and	None	30 minutes	Head/Staff Intellectual Property Rights Management Department



		Second Publication Fee.			
8.	Pay corresponding Issuance of the Certificate of Registration and Second Publication Fee	8.1 Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	None	5 minutes	<i>Head/Staff</i> Intellectual Property Rights Management Department
	and send proof of payment to the Office of Technology Development, Transfer, and Commercialization (OTDTC) via	8.2 Receives the Official Receipt for the Issuance of the Certificate of Registration and Second Publication Fee via email or FB Messenger.	Refer to the table below	2 months	Head/Staff Intellectual Property Rights Management Department
	email or FB Messenger.	8.3 Issues certificate of registration.	None	3 months	Intellectual Property Office of the Philippines
9.	Receive a copy of the certificate of registration through email or personal delivery.	<ol> <li>Receives a copy of the certificate of registration via email from Intellectual Property Office of the Philippines (IPOPHL), sends it to the client through email or personal delivery, and files records generated relative to the request.</li> </ol>	None	1 working day	Head/Staff Intellectual Property Rights Management Department
		TOTAL:	Refer to Table Below	11 Months, 10 Working Days, & 2 Hours	

\*Trademark Assistance is covered under R.A. 8293.

Note: This is a multi-stage process. The Intellectual Property Office of the Philippines (IPOPHL) is the agency that facilitates the processing of the applications. The Office of Technology Development, Transfer, and Commercialization (OTDTC) is the arm of the university that facilitates the collection and submission of trademark applications to Intellectual Property Office of the Philippines (IPOPHL).



TYPE	*SMALL ENTITY	*BIG ENTITY
Filing Fee (per class)	PHP 1,200	PHP 2,592
Claim of Color (per class)	PHP 280	PHP 600
Publication	PHP 900	PHP 960
Issuance of Certificate of Registration	PHP 570	PHP 1,200
Declaration of Actual Use (3rd year)	PHP 900	PHP 1,920
2nd Publication (Publication of Registration)	PHP 900	PHP 960

\*Small entity: with 100M worth of assets or less | \*Big entity: with more than 100M worth of assets

Note: Total charges may vary depending on the number of claims, classes and embodiments applied. All fees are subject to 1% Legal Research Fund (LRF) as required by R.A. 3870. If the fee is below P 1,000.00, the LRF is P 10.00.



## Office of the Vice President for Research and

### **Extension Services**



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

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

Office or Division:	Office of The Vice President for Research and Extension Services (OVPRES)				
Classification:	Complex				
Type of	G2G - Government to Government				
Transaction:					
Who may avail:	Office of the University President				
	REQUIREMENTS		WHERE TO SEC	URE	
1. Endorsement Fo	orm TSU-OUP-SF-01	The client wil	l provide		
(1 Original Copy	()		-		
2. Letter/Request a	addressed to				
President (1 Ph	otocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit signed endorsement to the Office of the Vice President for Research	1.1 Receives and reviews the contents of the endorsement.	None	2 minutes	Staff Office of The Vice President for Research and Extension Services	
Development and Extension.	1.2 Assigns concerned heads / staff to take charge of endorsement and signs the endorsement form.	None	3 working days	Vice President Office of The Vice President for Research and Extension Services	
	1.3 Forwards endorsement to the concerned office/s.	None	1 hour	Staff Office of The Vice President for Research and Extension Services	
	TOTAL:	None	3 Working Days, 1 Hour & 2 Minutes		



### 2. Processing of Inter-office Communication and Transaction

This allows for processing of inter-office communications and transactions such as request to serve meals, letter requests, travel order, and Individual Performance Commitment And Review (IPCR)/ Department Performance Commitment And Review (DPCR)/ Office Performance Commitment And Review (OPCR).

	Office of The Vice	President f	or Research and I	Extension
Office or Division:	Services (OVPRE	S)		
Classification:	Complex			
Type of Transactio				
Who may avail:	TSU Colleges, Of	fices and Ur		
CHECKLIST OF I A. For Request Letter			WHERE TO SEC	JURE
1. Request Letter (		The client	will provide	
B. For Request to Se	<b>o</b> . ,			
1. Notice of Meeting		The client	will provide	
C. For Travel Order		I		
1. Approved letter (	1 Original Copy)	The client	will provide	
2. Endorsement, <i>if</i> (1 Original Copy				
3. Student Authority applicable (1 Ori	, ,			
and Review (OPC	mitment and Review R)	(DPCR)/ Off	fice Performance	
1. Accomplishment (1 Original Copy     2. Certificate in Ser		The client	will provide	
(1 Original Copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		<b>BE PAID</b>	TIME	RESPONSIBLE
1. Submit the requirements to the Office of the Vice President for Research, Development and Extension.	<ul> <li>1.1 Receives and reviews the completeness of the submitted documents.</li> <li>Note: If submitted documents are incomplete, return and inform the lacking.</li> </ul>	None	2 minutes	Staff Office of The Vice President for Research and Extension Services
	1.2 Signs or acts on the inter-office communication and/or transaction.	None	3 working days	Vice President Office of The Vice President for Research and Extension Services



2. Receive the action or signed inter- office communication and/or transaction.	2. Log-out of outgoing communication and/or transaction from another office	None	5 minutes	Staff Office of The Vice President for Research and Extension Services
	TOTAL:	None	3 Working Days & 7 Minutes	



# **Office of University Extension Services**



#### 1. Processing and Evaluation of Extension Proposal

The service allows the processing and evaluation of extension proposals (both with funding requests and without funding requests) submitted by various colleges, centers, and offices. It covers from receiving the extension proposal to the endorsement/transmittal of approved/disapproved extension documents.

Office or Division: Office of University Extension Service (OUES)				
Classification:	Complex		\$ ¥	
Type of	G2G - Government	to Governn	nent	
Transaction:		Extension Chairparages, College Extension Technical Staff, and		
Who may avail:	Extension Chairpersons, College Extension Technical Staff, and Extension Service Providers			
CHECKLIST OF F			WHERE TO SE	CURF
1. Endorsement For		Office of t	he University Pres	
2. Accomplished Ex			able from TSU W	
Request Form TS	U-OES-SF-01	https://ww	/w.tsu.edu.ph/med	ia/eehh2v5f/sf01-
(1 Original Copy)		extension	-service-request-fo	orm.docx
3. Request letter ad		The client	t will provide	
	ent (1 Original Copy)		•	
4. Accomplished Ex Proposal Form 73		Office of t	he University Exte	nsion Services
(2 Original Copies				
5. Activity program (		The client	t will provide	
6. Accomplished Ex		Office of t	he University Exte	nsion Services
	and Endorsement			
Form TSU-OES-S	SF-03			
(1 Original Copy)		FEES		
CLIENT STEPS	AGENCY	TO BE	PROCESSING	PERSON
	ACTIONS	PAID	TIME	RESPONSIBLE
1. Submit extension	1.1 Receives and	None	15 minutes	Clerk
documents	conducts initial			Office of
(Extension	assessment of			University
Activity Proposal with Supporting	extension documents			Extension Service
Attachments) to	1.2Reviews and	None	2 working days	Department
Office of	evaluates	None		Head/s
University	extension			Office of
Extension	documents			University
Service at the				Extension
Lucinda				Service
Campus.	1.3Sends	None	1 working day	Department
	notification			Head/s
	regarding the			Office of
	regarding the result of			Office of University
	regarding the result of review, or if			Office of University Extension
	regarding the result of review, or if with concerns			Office of University
	regarding the result of review, or if with concerns on the			Office of University Extension
	regarding the result of review, or if with concerns			Office of University Extension
	regarding the result of review, or if with concerns on the submitted			Office of University Extension
	regarding the result of review, or if with concerns on the submitted extension documents 1.4 Prepares	None	1 hour	Office of University Extension Service Department
	regarding the result of review, or if with concerns on the submitted extension documents 1.4 Prepares evaluation	None	1 hour	Office of University Extension Service Department Head/s
	regarding the result of review, or if with concerns on the submitted extension documents 1.4 Prepares	None	1 hour	Office of University Extension Service Department



Work Order / Special Order			Extension Service
1.5Encodes proposal details in Performance Monitoring,	None	1 hour	<i>Technical Staff</i> Office of University Extension Service
1.6Reviews and signs evaluation report	None	30 minutes	Director Office of University Extension Service
1.7 For With Funding Request: Endorses extension documents and evaluation report to Accounting Office for fund Certification.	None	30 minutes	<i>Clerk</i> Office of University Extension Service
For without Funding Request: Endorses extension documents and evaluation report to Office of the Vice President for Research, Development, and Extension (OVPRDE) for recommending approval.			
1.8 Asks for feedback or status about the endorsed/ transmitted extension proposals and other supporting documents	None	30 minutes	<i>Department</i> <i>Head/s</i> Office of University Extension Service
1.9Notifies concerned College, Offices regarding the	None	30 minutes	<i>Department</i> <i>Head/s</i> Office of University



		result of processing/ evaluation (approved or disapproved)			Extension Service
2.	Receive approved/ disapproved extension documents	2. Endorses / Transmits approved/ disapproved extension documents	None	30 minutes	<i>Clerk</i> Office of University Extension Service
		TOTAL:	None	3 Working Days, 4 Hours & 45 Minutes	



### 2. Processing of Request for Extension Document

The service allows acknowledging and serving the request for extension documents by the internal and external interested parties.

Office or Division	Office of University	Extension Se	ervice (OUES)	
Classification:	Simple			
Type of Transaction:	G2B – Governmen G2G – Governmer	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government		
Who may avail:	Faculty, Students, Colleges, Guests	Partner-Bene	ficiaries, State Un	iversities and
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
	Extension Document TSU-OES-SF-23 vies)	https://www.	le from TSU Webs tsu.edu.ph/media/ ocument-request-fo	yamha4px/sf23-
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the accomplished request form at the Office of University	1.1 Acknowledges and stamps the filled-out request form.	None	5 minutes	<i>Clerk</i> Office of University Extension Service
Extension Service – Lucinda Campus.	1.2 Reviews the submitted request form.	None	10 minutes	<i>Department</i> <i>Head</i> Office of University Extension Service
	1.3 Approves or disapproves the request.	None	10 minutes	<i>Director</i> Office of University Extension Service
2. Receive the approval/ disapproval notification.	2. Notifies the requesting person about the result of request.	None	1 working day	Department Head Office of University Extension Service
<ol> <li>Receive or claim the requested extension documents (if approved).</li> </ol>	<ol> <li>Serves the request upon approval.</li> </ol>	None	1 working day	<i>Clerk</i> Office of University Extension Service
	TOTAL:	None	2 Working Days & 25 Minutes	



# Office of University Research and Development



#### 1. Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication

The service can be availed of by TSU faculty and non-teaching personnel whose research has been published and cited in Scopus, ISI, Thompson Reuters, and other refereed journals. Also, faculty and non-teaching personnel who have presented their research output at regional, national, and international conferences, including awards from conferences, are eligible for the grant of research output incentives.

The services also increase the research publication and presentation outputs of TSU. The university shoulders the registration fee of researchers who will present at international, national, and regional conferences and forums, as well as the publication fee for research that will be published in Scopus, International Scientific Indexing (ISI), Thompson Reuters, and other refereed journals.

Office or Division:	Office of University Research and Development – Research Publication, Information and Communication Unit (RPICU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to	Government		
Who may avail:	TSU Faculty Researc	hers		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
I. For Request f	for Research Outp	ut Incentives		
A. FOR PUBLICAT	ION INCENTIVE			
	quest for Incentive of tion <i>TSU-ORD-SF-56</i> s)	Office University Research and Development or download at <u>https://tsu.edu.ph/media/tm2ndx3m/tsu-ord-</u> <u>sf-56-request-for-incentive-of-research-</u> publication.docx		
<ol> <li>Journal Article Inc (Triplicate Copies</li> <li>Copyright Page (1)</li> <li>Editorial Board an of the Journal (Tri</li> </ol>	) Triplicate Copies) nd Table of Contents	The client will provide		
5. <i>If the paper has authors,</i> Accomp Consent Form <i>TS</i> (Triplicate Copies	<i>multiple TSU</i> lished Authors' CU-ORD-SF-49 –	Office of University Research and Development or download at <u>https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-</u> <u>49-authors-declaration-consent-form.docx</u>		
<b>B. FOR CITATION</b>	INCENTIVE			
	quest for Incentive of TSU-ORD-SF-54	Office of University Research and Development or download at <u>https://tsu.edu.ph/media/djsjxyye/tsu-ord-sf-54-request-for-incentive-of-research-citation-1.docx</u>		
2. Copy of the citing (Triplicate Copies		The client will provide		
3. <i>If the paper has authors,</i> Accomp Consent Form <i>TS</i> (Triplicate Copies	<i>multiple TSU</i> lished Authors' CU-ORD-SF-49	Office of University Research and Development or download at <u>https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-</u> 49-authors-declaration-consent-form.docx		



C. FOR PRESENTATION INCENTIVE	
	Office of University Descerch and
1. Accomplished Request for Incentive of	Office of University Research and
Research Presentation	Development or download at
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	55-request-for-incentive-of-research- presentation-1.docx
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(Triplicate Copies)	-
4. Program of the Conference	
(Triplicate Copies) 5. Certificate of Appearance	-
(Triplicate Copies)	
6. Certificate of participation	-
(Triplicate Copies)	
7. Travel order (If applicable)	-
(Triplicate Copies)	
6. If the paper has multiple TSU	Office of University Research and
<i>authors,</i> Accomplished Authors'	Development or download at
Consent Form TSU-ORD-SF-49	https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-
(Triplicate Copies)	49-authors-declaration-consent-form.docx
(	
D. FOR WINNERS IN A RESEARCH COI	MPETITION/ORAL PRESENTATION
1. Accomplished Request for Incentive as	Office of University Research and
Winner in Research Competition /	Development or download at
Presentation Form TSU-ORD-SF-57	https://tsu.edu.ph/media/5jopoax0/tsu-ord-sf-
(3 original copies)	57-request-for-incentive-as-winner-in-
	research-competition presentation.docx
2. Copy of the Paper (Triplicate Copies)	The client will provide
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(Triplicate Copies)	
4. Program of the conference	
(Triplicate Copies)	
5. Certificate of appearance	
(Triplicate Copies)	
6. Certificate of recognition	
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<ul> <li>(Triplicate Copies)</li> <li>II. For Funding Request for Resea Publication</li> <li>A. FOR FUNDING OF RESEARCH PRES</li> <li>1. Accomplished Request for Funding of Paper Presentation TSU-ORD-SF-42</li> </ul>	49-authors-declaration-consent-form.docx         rch Paper Presentation and Research         ENTATION         Office of University Research and         Development or download at
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<ul> <li>(Triplicate Copies)</li> <li>II. For Funding Request for Resea Publication</li> <li>A. FOR FUNDING OF RESEARCH PRES</li> <li>1. Accomplished Request for Funding of Paper Presentation TSU-ORD-SF-42</li> </ul>	49-authors-declaration-consent-form.docx         rch Paper Presentation and Research         ENTATION         Office of University Research and Development or download at <a fbnjo0ka="" href="https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-42-request-for-funding-of-paper-presentation-142-request-for-funding-of-paper-pa&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;&lt;ul&gt;     &lt;li&gt;(Triplicate Copies)&lt;/li&gt;     &lt;li&gt;II. For Funding Request for Resea&lt;br&gt;Publication&lt;/li&gt;     &lt;li&gt;A. FOR FUNDING OF RESEARCH PRES&lt;/li&gt;     &lt;li&gt;1. Accomplished Request for Funding of&lt;br&gt;Paper Presentation &lt;i&gt;TSU-ORD-SF-42&lt;/i&gt;&lt;br&gt;(3 original copies)&lt;/li&gt; &lt;/ul&gt;&lt;/td&gt;&lt;td&gt;49-authors-declaration-consent-form.docx         rch Paper Presentation and Research         ENTATION         Office of University Research and         Development or download at         https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-         42-request-for-funding-of-paper-presentation-         1.docx&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;&lt;ul&gt;     &lt;li&gt;(Triplicate Copies)&lt;/li&gt;     &lt;li&gt;II. For Funding Request for Resea&lt;br&gt;Publication&lt;/li&gt;     &lt;li&gt;A. FOR FUNDING OF RESEARCH PRES&lt;/li&gt;     &lt;li&gt;1. Accomplished Request for Funding of&lt;br&gt;Paper Presentation &lt;i&gt;TSU-ORD-SF-42&lt;/i&gt;&lt;br&gt;(3 original copies)&lt;/li&gt;     &lt;li&gt;2. Full Copy of the Paper&lt;br&gt;(Triplicate Copies)&lt;/li&gt; &lt;/ul&gt;&lt;/td&gt;&lt;td&gt;49-authors-declaration-consent-form.docx         rch Paper Presentation and Research         ENTATION         Office of University Research and&lt;br&gt;Development or download at&lt;br&gt;&lt;a href=" https:="" media="" tsu-ord-sf-42-request-for-funding-of-paper-presentation-1.docx"="" tsu.edu.ph="">https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-42-request-for-funding-of-paper-presentation-1.docx</a>
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	TOLLOG	TOLLO	/ <b>O</b>	
4. Endorsement fro College (Triplicat		TSU Offic	e/College	
College (Thplicat	le Copies)			
B. FOR FUNDING C	OF RESEARCH PUBLI	CATION		
1. Accomplished Request for Funding of		Office of University Research and		
Paper Presentation TSU-ORD-SF-42		Development or download at		
(Triplicate Copies)		https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-		
			st-for-funding-of-pa	aper-presentation-
	<u>,                                     </u>	<u>1.docx</u>		
2. Full Copy of the F	'aper	The client	will provide	
(3 Photocopies) 3. Editorial Board of	the lournal			
(Triplicate Copies	-			
· · · ·	of the Journal Which			
Will Prove That th	e Research is			
Included in That J	ournal Issue			
(Triplicate Copies				
5. Cover of the Publ	-			
(Triplicate Copies				
journal (Triplicate	r from the publishing			
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit complete	1.1 Receives and	None	10 minutes	Staff(s)
requirements,	checks the			Research
as stated in the	completeness of			Publication,
Checklist of	the submitted			Information and
Requirements, to the Office of	documents			Communication Unit
University	1.2 Attaches	None	10 minutes	Staff(s)
Research and	Approval of	Nono		Research
Development at	Funding Form			Publication,
the TSU	U U			Information and
Lucinda				Communication
Campus (hard				Unit
copies).	1.3For Research	None	2 working days	_Staff(s)
	Output			Research
	Incentives:			Publication,
	Evaluates the request for			Information and Communication
	incentive as to			Unit
	the correctness			Onit
	and reliability of			
	the attached			
	documents or			
	evidence. Once			
	the request			
	passed the			
	evaluation, it will			
	be approved by			
	Office of			
	University Research and			
	Development			
	Director.			



			1906
For Funding Request for Research Paper Presentation and Research Publication: Evaluates the research whether it is already presented in the University's In- House Review. Also, the Office of University Research and Development Director will check the correctness and verify the attached documents or evidence. Once the request passed the evaluation, it will be approved by the Office of University Research and Development			Staff(s) Research Publication, Information and Communication Unit Director Office of University Research and Development
Director. 1.4 Reviews the requested amount of incentive as to the availability of funds. Once fund is available, the accounting office will approve the request.	None	1 working day	<i>Chief Finance Officer</i> Finance Office
1.5 Reviews and evaluates the incentive by Vice President for Research Development and Extension and Vice President	None	3 working days	<i>Vice President</i> Office of the Vice President for Research Development and Extension
Administration for further approval and by the University			University President



	1			
	President for final approval.			Office of the University President
	1.6 Prepares the voucher for the incentive.	None	30 minutes	<i>Staff(s)</i> Research Publication, Information and Communication Unit
	1.7 Forwards the prepared voucher to the Budget Office for processing.	None	30 minutes	<i>Staff(s)</i> Research Publication, Information and Communication Unit
2. Receive a Notification Slip on the approval/ disapproval of the request (via email).	2. Sends Notification slip to the applicant/client indicating that his/her voucher is already at the Budget office (via email).	None	30 minutes	<i>Staff(s)</i> Research Publication, Information and Communication Unit
	TOTAL:	None	6 Working Days, 1 Hour & 50 Minutes	



### 2. Processing of Request for Test of Similarity Index

The service allows TSU employees, students, and external clients' research work to be tested to ensure the originality and integrity of their papers (capstones, theses, and dissertations).

Of	fice or Division:	Office of the Univer		h Development- [	Data Analytics
	assification:	Unit (OURD – DAU Simple	)		
	pe of	Simple G2C – Governmen	t to Citizon		
	ansaction:	G2B – Government		Entity/ies	
		G2G – Governmen			
W	ho may avail:	TSU Undergraduat			
		TSU Master's Degr			
		TSU Doctoral Degr			
		Other interested ins			ients)
	CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	
1.	Accomplished T	urnitin Run Request	Office of Re	esearch Developr	nent or download
	Form TSU-ORD	•	at	·	
	(1 Original Copy	)	https://www	.tsu.edu.ph/media	a/1bofemib/tsu-
		1	ord-sf-45-tu	<u>irnitin-run-request</u>	-form-1.docx
2.	Official Receipt	of Payment for Test of	TSU Cashie	ering Unit	
	Similarity Index/	Turnitin			
	(1 Duplicate/ 1 F	Photocopy)			
	*Refer to the table	below for charges			
3.	Manuscript/Artic	le in .docx or .pdf	The client v	vill provide	
	Format (1 Electr	onic Copy)			
С	LIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
			BE PAID	TIME	RESPONSIBLE
1.	Submit the electronic	<ol> <li>Receives and checks the</li> </ol>	None	30 minutes	Staff-in-Charge
	copy of the	completeness of			Data Analytics Unit
	manuscript	submitted			Offic
	(Chapters 1 to	documents			
	5) together	docamonto			
	with the other				
	requirements				
	to				
	ursc@tsu.edu.				
	ph				
2.		2. Uploads the	None	2 working days	Staff-in-Charge
	notification	manuscript/			Data Analytics
1	regarding the	article to Turnitin			Unit
1	result of	software for			
	similarity index	similarity check.			
	(ASI) (%) and	If the result is			
	a scanned	within and/or			
	copy of paper	exceeds the			
	for reference.	university allowable			
1					
		similarity index			
		(ASI) (%), informs the client			
1		via email. And			
		gives a copy of			
		the scanned			
			1	1	



		paper for reference.			
3.	Receives the Certificate of Compliance (via email)	<ul> <li>Release and send the result of the Certificate of Compliance once the manuscript or article passes the Allowable Similarity Index (ASI) (via email).</li> <li>Note: If the manuscript/article still did not pass the ASI on the 5<sup>th</sup> attempt, the client will repeat the process from Step 1.</li> <li>Type A Client: Have three chances to run the Turnitin for a one-time</li> </ul>	None	30 minutes	<i>Staff-in-Charge</i> Data Analytics Unit
		payment. Type B, C, and D Clients: Have two			
		chances to run the Turnitin for a one-time payment.			
		TOTAL:	Refer to the table below for charges	2 Working Days and 1 Hour	

List of Payment					
Туре А	TSU Undergraduate Students	PHP 150.00			
Туре В	TSU Master's Degree Students	PHP 250.00			
Туре С	TSU Doctoral Degree Students	PHP 350.00			
Type D	Other interested institutions/agencies	PHP 500.00			



# 3. Processing of Request for Water Analysis and Other Laboratory Services

The service allows clients to avail Physico-Chemical, Microbiological Analyses of drinking water and wastewater samples.

Office or Division:	Office of the Universit Laboratory	y Research	Development- Ana	alytical Testing
Classification:	Highly Technical			
Type of	G2C – Government to			
Transaction:	G2B – Government to			
	G2G – Government to			
Who may avail:	TSU Faculty Member(s) with no approved Research project – <b>Type</b> <b>Client(s)</b> Other Interested Individuals – <b>Type A Client(s)</b> TSU Graduate Students – <b>Type B Client(s)</b> Non-TSU Students (High School and College), – <b>Type C Client(s)</b> TSU Faculty Member(s) with approved Research project – <b>Type D</b> <b>Client(s)</b>			
	REQUIREMENTS		WHERE TO SEC	CURE
Conditions-to-be (1 Original Copy)	Research Paper ng the Method and -Used	The client		
•	<b>/pes –</b> equest for Analysis – (1 Original Copy)	Analytical Testing Laboratory		
3. Accomplished As Total Fees for Th Analysis or Labo (TSU-PCL-SF-48	ssessment of the ne Requested ratory Services 3) (1 Original copy)	Analytical Testing Laboratory		
	Capsule Proposal oved Line Item Budget D-SF-01)	The client	will provide	
b) Notice to I (TSU- OR (1 Photoc	D-SF-60)	The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol> <li>Proceed to the Analytical Testing Laboratory facility for an initial meeting or through online platforms (MS Teams, Zoom Teleconferenci ng, Google Meet).</li> </ol>	1. Attends initial meetings with the client to discuss other necessary requirements for the requested laboratory analysis or laboratory services and logs the client's name on the	None	1 hour	Staff-in-Charge Analytical Testing Laboratory



		r				
2.	<i>If approved:</i> Receive a notification to proceed to the next step. <i>If</i> <i>Disapproved:</i> Receive a notification of the disapproval of the request in person, online, or by email.	2.	Laboratory Analyses / Service(s) Log (TSU-PCL-SF- 42). Reviews the request and executes appropriate actions (Approval or Disapproval of request). <i>If approved:</i> Advise to proceed to the next step. <i>If Disapproved:</i> Sends notification of disapproval through online/ email or informs clients in person			
3.	For Type D Client(s) Submit the requirements stated at Checklist of Requirements number 4 in the Analytical Testing Laboratory. <i>Note: It MUST</i> <i>be explicitly</i> <i>stated in the</i> <i>Line-Item</i> <i>Budget the</i> <i>specific</i> <i>analyses and</i> <i>laboratory</i> <i>service(s)-to-</i> <i>be-requested.</i> For Type A to C Clients: Proceed to next step.	3.	clients in person. Reviews and files the submitted forms.	None	30 minutes	Staff-in-Charge Analytical Testing Laboratory



PCL-S and asses the to for the reque analys labora servic	est for sis (TSU- SF-33) sment of tal fees e sted sis or	4.1 Receive the documents and discuss other necessary requirements for the analysis or laboratory services requested, and proper sampling and transportation procedures.	None	30 minutes	Staff-in-Charge Analytical Testing Laboratory
		4.2 Reviews the Request for Analysis, assign necessary Job # and Sample #s to each sample, and calculate total amount-to- be-paid for analysis (For Type A-C clients).	None	1 hour	<i>Staff-in-Charge</i> Analytical Testing Laboratory
		4.3Assess the requested laboratory services	Number of Samples x Fees for each Service * Table of fees attached	4 hours	In-charge of Assessment Accounting Unit
servic the Ca and pl the re scan t receip send i email:	sis and/or e fees at ashier hotocopy ceipt or the official ot and it thru	5. Accepts, reviews, and archives the photocopy of the receipt or the e- copy of the receipt. Schedule the submission of samples of the Client(s) (thru face-to-face meeting or thru email)	Number of Samples x Fees for each Service * Table of fees attached	30 minutes	<i>Staff-in-Charge</i> Analytical Testing Laboratory



6. Deliver the samples to the Analytical Testing	6.1 Receives and reviews the samples. Conduct the	None	10 minutes	Staff-in-Charge Analytical Testing Laboratory
Laboratory with proper sample descriptions and labels.	requested services and summarize the results recorded.			Laboratory
Samples must be delivered to the laboratory immediately after sampling.	6.2Labels each sample with assigned laboratory sample number.	None	2 hours	<i>Staff-in-Charge</i> Analytical Testing Laboratory
Properly sampling procedures <b>MUST</b> also be followed. <b>Physico-Chem</b> samples must	6.3Conducts the laboratory analysis for various parameters and render requested laboratory	None	11 working days maximum (Note: 1 day per analysis requested or 2 days per spectrophotom	<i>Staff-in-Charge</i> Analytical Testing Laboratory
be placed in a clean container (preferably	service(s). 6.4 Fill-out necessary	None	etric analysis requested). 1 working day	<i>Staff-in-Charge</i> Analytical
glass amber bottle or plastic container, ≥1000mL) and are securely	analysis forms with results from the analyses and/or laboratory services.			Testing Laboratory
capped. Microbiology samples must be placed in a sterilized-	6.5Rechecks and encodes the results in the Results of the Analyses.	None	6 hours	Staff-in-Charge Analytical Testing Laboratory
sample bags (≥400mL). Samples must be transported inside a cooler with internal temperature of ≤6 °C but	6.6Print and sign the Results of the Analyses.	None	1 hour	<i>Staff-in-Charge</i> Analytical Testing Laboratory
<ul><li>above freezing.</li><li>7. Receive the printed copy of</li></ul>	7. Releases the result to the			
the Results of the Analyses from the Analytical Testing Laboratory through face- to-face meeting	client(s) by printing the Results of the Analyses and giving it to the Client(s) or scan it and send it to the email			
Testing Laboratory through face-	giving it to the Client(s) or scan it and send it to			



		1	1	1
scanned copy through email.	For face- to face meeting: Return excess samples to the client(s)	None	1 hour	<i>Staff-in-Charge</i> Analytical Testing Laboratory
	If via email: Discuss to the Client(s) the implications of the results and make necessary recommendation s thru face-to- face meeting or thru online or via email.	None	2 hours	<i>Staff-in-Charge</i> Analytical Testing Laboratory
TOTAL FOR FACE-TO-FACE:		Number of Samples x Fees for each	13 Working Days, 7 Hours & 40 Minutes	
TOTAL FOR ONLINE:		Service * Table of fees attached	13 Working Days, 8 Hours & 40 Minutes	

Note: One working day is equivalent to 10 hours.

This is a multi-stage process. The Analytical Testing Laboratory is responsible for processing the request for water analysis and other laboratory services. While the Cashiering Unit is only responsible for assessing and receiving the payment.



### 4. Processing of Research Evaluation

The service allows TSU Faculty Researchers and TSU Non-Teaching Personnel to request for research evaluation.

Office or	Office of University Research and Development –				
Division:	Research Manageme	nt and Capao	city Building Unit (I	RMCBU)	
Classification:	Highly Technical				
Type of Transaction:	G2G – Government to Government				
Who may avail:	TSU Faculty Research TSU Non-Teaching Po				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
1. Accomplished Re	search Capsule	Office of Ur	iversity Research	and	
Proposal TSU-OF			nt or download at		
(1 Original Copy a	and Electronic Copy)		du.ph/media/nrwg		
		01-research	n-capsule-proposa	l-new.docx	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits accomplished form to the Office of University Research and	1.1 Receives and checks the completeness of the submitted document.	None	10 minutes	<i>Staff(s)</i> Research Management and Capacity Building Unit	
Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email	1.2 Research Evaluation (University Wide Research Colloquium).	None	7 working days	Research Committee Tarlac State University <i>External</i> <i>Research</i> <i>Evaluator</i>	
<u>rmcbu@tsu.edu.</u> ph.	1.3 Consolidates the ratings and recommendation during the research evaluation.	None	7 working days	Staff(s) Research Management and Capacity Building Unit	
2. Receive the result of the initial evaluation via email.	2. Releases the results of the evaluation to all concerned researchers.	None	3 working days	<i>Staff(s)</i> Research Management and Capacity Building Unit	
	TOTAL:	None	17 Working Days & 10 Minutes		



# 5. Processing of Research Proposal (Initial Evaluation of Research Proposals)

The service can be availed of by faculty researchers and TSU non-teaching personnel who pursue conduct of research. The service is a pre-requisite process for the university to fund research implemented by faculty and non-teaching personnel.

Office or	Office of University Re	accorch and	Dovelopment		
Division:	Research Manageme				
Classification:	Highly Technical	ni and Capa			
Type of					
Transaction:	G2G – Government to Government				
Who may avail:	TSU Faculty Researc				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
1. Accomplished Re Proposal <i>TSU-OF</i>	search Capsule	Developme <u>https://tsu.e</u>	niversity Research nt or download at du.ph/media/nrwg n-capsule-proposa	and <u> fm3v/tsu-ord-sf-</u>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit accomplished form to the Office of University Research and Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email to rmcbu@tsu.edu. ph.	<ul> <li>1.1 Receives and checks the completeness of the submitted documents.</li> <li>1.2 Initial Evaluation of the submitted research proposals</li> </ul>	None	10 minutes 7 working days	Staff(s) Research Management and Capacity Building Unit Staff(s) Research Management and Capacity Building Unit Director Office of the University Research Development	
2. Receive the result of the initial evaluation via email	2. Releases the results of the initial evaluation to all concerned researchers via email.	None	2 Working days	<i>Staff(s)</i> Research Management and Capacity Building Unit	
	TOTAL:	None	9 Working Days & 10 Minutes		



## **Research, Ethics and Review Committee**



### **1. Processing of Application for Ethics Review**

This service aims to assess, determine, and categorize (Exempted, Expedited or Full Board) the type of review for the research documents submitted by the TSU graduate students and faculty/personnel through initial study protocol of Tarlac State University Research Ethics Review Committee.

Office or Division:	Research Ethics Revi	ew Committee (RERC)		
	For Exempted from R			
Classification:	For Expedited Review	•		
olassification.	For Full Board Review			
Type of	G2C - Government to			
Transaction:	G2G - Government to Government			
Who may avail:	TSU Faculty and Grad			
	REQUIREMENTS	WHERE TO SECURE		
	ON FOR INITIAL REVI			
1. Accomplished App		Office of the Research Ethics Review		
	(2 Original Copies)	Committee or download at		
		https://www.tsu.edu.ph/media/a4pbem0f/tsu-		
		erc-sf-07-application-form-for-ethics-review-		
		of-research-protocols.docx		
2. Accomplished and	Duly Signed	Office of the Research Ethics Review		
Certificate of Endo	, ,	Committee or download at		
TSU-ERC-SF-012		https://www.tsu.edu.ph/media/rysfyamh/tsu-		
	(Tonginal copy)	erc-sf-12-certificate-of-endorsement-form-for-		
		student-researchers.docx		
3. Informed Consent	Document	Office of the Research Ethics Review		
	English and Filipino	Committee or download at		
Version (1 Original	•	https://www.tsu.edu.ph/media/vcpclwam/tsu-		
( - <b>J</b>		erc-sf-42-informed-consent-document.docx		
4. Accomplished Info	rmed Assent Form	Office of the Research Ethics Review		
TSU-ERC-SF-48 E	English and Filipino	Committee or download at		
Version for Studies	Involving Minors and	https://www.tsu.edu.ph/media/m4wna2le/tsu-		
Relevant Population	ons Deemed	erc-sf-48-informed-assent-form-template-for-		
Incompetent to Sig	n an Informed	minors-or-children-12-to-under-15-years-		
Consent Form (1 C		old.docx		
5. Cover Letter Requ		The client will provide		
Chairperson (2 Ori				
6. Research Protocol				
•	include the following:			
a. Title				
	of the Study			
•	e of the Study			
d. Literature F				
e. Methodolog				
f. Procedures				
g. Description of the Study				
Population	nclusion Criteria			
i. Data Analy				
	siderations			
(1 original				
7. Study Tools which				
following:				
a. survey que	stionnaires			



b. interview guide, case report	
form c. posters/advertisements for	
recruitment, etc.	
(1 Original Copy per Document)	
8. Curriculum Vitae of the Researcher/s	
(1 original copy)	
9. For Students, Adviser's Curriculum	
Vitae for students (1 Original Copy)	
B. FOR RESUBMITTED RESEARCH PRO REVIEW)	TOCOLS (EXPEDITED AND FULL BOARD
1. Accomplished Application Form	Office of the Research Ethics Review
TSU-ERC-SF-07 (2 Original Copies)	Committee or download at
	https://www.tsu.edu.ph/media/a4pbem0f/tsu-
	erc-sf-07-application-form-for-ethics-review- of-research-protocols.docx
2. Accomplished Revised Informed	Office of the Research Ethics Review
Consent Document <i>TSU- ERC-SF-42</i>	Committee or download at
English and Filipino Version	https://www.tsu.edu.ph/media/vcpclwam/tsu-
(2 Original Copies)	erc-sf-42-informed-consent-document.docx
3. Revised Informed Assent Form	Office of the Research Ethics Review
TSU-ERC-SF-48 English and Filipino	Committee or download at
version, <i>if applicable</i>	https://www.tsu.edu.ph/media/m4wna2le/tsu-
(2 Original Copies)	erc-sf-48-informed-assent-form-template-for-
	minors-or-children-12-to-under-15-years-
	old.docx
4. Review of Resubmitted Protocol	Office of the Research Ethics Review Committee or download at
<i>TSU-ERC-SF- 40</i> (2 Original Copies)	https://www.tsu.edu.ph/media/etnh5ish/tsu-
	erc-sf-40-review-of-resubmitted-protocol-
	form.doc
5. Revised Research Protocol	The client will provide
(2 Original Copies)	
C. FOR FINAL REVIEW APPROVAL	
1. Accomplished Application Form	Office of the Research Ethics Review
TSU-ERC-SF-07 (2 Original Copies)	Committee or download at
	https://www.tsu.edu.ph/media/a4pbem0f/tsu-
	erc-sf-07-application-form-for-ethics-review- of-research-protocols.docx
2. Accomplished Final Report Form	Office of the Research Ethics Review
<i>TSU-ERC-SF-30</i> (2 Original Copies)	Committee or download at
	https://www.tsu.edu.ph/media/i5upnnnw/tsu-
	erc-sf-30-final-report-form.docx
3. Completed Research Study	The client will provide
(1 Original Copy)	
4. Final Manuscript for Students	
(1 Original Copy)	4
5. Signed Informed Consent Document	
English and Filipino Version	
(3 Original Copies)	4
6. Signed Informed Assent English and	
Filipino Version (3 Original Copies)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For Application	for Initial Review			
A. For Application f 1. Submit study documents for initial review to TSU Research Ethics Review Committee.	for Initial Review1.1 Receives and evaluates the completeness of the submitted study documents as well as other related requirements as per checklist for submission for initial review.1.2 Informs Principal Investigator on the completeness of the documents.Note: If submitted documents are incomplete, return the documents to the Principal Investigator for completion.1.3 Secures submitted documents and materials.1.4 Stamps, signs and indicates the date of receipt on the cover letter to acknowledge acceptance of the	None	20 minutes	Secretariat Research Ethics Review Committee
2. Receive photocopies of the submitted documents.	documents. 2. Issues a photocopy of the submitted complete documents to the Principal Investigator for their record and secures original copies.	None	15 minutes	Secretariat Research Ethics Review Committee
3. Assessment and Categorization of the Study Protocol Type of Review	3.1 Assesses and categorizes the study protocol's type of review. 3.2 Conducts assessment and categorization of	None	Exempted from Review: 30 minutes Expedited Review: 3 hours Full Board Review: 3 hours	Chairperson Research Ethics Review Committee



<b>F</b>			•	
	the study protocol type of review.			
	Note: Documents may be categorized as Exempted from Review, Expedited or Full Review.			
4. Review of Research Protocols.	4. Reviews the Research Protocol by the Primary Reviewer.	None	Exempted from Review: 3 working days	<i>Chairperson</i> Research Ethics Review Committee
5. Action on the reviewed research protocol	5. Drafts the ethical clearance whether the study is exempted from the review/ expedited/ full board review based on returned reviews.	None	15 minutes	Chairperson & Secretariat Research Ethics Review Committee
6. Updates the status of the initial review of protocol.	6. Receives an update about the status of the initial review of research protocol	None	5 minutes	Principal Investigator & Secretariat Research Ethics Review Committee
7. Receives Ethical Clearance.	7. Releases Ethical Clearance. Note: Upon completion of the process, the research protocol may be exempted from expedited and full board review as per metric stated at the last portion of the process.	None	5 minutes	Secretariat Research Ethics Review Committee
8. For Expedited and Full Board Review: Resubmit Revised Research Protocols and other pertinent documents.	8.1 Receives and evaluates the completeness of the submitted study documents and other related requirements as per checklist for submission for initial review.	None	15 minutes	<i>Secretariat</i> Research Ethics Review Committee
	8.2 Informs Principal Investigator on the completeness of submitted documents.	None		



	<ul> <li>Note: If submitted documents are incomplete, return the documents to the Principal Investigator for completion.</li> <li>8.3 Secures submitted documents and materials.</li> <li>8.4 Reviews the research protocol.</li> </ul>	None		
9. For Expedited and Full Board Review: Review of the resubmitted revised research protocols	9. Reviews the research protocol by the Primary Reviewer.	None	Expedited: 14 working days Full Board Review: 21 working days	<i>Primary</i> <i>Reviewer/s</i> & <i>All members</i> Research Ethics Review Committee
10. Action on the reviewed resubmitted research protocol	<ul> <li>10.1 Drafts the Ethical Clearance forwarded from Expedited/ Full Board research protocol based on returned reviews.</li> <li>10.2 Signs the Ethical Clearance.</li> </ul>	None	20 minutes	Chairperson & Secretariat Research Ethics Review Committee
11. Updates the status of the resubmitted protocol.	11. Receives an update about the status of the resubmitted research protocol.	None	5 minutes	Principal Investigator & Secretariat Research Ethics Review Committee
12. Receives Ethical Clearance	12. Release Ethical Clearance	None	5 minutes	Principal Investigator & Secretariat Research Ethics Review Committee
13. For Final Report: Submit final report with the final research paper and other pertinent documents.	13.1 Receives and evaluates the completeness of the submitted study documents and other related requirements as per checklist for submission for initial review.	None	15 minutes	<i>Secretariat</i> Research Ethics Review Committee



	13.2 Informs Principal			
	Investigator on the completeness of submitted			
	documents.			
	13.3 Secures submitted documents and materials.			
	13.4 Reviews the Protocol.			
14. Review of the Final Report	14. Reviews the research protocol by the Primary Reviewer.	None	7 working days	<i>Chairperson</i> Research Ethics Review Committee
15. Action on the reviewed Final Report	<ul> <li>15.1 Drafts the Final Report Approval letter forwarded from expedited review/ full board review based on returned reviews.</li> <li>15.2 Signs the Final Report Approval.</li> </ul>	None	20 minutes	<i>Chairperson &amp; Secretariat</i> Research Ethics Review Committee
16. Receives Final Report Approval	16. Release the Final Report Approval.	None	5 minutes	Principal Investigator & Secretariat Research Ethics Review Committee
TOTAL FO	R EXEMPTED FROM REVIEW:	None	3 Working Days, 1 Hour & 10 Minutes	
TOTAL OF EXPEDITED REVIEW:		None	21 Working Days, 5 Hours & 25 Minutes	
TOTAL OF FU	ILL BOARD REVIEW:	None	28 Working Days, 5 Hours & 25 Minutes	

\* **Exemption from Review** – protocols which involve less than minimal risk falls under this category. Minimal risk would be defined as one which may be anticipated as harm or discomfort not greater than that encountered in routine daily life activities of general population or during the performance of routine physical or psychological examinations or tests etc.

\* **Expedited Review** – protocols that (1) do not entail more than minimal risk to the study participants, and (2) do not have study participants belonging to a vulnerable group, and (3) does not generate vulnerability. Protocols involving no more than minimal risk and maybe for minor changes in approved research, annual renewals of approved projects, approval of protocol amendments, research conducting health record review, and for confirming changes required by the TSURERC for approval of the protocol (PNHRS, 2011).



\* **Full Board Review** – A full review shall be conducted when a proposed study entails more than minimal risk to study participants, or when study participants belong to vulnerable groups, or when a study generates vulnerability to participants. Such a protocol shall be deliberated and decided upon during a regular meeting, preferably within three weeks after submission of required documents and upon recommendation of a primary reviewers.