

### TARLAC STATE UNIVERSITY

## CITIZEN'S CHARTER HANDBOOK

**2023**2nd EDITION



### **TARLAC STATE UNIVERSITY**

CITIZEN'S CHARTER

2023 (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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EEEDBACK AND CO	MDI AINTS MECHANISM
How to send feedback	A. Face-to-face Transactions  1. Accomplish the Client Satisfaction Measurement (CSM) Survey form & drop it at CSM box available at various offices or at the designated Public Assistance Complaints Desk (PACD)  2. Scan the CSM QR Code posted at the CCIB of various offices.
How feedbacks are processed	B. Online Transactions  1. Click the Client Satisfaction Measurement (CSM) link to be provided by the transacting Office.  Client Satisfaction Measurement (CSM) Survey forms are collected, generated & summarized by the Quality Management System (QMS) Unit on a monthly basis.
How to file a complaint	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.  To file a complaint, kindly submit a
•	<ul> <li>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</li> </ul>
	<ul> <li>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> </ul>
	<ul> <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)	<sup>v</sup> 8888 8736-8645 or 8736-8603 8736-8606 or 8736-8629
Anti-Red Tape Authority (ARTA)	8475-5091 or 8478-5093 or 8478-5099 complaints@arta.gov.ph



### **LIST OF OFFICES**

Office	Address	<b>Contact Information</b>
Administration Office	2 <sup>nd</sup> floor, Admin. Bldg., TSU Main	(045) 606-8154
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Alumni Affairs Office	Alumni Center, TSU Lucinda	(045) 606-8141
	Campus, Binauganan, Tarlac City	
Budget Management Unit	1st 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
	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	(0.47) 000 0470
College of Architecture and	CAFA Bldg., TSU San Isidro	(045) 606-8170
Fine Arts	Campus, San Isidro, Tarlac City	(0.45) 000 0454
College of Arts and Social	2nd floor, Smith Hall, TSU Main	(045) 606-8171
Sciences	Campus, Romulo Boulevard, San	
O. H (D	Vicente, Tarlac City	(0.40) 000 0470
College of Business and	2nd floor, CBA Bldg., TSU Main	(042) 606-8172
Accountancy	Campus, Romulo Boulevard, San	
Callege of Computer	Vicente, Tarlac City	(0.45) 606 0470
College of Computer Studies	CCS Bldg., TSU San Isidro	(045) 606-8173
	Campus, San Isidro, Tarlac City	0025 077 5425
College of Criminal Justice Education	1st floor, CCJE Bldg., TSU Lucinda Campus, Binauganan,	0925 877 5125
Education	Tarlac City	
College of Engineering and	1st floor, CET Bldg., TSU Main	(045) 606-8175
Technology	Campus, Romulo Boulevard, San	(043) 000-0173
realificiegy	Vicente, Tarlac City	
College of Public	1st floor, CPAG Bldg., TSU Main	(045) 606-8177
Administration and	Campus, Romulo Boulevard, San	(010) 000 0111
Governance	Vicente, Tarlac City	
College of Science	1st floor, COS Bldg., TSU Lucinda	(045) 606-8178
	Campus, Binauganan, Tarlac City	,
College of Teacher	1st floor, (Regional Institute for	(045) 606-8174
Education	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	2nd floor, Student Affairs and	(045) 606-8130
Office Unit	Services (SAS) Bldg., TSU Main	
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	



Internal Audit Service	Mezzanine floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8122
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 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	1st 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 Services	3rd floor, CBA Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8138
Lucinda Campus Library	Jose V. Yap Library Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8140
San Isidro Campus	TSU San Isidro Campus, San Isidro, Tarlac City	(045) 606-8139
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



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Office of Quality Assurance	1 <sup>st</sup> floor, CPAG Bldg., TSU Main	(045) 606-8124
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	(2.4-) 2.2.2.2.2
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 Technology	1st floor, FTRC Bldg., TSU	(045) 606-8193
Development, Transfer and	Lucinda Campus, Binauganan,	
Commercialization	Tarlac City	
Office of TSU National	1 <sup>st</sup> floor, Multi-purpose	(045) 606-8181
Service Training Program	Commercial Bldg., TSU Main	
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Office of University Board	2 <sup>nd</sup> floor, Admin. Bldg., TSU Main	(045) 606-8121
Secretary	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Office of University	2nd floor, FTRC Bldg., TSU	(045) 606-8191
Extension Services	Lucinda Campus, Binauganan,	
	Tarlac City	
Office of University	2 <sup>nd</sup> floor, RED Bldg., TSU Lucinda	(045) 606-8190
Research Development	Campus, Binauganan, 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) 606-8115
for 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 the Vice President	2 <sup>nd</sup> floor, Admin. Bldg., TSU Main	(045) 606-8111
for Research, Development	Campus, Romulo Boulevard, San	,
and Extension	Vicente, 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	(5.5) 555 5162
School of Law	2 <sup>nd</sup> floor, Multi-purpose	(045) 606-8176
2 3.1.20. 2. 24.1	Commercial Bldg., TSU Main	(5.5) 555 517 5
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Sports Development	Multi-purpose Commercial Bldg.,	(045) 606-8134
Management Unit	TSU Main Campus, Romulo	(5.5) 555 5161
g		



	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
University Testing & Evaluation	3 <sup>rd</sup> floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8135



# Office of the University President External Services



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

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

Office or Division:	Office of the Universi	Office of the University President (OUP)			
Classification:	Complex				
Type of	G2C - Government to		"		
Transaction:	G2B – Government t		•		
	G2G – Government t				
Who may avail:	University Stakehold REQUIREMENTS	ers, Guesis,	WHERE TO SE	CLIDE	
	or Related Document	The client	will provide	CURE	
(1 Original Copy		THE CHELL	wiii provide		
2. Review and Com		University Legal Counsel			
	Counsel and The	Offiversity Legal Courise			
	ns (1 Original Copy)				
3. Revision of The		The client	will provide		
	porating the Legal				
Counsel's Recon	nmendations				
(Triplicate Copy)					
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	FEES TO	PROCESSING	PERSON	
1. Submit the	1. Receives and	BE PAID None	TIME 1 working day	RESPONSIBLE 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	
0 = "				President	
2. Follow up on	2. Approves or	None	1 working day	President,	
contract and	disapproves the document.			or Officer-in-	
pertinent document.	document.			Charge, or Representative	
document.				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.	N.I.	4 1' 1	D 1 O 1	
4. Receive final action.	4.1 Board Secretary includes the	None	1 working day	Board Secretary Tarlac State	
action.	matter in the			University	
	Agenda of the			Offiversity	
	Regular/Special				
	Meeting of the				
	Board of				
	Regents.				
	4.2 Board of Regents			Board of	
	acts on the			Regents	
	contract or			Tarlac State	
	agreement.			University	



TOTAL:	None	4 Working Days	
		Days	



### 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.

			(0115)	1
Office or Division:		sity President	t (OUP)	
Classification:	Simple			
Type of	G2C - Government			
Transaction:	G2B – Government			
	G2G – Government			
Who may avail:	University Stakehold	ders, Guests,		
	REQUIREMENTS		WHERE TO SEC	URE
Valid Identification		The client w	vill provide	
(1 Original Copy				
2. Letter of the Purp				
	isit with the University			
President (1 Orig	inal Copy)			
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.				
2. For Walk-In:	2. For Walk-In:	None	15 minutes	Staff
Show the letter	Reads letter/s of			Office of the
of purpose (if	purpose or listens			University
any) or mention	to verbal answers.			President
the purpose of	Informs the			
the transaction	President, Officer-			
or visit.	in-Charge, or			
	Representative			
	about the visitor			
	and purpose.			
With An	With An			
Approved	Approved			
Scheduled	Scheduled			
Appointment:	Appointment:			
Show an	Verifies Notice of			
appointment	Acceptance of			
letter or	appointment			
evidence of				
acceptance.				
3. Meet the	3. For Walk-In:	None	2 hours	President,
President.	President or			or Officer-in-
	Officer-in-Charge			Charge, or
	meets the visitor.			Representative
	Staff checks the			Office of the
	availability of the			University
	President or			President
	Representative.			
	Set appointment			
	date and time.			



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



## Office of the University President Internal Services



## 1. 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 Universi	tv President	(OUP)	
Classification:	Simple			
Type of	G2G - Government to Government			
Transaction:				
Who may avail:	Offices/Colleges of the University			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Request Letter (T	riplicate Copy)	The client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward letter or communication to the Office of the University President.	1.1 Receives letters or communications for approval from the various colleges/offices, of the University for approval of the President.	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	Staff Office of the University President
	TOTAL:	None	1 Working Day & 30 Minutes	



## 2. 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	Office of the University President (OUP)			
Classification:	Simple				
Type of	G2G – Government to Government				
Transaction:					
Who may avail:	TSU Employees				
	REQUIREMENTS		WHERE TO SEC	CURE	
1. Letters or Commu		The client	will provide		
Outside Persons (1 Original Copy)	or Agencies				
2. Endorsed Letters	or Communications				
	sons or Agencies, <i>if</i>				
any (1 Original Co	•				
	AGENCY ACTIONS	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	110110	5 mmates	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 for action and			Representative Office of the	
	endorsement.			University	
	3,140,0011101111			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



# Office of the University Board Secretary Internal Services



### 1. Processing of Request for Copy of Board Resolutions

The service allows offices, units, and colleges of the university to secure board resolutions to be informed on the matters the board voted on.

Office or Division:	Office of the University Board Secretary (OUBS)				
Classification:	Simple	Simple			
Type of	G2G – Government to Government				
Transaction:					
Who may avail:		Concerned Units or Offices of the University			
	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Letter of Request for Board Resolution     (1 Original Copy)		The client will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit a letter     of request to     the Office of     the Board     Secretary.	Receives and reviews the request.	None	1 working day	Board Secretary, Clerk Office of the University Board Secretary	
2. Provide additional information about the board resolution request.	2.1 Conducts short interview to the client regarding the request.	None		Board Secretary, Clerk Office of the University Board	
	2.2 Prepares the requested resolutions (either Academic, Administrative, or Board Resolution).	None	1 working day	Secretary	
3. Receive the requested board resolution.	3. Releases the requested board resolution.	None		Clerk Office of the University Board Secretary	
	TOTAL:	None	2 Working Days		



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

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

Office or Division:	Office of the University Board Secretary (OUBS)			
Classification:	Highly Technical			
Type of	G2G – Government to Government			
Transaction:				
Who may avail:	Concerned Units or Offices of the University			
	REQUIREMENTS	The client w	WHERE TO SE	CURE
(CSW) Form or	Complete Staff Work The client will provide			
(1 Original Copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit fully     accomplished     Complete Staff     Work (CSW)	1.1 Pre-assesses the submitted Complete Staff Work or Agenda.	None	5 working days	Board Secretary Office of the University Board Secretary
or Agendas to the Office of the University Board Secretary.	1.2 Schedules a special / pre-board or board meeting, with the participation of	None	1 working day	Board Secretary Office of the University Board Secretary
Georgiany.	Board of Regents.			President Office of the University President
				Board of Regents
	1.3 Discusses the submitted agenda.	None	1 working day	Board Secretary Office of the University Board Secretary
				President 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
				Board of Regents



2. Receive a	2. Releases and	None	1 working	Board Secretary,
copy of the	files the approved		day	Clerk
approved	agendas or board			Office of the
board	resolutions.			University Board
resolution.				Secretary
TOTAL:		None	9 Working	
TOTAL:		None	Days	



## 3. Submission of the Agenda to the University's Academic and Administrative Council Meeting

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

Office or Division	Office of the Univer	Office of the University Board Secretary (OUBS)				
Classification:	Highly Technical					
Type of	G2G – Government to Government					
Transaction:						
Who may avail:		Heads, Directors, or Officer-In-Charge of the University				
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				CURE		
	of Agendas (1 Original Copy)		The client will provide			
2. Administrative Council Resolution		Office of the University Board Secretary				
(1 Original Copy	)	FFF0 TO	PROGEOGINO	DEDOON		
CLIENT STEPS	<b>AGENCY ACTIONS</b>	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit the Agendas to the Office of the University Board Secretary.	<ul> <li>1.1 Pre-assesses the submitted agenda/s.</li> <li>1.2 Schedules the Administrative Meeting and Academic Council Meeting.</li> </ul>	None	5 working days  1 working day	Board Secretary Office of the University Board Secretary Office of the University Board Secretary Office of the University Board Secretary  President Office of the University President Vice Presidents for Administration, Academic Affairs, Research, Development, and Extension  Administrative Council, Academic		
	1.3 Discusses the agendas with the Administrative Council and	None	1 working day	Council Board Secretary Office of the University Board Secretary		
	Academic Council Meeting.			President Office of the University President		



2. Receive the	1.4 Approves the agenda.  2. Releases the	None	1 working day	Vice Presidents for Administration, Academic Affairs, Research, Development, and Extension  Administrative Council, Academic Council  Board Secretary Office of the University Board Secretary  President Office of the University President Vice Presidents for Administration, Academic Affairs, Research, Development, and Extension  Administrative Council, Academic Council
approved agenda, Administrative Council Resolution, and Academic Council Resolution.	2. Releases the approved agenda, Administrative Council Resolution, and Academic Council Resolution.	None	1 working day	Board Secretary, Clerk Office of the University Board Secretary
	TOTAL:	None	9 Working Days	



# Quality Management Unit External Services



### 1. Processing of Request 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 Management Unit (QMU)				
Quality Management Onit (QMO)	Quality Management Unit (QMU)			
Classification: Simple				
Type of G2C - Government to Citizen				
Transaction: G2B - Government to Business Entityles				
G2G - Government to Government				
Who may avail: All				
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Request letter addressed to the     The client will provide				
University President with the				
Following Information:				
(1 Original Copy or Electronic Copy)				
Full Name of the Client/Requestor				
Office/Unit/College				
Email Address				
Specific Document Requested				
Purpose(s)				
Signature of the Requestor     FEES TO PROCESSING PERSON				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In:	1. Receives the	None	1 hour	Staff-in-Charge
Submit request	Endorsement			Quality
letter to the	Form from the			Management
Quality	Office of the			Unit
Management	President			
Unit.	together with the attached			
For Online:	approved letter			
Send an	of request and			
electronic copy	assign its unique			
of the request	reference			
letter via email	number then			
thru	forward it to the			
pres_office@	officer in charge.			
tsu.edu.ph				
Note: The				
processing time				
will start from				
the receipt of				
the				
Endorsement				
form from the				
Office of the				



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



	pertinent document.			
	2.5 Logs the document/s to be issued in Releasing Log - Other Copy Holders and Requested Documents.	None	5 hours	Document Control Officer Quality Management Unit
3. For Walk-In: Review the completeness of the requested documents and 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 Quality Management Unit
email reply from the Quality Management Unit 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 Quality Management Unit
	OTAL FOR WALK-IN TRANSACTION:	None	2 Working Days & 5 Hours	
	TOTAL FOR ONLINE TRANSACTION:		2 Working Days & 1 Hour	



# Quality Management Unit Internal Services



### 1. Processing of 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)
Classification:	Simple	
Type of	G2G - Government	to Government
Transaction:		
Who may avail:	All TSU Employees	
CHECKLIST OF I	REQUIREMENTS	WHERE TO SECURE
<ul><li>Full Name of the</li><li>Office/Unit/Colle</li><li>Email Address (</li></ul>	SF-10 with the tion: or Electronic Copy) e Client/Requestor ege/Visitor for soft copy) ent(s) Requested ent Requested Requestor and	Quality Management Unit or download at <a href="https://www.tsu.edu.ph/media/d4gj3fxz/tsu-qms-sf-10-rev01-document-request-form.docx">https://www.tsu.edu.ph/media/d4gj3fxz/tsu-qms-sf-10-rev01-document-request-form.docx</a>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In:	1. Receives the	None	1 hour	Staff-in-Charge
Submit	Document			Quality
accomplished	Request Form			Management
Document	and assigns its			Unit
Request Form	unique reference			
to the Quality	number then			
Management	forward it to the			
Unit.	officer in charge.			
For Online: Submit 1 electronic copy of the Document Request Form to qms@tsu.edu. ph via MS Teams.				



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



	Unit Head for the review and release of the pertinent document.  2.5 Logs the document/s to be issued in Releasing Log - Other Copy Holders and	None	5 hours	Quality Management Unit  Document Control Officer Data Controller Quality Management Unit
	Requested Documents.			
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 & 6 Hours	
TOTAL FOR ONLINE REQUEST:			2 Working Days & 1 Hour	



### 2. 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.

Offic	ce or Division:	Quality Managemen	t Unit (QMU)				
Clas	ssification:	Simple					
Type	e of	G2G - Government	to Government				
Trar	nsaction:						
Who	o may avail:	All TSU Employees					
С	HECKLIST OF F	REQUIREMENTS	WHERE TO SECURE				
Properly Filled Out and Approved     Document Registration, Revision,     and Abolition Form (1 Original Copy)		ration, Revision,	Quality Management Unit or download at <a href="https://www.tsu.edu.ph/media/hs2lzwyx/tsu-qms-sf-01-rev00-document-registration-revision-abolition-form.docx">https://www.tsu.edu.ph/media/hs2lzwyx/tsu-qms-sf-01-rev00-document-registration-revision-abolition-form.docx</a>				
T	Duly Signed and Approved     Document Following TSU's Standard     Template and Document     Nomenclature (1 Original Copy)		The client will provide				
С	Ouly Signed and I of Registered Doo 1 Original Copy)	Jpdated Master List cuments	Quality Management Unit or download at <a href="https://www.tsu.edu.ph/media/pjpbsfk3/tsu-qms-sf-04-rev00-masterlist-of-registered-documents.docx">https://www.tsu.edu.ph/media/pjpbsfk3/tsu-qms-sf-04-rev00-masterlist-of-registered-documents.docx</a>				
a ∖	<b>a revised one</b> , su Version or Supers		The client will provide				
s	For abolishing d surrender the Cur Controlled Copy)						

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the following to the Quality Management Unit.	1.1 Reviews and evaluates the submitted documents.  Note: If there is/are problem/s, return the submitted documents for registration together with the attachment and discuss the concerns with the	None	30 minutes	Document Control Officer Quality Management Unit



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client and issue a Notification Slip.			
1.2 Receives and logs the documented information to be registered in the Receiving, Retrieval, and Releasing Log	None	30 minutes	Document Control Officer Quality Management Unit
1.3 Registers the Documented Information in the Database of Quality Management Unit Documents.	None	30 minutes	Document Control Officer Quality Management Unit
1.4 Stamps the document with the "master copy" mark.	None	3 minutes	Document Control Officer Quality Management Unit
1.5 Reproduces the master copy of the document according to the number of official copyholders.  Note: Reproduction day depends on the number of ongoing reproduction and printing job being carried out by the	None	5 minutes	Staff-in-Charge / Document Control Officer Quality Management Unit
Business Center Office  1.6 Obtains copies from Business Center and stamp the reproduced document with "controlled copy" mark.	None	1 working day	Staff-in-Charge Document Control Officer Quality Management Unit
1.7 Informs clients that documents were registered, and controlled copies are available for pick up in the Quality Management Unit.	None	2 minutes	Document Control Officer Quality Management Unit



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	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	1 Working Day, 1 Hour & 48 Minutes	



### **Anti-Red Tape Unit**

**Internal Services** 



#### 1. 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. 2019-002A.

Office or Division:	Anti-Red Tape Uni	t (ARTU)			
Classification:	Simple	•			
Type of	G2G – Governmer	nt to Governm	ent		
Transaction:					
Who may avail:	TSU Colleges, Offi	olleges, Offices and Units			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
A. FOR EXISTING	OFFICE / COLLEGE /	UNITS			
1. Existing Citizen's		The client wi	ill provide		
College / Office /		A.C.D. LT.	11.9		
-	ervice Request Form (1 Original Copy)	Anti-Red Ta	pe Unit		
	CE / COLLEGE / UNIT	⊥ ГЅ			
	ervice Request Form	Anti-Red Ta	pe Unit		
TSU-ART-SF-02	(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
	4.4 Fan Online	BE PAID	TIME	RESPONSIBLE	
Send an email request to	1.1 For Online Request:	None	5 minutes	Unit Head & Data Controller	
artu@tsu.edu.p	Receives email			Anti-Red Tape	
h or via MS	and sends the			Unit	
Teams for	Service Request				
Coaching and	Form to the client				
Mentoring or	and have the				
visit the Anti- Red Tape Unit	client fill out the form and resend				
and fill out the	the same in the				
Service	office email.				
Request Form.					
A	For Face-to-Face				
Note: If with	Request:				
existing Citizen's	Receives the request including				
Charter, submit	the existing				
as required.	Citizen's Charter,				
·	if any and				
	proceed to				
	Agency Action				
	No. 1.3. 1.2 For Online	None	5 minutes	Unit Head &	
	Request:	None	o minutes	Data Controller	
	Downloads the			Anti-Red Tape	
	filled-out service	Unit			
	request.				
	1.3 Reviews	None	3 hours	Unit Head &	
	submitted Citizen's Charter,			Data Controller Anti-Red Tape	
				•	
	if any.			Unit	

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2. Receive update regarding the schedule of the coaching and mentoring session and confirm	<ul><li>2.1 Checks available schedule and updates the client.</li><li>2.2 Prepares presentation aids.</li></ul>	None	1 hour 2 working days	Unit Head & Data Controller Anti-Red Tape Unit Unit Head & Data Controller Anti-Red Tape Unit
availability.  3. Attend the scheduled coaching and mentoring session.	3.1 Conducts coaching and mentoring regarding the requirements of RA 11032.	None	4 hours	Unit Head Anti-Red Tape Unit
	3.2 For Clients with Existing Citizen's Charter: Informs client about the corrections and suggestions on their existing Citizen's Charter.	None		Unit Head & Data Controller Anti-Red Tape Unit
TOTAL FOR	R ONLINE REQUEST:	None	2 Working Days, 8 Hours & 10 Minutes	
TOTAL FOR FACE-TO-FACE REQUEST:		None	2 Working Days, 8 Hours & 5 Minutes	



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

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

Note: Processing of Request for Review and Evaluation of Citizen's Charter is a multistage 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.

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



	level review and signature.			
	1.5 Conducts second level review on the Citizen's Charter/s and affixes signature on the Citizen's Charter Evaluation Form/s.	None	5 working days	<i>Unit Head</i> Anti-Red Tape Unit
2. For Citizen's Charter/s with Major Concerns: Attend coaching and mentoring session and receive reviewed Citizen's Charter/s for revision.	2. For Citizen's Charter/s with Major Concerns: Seeks confirmation, from the office concerned, on the suggested inputs during a series of reviews thru coaching and mentoring session.	None	1 hour	Unit Head & Data Controller Anti-Red Tape Unit
For Citizen's Charter/s with Minor Concern/s: Receive reviewed Citizen's Charter/s for revision.	For Citizen's Charter/s with Minor Concern/s: Returns reviewed Citizen's Charter/s and inform the client of the minimal concerns.	None	10 minutes	Data Controller Anti-Red Tape Unit
3. Submit the revised Citizen's Charter/s to Anti-Red Tape Unit or send it via MS Teams artu@tsu.edu.ph.	3.1 For Traditional Submission: Receives the submitted revised Citizen's Charter/s.  For Online Submission: Acknowledges receipt of the email and downloads the revised Citizen's Charter/s.	None	5 working days	Data Controller Anti-Red Tape Unit
	3.2 Reviews revised Citizen's Charter/s for finality.	None	3 hours	Data Controller Anti-Red Tape Unit



	3.3 Transmits a PDF copy of the final Citizen's Charter/s for compilation.	None		Data Controller Anti-Red Tape Unit
_	OCESSING TIME FOR ARTER WITH MAJOR CONCERNS:	None	15 Working Days, 4 Hours & 4 Minutes	
_	OCESSING TIME FOR HARTER WITH MINOR CONCERNS:	None	15 Working Days, 3 Hours & 14 Minutes	

<sup>\*</sup> 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.

<sup>\*</sup> 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.



## 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	Simple				
Type of	G2G - Government	G2G - Government to Government				
Transaction:						
Who may avail:	Commission on Aud	lit and Colle	ges/Offices/Units	of the University		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE		
1. Approved Reque	st Letter to Obtain a	Office of th	e University Presi	dent and/ or		
Copy of Audit Re	port (1 Original Copy)	The client	will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
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	Clerk 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	Clerk Office of Internal Audit Service		
	1.3 Locates needed report and reproduces it.	None	1 hour	Clerk Office of Internal Audit Service		
	1.4 Records the distribution of the requested report.	None	1 minute	Clerk Office of Internal Audit Service		
Receive the requested	2. Sends the requested report to	None	1 minute	Clerk Office of Internal		
report.	the recipient.			Audit Service		
'	TOTAL:	None	1 Hour & 4 Minutes			



### Office of Planning

**Internal Services** 



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

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

Office or Division:	Office of Planning (OP			
Classification:	Simple			
Type of	G2G - Government to Government			
Transaction:				
Who may avail:	Offices, Units, and Colleges of the University			
CHECKLIST OF	F REQUIREMENTS WHERE TO SECURE			
1. Request Letter for	r Office/Unit/College	The client will provide		
Planning (1 Origin	nal Copy)			
2. Proposed Budget	(1 Original Copy)			
3. Program of Activit	ties (1 Original Copy)			

9	lics (1 Original Oopy)	FFFC TO	DDOCESSING	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete pre- planning requirements to Office of Planning.	1.1 Receives, reviews, and validates submitted pre- planning requirements.  Note: If with incomplete requirements, relay feedback to the concerned office/ unit/ college for completion/ proper action.	None	15 minutes	Staff & Director Office of Planning
	1.2 Endorses complete pre- planning requirements to Planning Director for signature and approval.	None	10 minutes	Staff & Director Office of Planning
	1.3 Records details of the office / unit / college planning activities for monitoring purposes.	None	5 minutes	Staff Office of Planning
2. Receive a notification on the approval of the request.	2. Notifies the requesting Office / Unit / College of the approval of the request.	None	5 minutes	Staff Office of Planning
	TOTAL:	None	35 Minutes	



## 2. Submission and Validation of Quarterly Scorecards and Monthly Accomplishment Report

The service allows offices, units, and colleges of the University to submit their Quarterly Scorecards and Monthly Accomplished Reports to the Planning Office for effective performance monitoring, and evaluation.

Office or Division:	Office of Planning (OP)				
Classification:	Simple				
Type of Transaction:	G2G - Government to G	Government			
Who may avail:	Offices, Units, and Colle	eges of the l			
	REQUIREMENTS		WHERE TO SE		
Evaluation So	ed Plan Monitoring & <a href="https://www.tsu.edu.ph/media/4wwgi1db/tsu">https://www.tsu.edu.ph/media/4wwgi1db/tsu</a>		a/4wwgi1db/tsu-		
Accomplished     Accomplishment		Office of Planning or download at <a href="https://www.tsu.edu.ph/media/okmdpulg/tsu-pme-sf-03-monthly-accomplishment-report.docx">https://www.tsu.edu.ph/media/okmdpulg/tsu-pme-sf-03-monthly-accomplishment-report.docx</a>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE			
Submit duly     accomplished     forms to Office     of Planning for     review and     approval.	Receives, reviews,     and validates     submitted     documents.	None	10 minutes	Staff Office of Planning	
2. Receive feedback on the approval and/or deficiency.	2. Updates the tracker for scorecard and accomplishment report submission for proper monitoring.  Note: For offices with incomplete or incorrect documents, staff relays feedback to the concerned office for immediate action.	None	15 minutes	Staff Office of Planning	
	TOTAL:	None	25 Minutes		



## Office of Public Affairs External Services



Affairs

17 Working

Days & 2 Hours

#### 1. 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		airs (OPA)		
Classification:	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, Emp	oloyees and	Stakeholders	
	F REQUIREMENTS		WHERE TO SEC	CURE
	Details of Event, Program Flow     (if any) or News Article     (1 Original Copy)		will provide	
2. TSU Bulletin R TSU-PAI-SF-02 (1 Original Cop	2 Rev 01		ublic Affairs	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit     Information /     news article     and details to	1.1 Proofreads the received file for write-up or revision.	None	3 working days	Technical Staff Office of Public Affairs
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	2 hours	Director & Unit Head 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	Technical Staff 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.	Distributes TSU     Bulletin.	None	1 working day	Technical Staff Office of Public

None

TOTAL:

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



## Office of Public Affairs Internal Services



**Affairs** 

17 Working

Days & 2 Hours

#### 1. 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		airs (OPA)		
Classification:	Highly Technical			
Type of	G2C - Government			
Transaction:	G2B - Government	to Business Entity/ies		
Who may avail:		udents, Employees and Stakeholders		
	OF REQUIREMENTS	oloyees and	WHERE TO SEC	CURE
Details of Event, Program Flow		The client	will provide	
(if any) or News	•		'	
(1 Original Cop	y)			
2. TSU Bulletin R		Office of P	ublic Affairs	
TSU-PAI-SF-02				
(1 Original Cop	y)		DD00E00INO	DEDOON
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1.1 Proofreads the	None	3 working days	Technical Staff
Information /	received file for	None	3 Working days	Office of Public
news article	write-up or revision.			Affairs
and details to	'			
Office of	1.1.1 Deploys staff to		7 working days	
Public Affairs	cover the event /			
for write-up or	activity and shall			
proofreading.	write an article afterwards.			
	1.2 Checks the	None	2 hours	Director & Unit
	article/s.	110110	Zillodio	Head
				Office of Public
				Affairs
	1.3 Forwards the final	None	5 working	Technical Staff
	layout of the TSU		days	Office of Public
	Bulletin to Business			Affairs
	Affairs and Auxiliary Services Office for			
	printing.			
	1.4 Conducts final	None	1 working	Director and
	inspection of		day	Technical Staff
	printed TSU Bulletin		_	Office of Public
	copies			Affairs
2. Receives	2. Distributes TSU	None	1 working	Technical Staff
TSU Bulletin.	Bulletin.		day	Office of Public

None

TOTAL:

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



#### 2. 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 Affai	Office of Public Affairs (OPA)			
Classification:	Highly Technical	Highly Technical			
Type of	G2C - Government to Citizen				
Transaction:	G2G - Government to Government				
Who may avail:	TSU Students and Employees				
	REQUIREMENTS		WHERE TO SE	CURE	
Request Form Coverage of Events or Activities <i>TSU-PAI-SF-09</i> (1 Original Copy)			Office of Public Affairs		
Details of Event,     (1 Original Copy)	Program Flow, <i>if any</i>		will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit accomplished request form and receive affirmation on the request.	1.1 Receives and verifies submitted request form.  Note: If form is improperly filled out, return and inform client.	None	3 minutes	Technical Staff and/or Director Office of Public Affairs	
	1.2 Plots the request.	None	2 minutes	Technical Staff and/or Director Office of Public Affairs	
2. Provide program flow (if any).	2.1 Attends the activity or event.	None	7 working days	Technical Staff and/or Director Office of Public Affairs	
	2.2 Uploads the photos/videos to available storage for safekeeping.	None	1 hour	Technical Staff Office of Public Affairs	
	TOTAL:	None	7 Working Days, 1 Hour & 5 Minutes		

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



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

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



#### 4. 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	Office of Public Affairs (OPA)			
Classification:	Simple				
Type of	G2C - Government to Citizen				
Transaction:	G2G - Government to Government				
Who may avail:		TSU Students and Employees			
	REQUIREMENTS	WHERE TO SECURE			
1. Concerns/Request		The client	will provide		
(1 Electronic Copy					
2. File Attachment, if					
(1 Electronic Cop	y)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Send concerns or requests to the Office of Public Affairs.  Note: Attach file/s, if any.	1.1 Receives and reviews the content of email and attachments, if there are any.	None	15 minutes	Technical Staff 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	15 minutes	Technical Staff Office of Public Affairs	
	TOTAL:	None	30 Minutes		

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



#### **5. Process for Posting of Materials**

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

	Office or Division: Office of Public Affairs (OPA)			
Classification:	Simple			
Type of	G2C - Government			
Transaction:	G2G - Government			
Who may avail:		TSU Students and Employees		NIDE .
CHECKLIST OF REQUIREMENTS		The client	WHERE TO SEC	JURE
1. Material for Posting (1 Original Copy)		The client v	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
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	Technical Staff Office of Public Affairs
	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).  1.2.2. If the Material/s for Posting is Subject to Revision: Notifies the client to revise the content.	None	10 minutes	Technical Staff Office of Public Affairs
2. Receive notification that material/s is/are already posted.	1.2 Notifies the client if material/s is/are already posted.	None	3 minutes	Technical Staff Office of Public Affairs
	TOTAL:	None	18 Minutes	



#### 6. 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 Division:	Office of Public Affairs (OPA)				
Classification:	Simple				
Type of	G2C - Governmen	G2C - Government to Citizen			
Transaction:	G2G - Government to Government				
Who may avail:	TSU Students and Employees				
	REQUIREMENTS WHERE TO SECURE				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SECU	JRE	
1. Request for Electron		Office of Pu		JRE	
	onic Copy of	Office of Pu		JRE	
1. Request for Electron Photos/Videos or F TSU-PAI-SF-08	onic Copy of Files	Office of Pu		JRE	
Request for Electro     Photos/Videos or F	onic Copy of Files	Office of Pu		JRE	

(1 Original Copy of Electronic Copy)				
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	Technical Staff Office of Public Affairs
through online or logbook.	<ul> <li>1.2.1 If the Request is Approved: Sends the file/s through email or MS Teams.</li> <li>1.2.2 If the Request is Disapproved: Informs the requestor via email or MS Teams on the reason/s for the disapproval.</li> </ul>	None	10 minutes	Technical Staff Office of Public Affairs
2. Receive notification on the status of posting.	2. Notifies once the posting is finished.	None	3 minutes	Technical Staff Office of Public Affairs
	TOTAL:	None	18 Minutes	



## 7. Process for Approval of Posting of Information, Education and Communication (IEC) Materials

The service allows the review of approval of posters, tarpaulins and other information and communication materials to be posted within the university premises.

Office or Division:	Office of Public Affa	Office of Public Affairs (OPA)			
Classification:	Simple				
Type of	G2C - Government	G2C - Government to Citizen			
Transaction:	G2G - Government	G2G - Government to Government			
Who may avail:	TSU Students and E	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Materials to be Approved     (1 Original Copy)		The client will provide			
2. Request Letter w		The client	will provide		
Any (1 Original C		THO CHOIL	viii provido		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present     material subject     to approval and	1.1 Receives and reviews submitted material/s.	None	30 minutes	Technical Staff Office of Public Affairs	
request letter with attachments, <i>if</i> any	1.2 If there are no inputs necessary, the material may be approved.  Note: If there is/are input/s, incorporate then submit again for review.	None	5 minutes	Technical Staff Office of Public Affairs	
2. Receives approved or for revision Information, Education and Communication Materials.	2. Endorses Information, Education and Communication Materials.	None	1 minute	Technical Staff Office of Public Affairs	
	TOTAL:	None	36 Minutes		

<sup>\*</sup>The total turnaround time varies depending on the length and volume of Information, Education and Communication (IEC) Materials for checking and reviewing.



### Office of International Affairs and Linkages

**External Services** 



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

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

Office or Division:	Office Of International Affairs and Linkages (OIAL)				
Classification:	Simple				
Type of	G2G – Government to	o Governmen	nt		
Transaction:					
Who may avail:	Various Government	Agencies and	d State Universitie	es and Colleges	
CHECKLIST OF	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
1. Endorsement from	•	Office of the	University President	dent	
President (1 Phot	137				
2. Invitation Letter, F		Host University/Institution/Organization			
Pertinent Attachm					
Travel Abroad (1	Рпогосору)	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Sends an official letter to the	1.1 Receives the endorsement	None	5 minutes	Staff Office of	
Office of the	from the Office of			International	
University	the President.			Affairs and	
President to				Linkages	
conduct a				_	
benchmarking	1.2 Communicates /	None	10 minutes	Protocol Officer	
activity / visit with Tarlac State	informs offices to			Office of	
University.	be visited during			International	
Offiversity.	the benchmarking			Affairs and	
	activity.			Linkages	
2. Receive email	2. Sends an email	None	10 minutes	Protocol Officer	
with attachment	with attached form to confirm /			Office of International	
(request form).	inquire about the			Affairs and	
	scope and details			Linkages	
	of the activity /			3.5	
	visit.				
3. Send back the	3.1 Receives and	None	5 hours	Staff	
request form	download service			Office of	
with the required/	request form.			International Affairs	
needed details				Allalis	
via email	3.2 Communicates /	None	1 hour	Protocol Officer	
	coordinate to			Office of	
	office/s to be			International	
	visited during the			Affairs and	
	benchmarking			Linkages	
	activity.				
	Note: If two (2) or				
	more offices are				
	to be visited,				
	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.			
4. Attend the benchmarking activity.	4. Facilitates the benchmarking activity.	None	10 minutes	Protocol Officer Office of International Affairs and Linkages
	TOTAL:	None	6 Hours & 35 Minutes	



# Office of Management Information Systems Internal Services



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

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

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



#### 2. Process of Changing Posted Schedule

The service allows the official rectification of posted class schedule.

THE SELVICE ALLOW	vs the official rectification	ii oi posieu	ciass scriedule.	
Office or Division	Office of Managem	ent Informat	ion Systems (OM	S)
Classification:	Complex			
Type of	G2G – Governmen	t to Governr	nent	
Transaction:				
Who may avail:	All TSU Faculty and	d College Cl		
	REQUIREMENTS		WHERE TO SEC	
1. Accomplished a	, ,		•	nation Systems or
Form TSU-MIS-	nge Posted Schedule	download a	at v.tsu.edu.ph/medi	o/r0oipoid/tou
(1 Original Copy			request-change-po	
(1 Original Oop)	<b>()</b>	schedule.d		<u> </u>
	4.000/4.0000	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the	1.1 Receives and	None	3 minutes	Clerk
accomplished	verifies the			Office of
form to the	submitted form.			Management
Office of	A. ( 15 %)			Information
Management	Note: If with			Systems
Information Systems or	incomplete detail/s return the			
send it via	form and inform			
email or MS	the missing			
Teams at	detail/s.			
miso@tsu.edu	1.2 Changes the	None	3 working days	Clerk
<u>.ph</u> .	posted schedule			Office of
	as requested.			Management
				Information
O. Danaina	O Natitian the alliant	Nissa	O residents e	Systems
2. Receive notification of	2. Notifies the client	None	2 minutes	Clerk Office of
successful	once the request has been finished.			Management
change in	rias been iinisriea.			Information
posted	Note: If there is a			Systems
schedule or	conflict and the			,
failure in	schedule cannot			
changing and	be updated,			
updating of	inform the client			
posted	via MS Teams,			
schedule.	Telephone, or Email.			
	Linaii.		3 Working	
	TOTAL:	None	Days & 5	

<sup>\*</sup> The total turnaround time considers the volume of the requests and internet connectivity issues, and is accountable for (1) requester only.

**Minutes** 



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

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

Office or Division Classification: Type of Transaction:	Simple G2C - Government G2G – Governmen	Office of Management Information Systems (OMIS) Simple G2C - Government to Citizen G2G - Government to Government		
Who may avail:	All TSU Employees	and Studer		NIDE
CHECKLIST OF REQUIREMENTS  1. Accomplished Office 365 Assistance Request Form TSU-MIS-SF-66 (1 Original Copy)		download a https://www mis-sf-66-c form.docx	at v.tsu.edu.ph/medi office-365-assistar	a/tnvn3d0w/tsu- nce-request-
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at	1.1 Receives and verifies the submitted form.  Note: If with incomplete detail/s return the form and inform the missing detail/s.	None	2 minutes	Staff Office of Management Information Systems
miso@tsu.edu .ph.	1.2 Creates an Office 365 account.	None	8 minutes	Staff Office of Management Information Systems
2. Receive temporary login credentials.	2. Gives the credentials to the user. If the request is done online, the credentials will be given via email.	None	2 minutes	Staff Office of Management Information Systems
	TOTAL:	None	12 Minutes	

<sup>\*</sup> The total turnaround time considers the volume of the requests and internet connectivity issues, and is accountable for (1) requester only.



#### 4. 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 Governm	ent		
<b>Transaction:</b>					
Who may avail:	All Faculty and College Clerks				
	REQUIREMENTS		WHERE TO SE		
Room / Schedule	or Untag Faculty /	Office of Management Information Systownload at <a href="https://www.tsu.edu.ph/media/tmleo0jisf-19-request-to-tag-untag-facultyroon">https://www.tsu.edu.ph/media/tmleo0jisf-19-request-to-tag-untag-facultyroon</a>		/tmleo0jm/tsu-mis-	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS	1.1 Receives and verifies the submitted form.  Note: If with incomplete detail/s return the form and inform the missing detail/s.	None	3 minutes	Clerk Office of Management Information Systems	
Teams at miso@tsu.edu.ph.	1.2 Tags or untags the faculty, room, or schedule.	None	10 minutes	Staff Office of Management Information Systems	
2. Receive notification update on the request.	2.1 Notifies the client once the request has been finished via Phone Call, Messenger or MS Teams.	None	2 minutes	Staff Office of Management Information Systems	
	TOTAL:	None	15 Minutes		

<sup>\*</sup> The total turnaround time considers the volume of the requests and internet connectivity issues, and is accountable for (1) requester only.



### 5. 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 Colle	ge Clerks		
	HECKLIST OF REQUIREMENTS WHERE TO SECURE			
Accomplished and Duly Signed     Tagging of Honorarium Form     TSU-MIS-SF-20 (1 Original Copy)		download a (https://ww	lanagement Informat at w.tsu.edu.ph/med nonorarium-list.doo	ia/fumlljez/tsu-
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at miso@tsu.edu.p	1.1 Receives and verifies the submitted form.  Note: If with incomplete detail/s return the form and inform the missing detail/s.	None	3 minutes	Clerk Office of Management Information Systems
<u>h</u> .	1.2 Processes the tagging or untagging of honorarium class.	None	3 working days	Clerk 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	Clerk Office of Management Information Systems
	TOTAL:	None	3 Working Days & 5 Minutes	_

<sup>\*</sup> The total turnaround time considers the volume of the requests and internet connectivity issues, and is accountable for (1) requester only.



#### 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			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Accomplished and Duly Signed Transfer of Students Form <i>TSU-MIS-SF-38</i> (1 Original Copy)		download a	anagement Inform at v.tsu.edu.ph/media equest-to-transfer	a/yyac5bma/tsu-
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at miso@tsu.edu.p	1.1 Receives and verifies the submitted form.  Note: If with incomplete detail/s return the form and inform the missing detail/s.	None	3 minutes	Clerk Office of Management Information Systems
<u>h</u> .	1.2 Processes the transfer of students.	None	3 working days	Clerk 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	Clerk Office of Management Information Systems
	TOTAL:	None	3 Working Days & 5 Minutes	

<sup>\*</sup> The total turnaround time considers the volume of the requests and internet connectivity issues, and is accountable for (1) requester only.



# Hardware Maintenance Unit Internal Services



#### 1. 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:		Office of Management Information Systems - Hardware			
Classification:	Maintenance Unit (C Simple	)MIS-HMU)			
Type of	G2C - Government	to Citizen			
Transaction:	G2G - Government		≏nt		
Who may avail:	All TSU Employees				
	REQUIREMENTS	and Stadom	WHERE TO SEC	CURF	
1. Accomplished Tec		Office of M	anagement Inform		
Request Form (1			3	,	
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	Hardware Technician Hardware Maintenance Unit	
Management Information Systems Clerk via phone call (#550) regarding the problem encountered on the hardware.	1.2 Performs the necessary actions or troubleshooting.	None	1 working day	Hardware Technician Hardware Maintenance Unit	
2. Fill up Technical Service Request Form to be provided by the Hardware Technician and submit the accomplished form.	2. Provides the Technical Service Request Form and secures after the client finished filling it out.	None	3 minutes	Hardware Technician Hardware Maintenance Unit	
	TOTAL:	None	1 Working Day & 13 Minutes		



### 2. 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 Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple			
Type of	G2G - Government to	Government		
Transaction:				
Who may avail:	All Permanent Employ	ees	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	NUS-
	F REQUIREMENTS	0(() - ( ) ( )	WHERE TO SEC	
1. Accomplished IC	Equipment	Office of Ma	anagement Inform	ation Systems
Inspection Form	and 1 Dunlicate Conv.)			
	and 1 Duplicate Copy) /ledgement Receipt	Supply and	Property Manage	ment I Init
	and 1 Duplicate Copy)		1 Topotty Mariago	mont offic
(1 original copy	and i Baphoate Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Office of Management Information Systems via phone call (dial 550) to request the technical inspection officer for the inspection of the ICT device.	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	21



### 3. Process for Inspection of New ICT Equipment

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

Office or Division:	Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple	·		
Type of Transaction:	G2G - Government to	Governmer	nt	
Who may avail:	Supply and Property	Managemen	t Unit	
	KLIST OF REQUIREMENTS WHERE TO SECURE			
Accomplished Inspection and     Acceptance Report Form     (1 Original Copy)      Accomplished Request for Inspection     Form (1 Original Copy)		The client w	vill provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Request inspection of new ICT devices from the inspection officer.	Proceeds with the inspection of the equipment.	None	1 hour	Inspection Officer Office of Management Information Systems
2. Present the Request for Inspection form and Inspection, and Acceptance Report to the inspection officer for filling out.	2. Fills out the Request for Inspection form and signs the Inspection and Acceptance Report.	None	10 minutes	Inspection Officer Office of Management Information Systems
	TOTAL:		1 Hour & 10 Minutes	



# 4. 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:	Office of Management Information Systems - Hardware Maintenance				
Classification:	Unit (OMIS-HMU) Simple				
Type of		G2G - Government to Government			
Transaction:					
Who may avail:	All TSU Employees				
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE				
•	. Accomplished Technical Service Office of Management Information Systems Request Form (1 Original Copy)			ation Systems	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the     Technical     Service Request     Form to the     Hardware	1.1 Notifies client/s for the scheduled computer preventive maintenance.	None	5 minutes	Hardware Technician Hardware Maintenance Unit	
Maintenance Unit.	1.2 Proceeds to the client/s office.	None	2 hours	Hardware Technician Hardware Maintenance Unit	
2. Fill up the Technical Service Request Form	2. Gets the signed form.	None	5 minutes	Hardware Technician Hardware Maintenance Unit	
	TOTAL:	None	2 Hours & 10 Minutes		



#### 5. Process for Software Installation

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

Office or Division:		Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple	·			
Type of	G2C - Government	to Citizen			
Transaction:	G2G - Government	to Governm	ent		
Who may avail:	All TSU Employees and Student Organizations				
	REQUIREMENTS		WHERE TO SEC		
	ccomplished ICT Device Inspection orm <i>TSU-MIS-SF-76</i> Original Copy)		anagement Inforn at v.tsu.edu.ph/medi pection-form.docx	nation Systems or a/1b3ic2ar/76-ict-	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Call the Office     of Management     Information     Systems via     phone call (dial)	1.1 Proceeds to the client's office and perform the software installation.	None	5 minutes	Hardware Technician Hardware Maintenance Unit	
550) regarding the request for software installation.	1.2 Downloads necessary installation files and install the software	None	1 hour	Hardware Technician Hardware Maintenance Unit	
2. Fill up Technical Service Request Form.	2. Gets the form from the client.	None	3 minutes	Hardware Technician Hardware Maintenance Unit	
	TOTAL:	None	1 Hour & 8 Minutes		



### **6. Processing of Request for Technical Assistance**

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

Office or Division:		Office of Management Information Systems - Hardware		
	Maintenance Unit (C	)MIS-HMU)		
Classification:	Simple			
Type of	G2G - Government	to Governm	ent	
Transaction:				
Who may avail:		All TSU Employees and Student Organizations		
	REQUIREMENTS		WHERE TO SEC	
1. Accomplished Te		Office of M	anagement Inform	nation Systems
Request Form (1	Original 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	1.1 Receives and acknowledges the call of the client requesting technical assistance.	None	3 minutes	Personnel 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	Personnel Hardware Maintenance Unit
2. Fill up Technical Service Request Form to be provided by the OMIS-HMU Personnel and submit the accomplished form.	2. Provides the Technical Service Request Form and secures it after the client submits it.	None	3 minutes	Personnel Hardware Maintenance Unit
	TOTAL:	None	1 Working Day & 6 Minutes	



## **Network Unit**

**Internal Services** 



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



#### 2. Process for Creation of Domain Accounts

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

Office or Division:	Office of Manageme (OMIS-NU)	Office of Management Information Systems – Network Unit (OMIS-NU)				
Classification:	Simple	Simple				
Type of Transaction	G2G – Government	G2G – Government to Government				
Who may avail:	All TSU Employees					
	REQUIREMENTS		WHERE TO SEC	CURE		
Accomplished Required Domain User Account (1 Duplicate Copy)		Office of M	lanagement Inforn	nation Systems		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
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	Staff Network Unit		
2. Give filled out form to Network Unit Staff.	2.1 Creates the Domain Accounts.	None	5 minutes	Staff Network Unit		
	2.2 After an account is created, gives the user credentials needed to log into the TSU Network.	None	3 minutes	Staff Network Unit		

TOTAL:

None

11 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		
1. Accomplished Requ		Office of M	lanagement Inforn	nation Systems	
Domain User Accou	unt Form				
(1 Original Copy)			l		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
CLILINI SILFS	AGENCI ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Get Request to Create / Reset User Account Form and fill out properly.	Provides Request to Create / Reset User Account Form to clients.	None	3 minutes	Staff Network Unit	
2. Submit filled out form to Network Unit Staff.	2.1 Resets the domain account of the client.	None	10 minutes	Staff Network Unit	
	2.2 After the account is reset, gives the user credentials needed to be able to log in to the TSU Network.	None	3 minutes	Staff 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				
<b>Type of Transaction:</b>	G2G - Government to	Governmer	nt		
Who may avail:	All TSU Employees				
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	CURE	
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	
Get Unblock     Website Form and     fill out properly.	Provides the     Unblock Website     Form to the client.	None	3 minutes	Network Technician Network Unit	
2. Give duly filled out form to a Network Unit Staff.	2.1 Unblocks the websites requested for the user indicated on the form.	None	15 minutes	Network Technician Network Unit	
	2.2 Notifies the client that their request is done.  None 3 minutes Network Technician Network Unit				
	TOTAL:	None	21 Minutes		



### 5. Process for Wi-Fi 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:		Office of Management Information Systems – Network Unit (OMIS-NU)				
Classification:	Complex					
Type of Transaction	G2G - Government	to Governm	ent			
Who may avail:	All TSU Employees	All TSU Employees				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE		
Request for Wi-fi Some Form (1 Original Company)		download a				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
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</i> <i>Technician</i> Network Unit		
2. Give filled out form to Network Unit Staff.  Note: If a request is given less than a week before the event, the client must provide the reason; the request was only given on short notice.	2.1 After processing the form, the request is upon the availability of equipment. If equipment is available, it will be configured and deployed before the event.  Note: If there is no equipment available the client will be informed of the matter.	None	4 working days	Network Technician Network Unit		
	2.2 Once equipment is configured, deploys to the request location and notifies the client once deployed.	None	2 hours	Network Technician Network Unit Hardware Technician Hardware Maintenance Unit		
3. Inform Management Information System Staff that the event is finished.	3. Office of Management Information Systems technical staff retrieves the equipment once the event is done.	None	1 hour	Network Technician Network Unit Hardware Technician		



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



#### 6. 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	_		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Acquire or download VPN     Access Form from the office or website.	Provides VPN     Access Form to the client.	None	3 minutes	<i>Network</i> <i>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</i> <i>Technician</i> Network Unit	
3. Return the form to the office for submission.	3. Receives the form from the client and checks if the form is duly filled-up	None	3 minutes	Network Technician Network Unit	
4. Bring the computer machine for the installation of VPN software.	4. Installs the VPN software to the client's machine and provide orientation in using the software.	None	1 hour	Network Technician Network Unit	
	TOTAL:	None	2 Working Days, 1 Hour & 6 Minutes		



## 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 Manageme (OMIS-NU)	Office of Management Information Systems – Network Unit				
Classification:	Complex					
Type of		G2C - Government to Citizen				
Transaction:	G2G – Government		ent			
Who may avail:	All TSU Employees					
	REQUIREMENTS	dia Stadon	WHERE TO SEC	CURF		
Technical Service     (1 Original Copy)		Office of M (OMIS)	anagement Inform			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submits request cabling for network connection for the office.	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 None 5 minutes Network/ form. Computer Technician Network Unit					
	TOTAL:	None	3 Working Days & 38 Minutes			



# Software Development Unit Internal Services



#### 1. Process for Biometrics Registration

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

Office or Division:		Office of Management Information Systems - Software				
Oleanifications	,	Development Unit (OMIS-SDU)				
Classification:	Simple G2C - Government to Citizen					
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government					
Who may avail:	All TSU Employees,			at Trainage		
willo illay avail.	(at TSU Hotel)	Student Att	iletes, and Studen	it Trainees		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE		
Biometrics Regist     (1 Original Copy)	ration Log	Office of M	anagement Inform	nation Systems		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Get the Biometrics Registration Log and fill it out properly.	Provides the     Biometrics     Registration Log     to the client.	None	3 minutes	Staff 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	Staff Software Development Unit		
Unit.	2.2 Registers the fingerprint to the biometrics device.	None	10 minutes	Staff Software Development Unit		
3. Checks if biometrics is successfully registered.  Note: If unsuccessfully registered,	3. Instructs the client to check the biometrics registration.	None	2 minutes	Staff Software Development Unit		
proceed to Office of Management Information System.	TOTAL	No	40 Minor (a.a.			
	TOTAL:	None	18 Minutes			



#### 2. 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 to Citizen			
Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees and Students			

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request to Block/Unblock Logbook     (1 Original Copy)	Office of Management Information Systems

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Request to Block / Unblock Logbook and Fill it out properly.	1. Provides the Request to Block/Unblock Logbook to the client.	None	3 minutes	Clerk Office of Management Information Systems or Staff Software Development Unit
2. Give the filled - out logbook to the Software Unit staff.	2.1 Gets the filled- out logbook from the client.	None	3 minutes	Staff Software Development Unit
	2.2 Processes the blocking or unblocking of Radio Frequency Identification (RFID).	None	10 minutes	Staff Software Development Unit
3. Receive notification once the request is done.	3. Notifies the client once done.	None	3 minutes	Staff Software Development Unit
	TOTAL:	None	19 Minutes	



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

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

Office or Division:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Highly Technical			
Type of	G2G – Government to Government			
Transaction:	GEO GOVOITIMON			
Who may avail:	All TSU Employees			
	REQUIREMENTS		WHERE TO SEC	CURE
1. Accomplished Rec	uest for Website /	Office of M	anagement Inform	nation Systems or
Webpage Update		download at		
TSU-MIS-SF-01 (1	Original Copy)	https://www.tsu.edu.ph/media/yubbg2dl/tsu-		
		mis-sf-01-request-website-update-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Request for website / webpage update form and fill it out properly.  2. Give the filledout form to the Software Unit staff including all the information to be	1. Provides the website/webpage update form to the client.  2.1 Receives and checks the website / webpage update form and the information to be	None	3 minutes 3 minutes	Clerk Office of Management Information Systems or Staff Software Development Unit Staff Software Development Unit Unit Unit Unit Unit Unit Unit Un
updated/posted on the website. It can be sent thru	posted from the client.  2.2 Creates or	None	7 working days	Staff
email or MS Teams via miso@tsu.edu.ph	updates the Website / Webpage.			Software Development Unit
3. Receives notification once the creation or updating is done.	3. Notifies the client once done.	None	3 minutes	Staff Software Development Unit
	TOTAL:	None	7 Working Days & 9 Minutes	

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



#### 4. 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 Management Information Systems - Software			
Classification:		Development Unit (OMIS-SDU) Highly Technical			
Type of	G2G – Government to Government				
Transaction:	OZO GOVOITIMONE	.0 0000111111	Sinc		
Who may avail:	All TSU Employees				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
1. Accomplished Sy			lanagement Inform	nation Systems	
	Development Form	or downloa		- /: -l - l- ! : //	
(1 Original Copy)		https://www.tsu.edu.ph/media/jdehiaui/tsu-mis-sf-02-system-program-maintenance-and-			
		devt-form.		iainteriance-and-	
2. User Evaluation	and Feedback Form	_	lanagement Inform	nation Systems	
(1 Original Copy)				<b>,</b>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Get the	2. Provides the	None	3 minutes	Clerk Office of	
System/Progra m Maintenance	System/Program Maintenance and			Management	
and	Development Form			Information	
Development	to the client.			Systems	
Form and fill it				or	
out properly.				Staff	
				Software	
				Development Unit	
2. Give the filled-	2.1 Receives and	None	3 minutes	Staff	
out form to the	checks the form for			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	
3. Receive	3.1 Notifies client on	None	3 minutes	Systems Staff	
notification on	the status of	110.10		Software	
the status of	request.			Development	
request.				Unit	
	3.2 Performs privacy	None	2 working days	Staff	
	impact assessment.			Software Development	
	ของของเทษาน.			Unit	
	3.3 Proceeds with	None	180 working	Staff	
	the system		days	Software	
	development.			Development	
4. Amarina (I.)	A. Dunas dalas (I. s. I.I.)	NI	Aadd I.	Unit	
4. Answer the	4. Provides the User	None	1 working day	Staff	



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



#### 5. Process for Report Generation

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

Office or Divisio		Office of Management Information Systems - Software			
01 10 11		Development Unit (OMIS-SDU)			
Classification:	Highly Technical	Highly Lechnical G2G – Government to Government			
Type of	G2G – Governmen	t to Governr	nent		
Transaction:	All TOU Francis ve se	AUTOLLE			
Who may avail:	All TSU Employees		WHERE TO SE	CUDE	
	F REQUIREMENTS	WHERE TO SECURE Office of Management Information Systems,			
	Request for Data Form		Forms or download		
130-1113-31-1	1 (1 Original Copy)		v.tsu.edu.ph/medi		
			equest-for-data-fo		
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Get the	1. Provides the form /	None	3 minutes	Clerk	
Request for	MS Form link to	110110	0 11m1at00	Office of	
data form or	the client.			Management	
the MS Form				Information	
link and fill it				Systems	
out properly.				or	
				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 staff or submit	client or open their			Unit	
the MS Form	response on MS Form.				
3. Receives the	3. Provides the	None	7 working days	Staff	
requested	requested data	INOITE	working days	Software	
data.	personally if face			Development	
	to face or thru MS			Unit	
	teams / email if				
online transaction.					
			7 Working		
	TOTAL:	None	Days & 6		
			Minutes		

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



### 6. Processing of Request for Technical Assistance

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

Office or Division		Office of Management Information Systems - Software			
Oleanifications		Development Unit (OMIS-SDU)			
Classification:	Highly Technical	1 to Covern			
Type of Transaction:	G2G – Governmen	G2G – Government to Government			
Who may avail:	All TSU Employees	<u> </u>			
	F REQUIREMENTS	, 	WHERE TO SE	CURE	
	Request for Technical	Office of M	lanagement Inform		
Assistance For			orms or download	•	
TSU-MIS-SF-8	4 (1 Original Copy)	https://www	w.tsu.edu.ph/medi	a/fi3e21ej/82-	
			-technical-assista		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. For Walk-In: Proceed to	For Walk-In:     Provide copy of the	None	3 minutes	Staff	
Office of	Request for			Software	
Management	Technical			Development Unit	
Information	Assistance form to			Offic	
Systems and	the client.				
request for	Fan Oallan				
data form and properly fill out	For Online: Send the link of the				
the required	MS Form to the				
information.	client.				
For Online:					
Send request for the					
Microsoft form					
link to receive					
the form					
and provide					
the needed					
information.  2. Give the filled-	2. Receives and	None	3 minutes	Staff	
out form to the	checks the filled-out	None	3 minutes	Software	
Software Unit	form or open their			Development	
staff or submit	response on MS			Unit	
the MS Form.	Form.	N. 1	7	04.55	
3. Receive a notification if	3. Addresses the request of the client.	None	7 working days	Staff Software	
there are	If there are any				
clarifications	questions regarding			Development Unit	
with the	the request, the			Offic	
request and	SDU Personnel will				
provide more information if	use MS Teams to				
needed.	communicate with the client. And notify				
noodod.	the client if there are				
	clarifications with the				
	request.	_			
4. Receive a	4. Notifies the client via	None	3 minutes	Staff	
notification if	phone call or MS Teams that the				
the request	reams mai me	1			



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

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



## Office of Alumni Affairs

**External Services** 



#### 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.

Note: Processing of Alumni ID is a multi-stage process. The Office of Alumni Affairs is only responsible for releasing the Alumni ID number/s.

Office or Division:	Office of Alumni Affa	airs (OAA)			
Classification:	Simple				
Type of	G2C - Government	to Citizen			
Transaction:					
Who may avail:	TSU Alumni				
	REQUIREMENTS		WHERE TO SEC		
1. Accomplished Red			lumni Affairs or do		
Form TSU-AAO-S	F-04	https://www.tsu.edu.ph/media/5zudnw1p/requ			
(1 Original Copy)		<u>est-for-alumni-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				
accomplished	submitted				
Request for Alumni ID Form	request form.				
to Office of	For Online				
Alumni Affairs.	Transaction:				
7 ddiffin 7 diano.	Downloads the				
For Online	form.				
Transaction:	1.2 Verifies the	None	2 working days		
Send	identity thru the		<b>5</b> ,		
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	110110	10 1111110100	Office of Alumni	
Transaction:	email for online			Affairs	
Receive Alumni	and hard copy				
Number written	for face-to-face				
in paper.	transaction) and				
<b>-</b> • • • • • • • • • • • • • • • • • • •	informs the client				
For Online	to proceed to				
Transaction: Receive Alumni	Business Affairs				
Number thru	and Auxiliary Services Office				
email	at the 2 <sup>nd</sup> Floor				
Official	and present the				
	accomplished				
	Alumni Form for				
	the Processing				
	of Alumni ID.				



TOTAL:	None	2 Working Days & 15 Minutes	
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# Office of the Vice President for Administration Internal Services



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

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

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



endorsement logbook.			
TOTAL:	None	2 Working Days, 1 Hour & 6 Minutes	

<sup>\*</sup> 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				
Division:	Office of the Vice President for Administration (OVPA)			
Classification:	Simple			
Type of Transaction:	G2G – Government to G	Sovernment		
Who may avail:	TSU Colleges, Offices a	nd Units		
CHECKLIST (	OF REQUIREMENTS		WHERE TO SEC	CURE
A. FOR REQUES	T LETTER			
1. Letter (3 Origin	al Copies)	The client v	will provide	
B. FOR PURCHASE REQUEST				
1. Approved Lette	er (1 Original Copy)	The client v	will provide	
2. Approved Proje Management P (1 Photocopy)				
C. FOR WORK ORDER				
1. Approved Lette	er (1 Original Copy)	The client v	will provide	
2. Approved Proje Management P (1 Photocopy)	Plan (PPMP)			
	hase Request (PR) and I Issue Slip (RIS) ies)			
D. FOR JOB ORI	DER			
1. Approved Lette	er (1 Original Copy)	The client v	will provide	
E. FOR PAYROL	L / VOUCHER			
1. Approved Lette	er (1 Original Copy)	The client v	will provide	
2. Approved Proje Management P (1 Photocopy)				
	l Issue Slip (RIS)			
	T TO SERVE MEALS	•		
1. Notice of Meeti	ng (1 Photocopy)	The client v	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Office of the Vice President for Administration.	1.1 Receives and reviews the contents of the document/s (e.g., Letter, Purchase Request, Work	None	5 minutes	Staff Office of the Vice President for Administration



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

<sup>\*</sup> 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.



**Motorpool Unit** 

**Internal Services** 



#### 1. Processing of Travel Order for Travel Requests

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

Office or Division:	Motorpool Unit (MU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Faculty and F	Personnel		
	F REQUIREMENTS WHERE TO SECURE			
	nd Approved Travel	Downloada		- / 1E 16 - E /c
Order TSU-ASU-			<u>v.tsu.eau.pn/meal</u> I-order.docx	a/id5dfzr5/tsu-asu-
(1 Original Copy) 2. Accomplished Tr		From Moto		
(4 Original Copie	-	i Tom Wold	ipoor onit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit	1.1 Checks the	None	2 minutes	Clerk/Staff
Approved	important details			Motorpool Unit
Travel Order.	of Travel Order.			
	1.2 Checks the	None	3 minutes	Clerk/Staff
	availability of service vehicle			Motorpool Unit
	and driver based			
	on the date and			
	time of travel.			
2. Receive	2. Notifies the client	None	2 minutes	Clerk/Staff
notification	and gives			Motorpool Unit
about the	confirmation if			
assigned driver	the request is			
and university vehicle.	already schedule.			
verlicie.	Scriedule.			
	Note: If trip is			
	rescheduled, check			
	if there are available			
	university vehicle			
	and driver and			
	inform the client on the details.			
	1			
	TOTAL:	None	7 Minutes	



**Accounting Unit** 

**External Services** 



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

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

transactions.				
Office or Division:	Accounting Unit (AU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	ail: All			
CHECKLIST O	OF REQUIREMENTS WHERE TO SECURE			
(1 Duplicate Co		The client	will provide	
	Documents/Others			
	nt Slip/ Information			
(1 Duplicate Co				
3. Transfer of fund				
Disbursement				
(1 Duplicate C				
(Research)	Consultation 1665			
` ,	72 (1 Original Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the requirement needed for the particular	1.1 Opens the TSU's System for Assessment: checks if there's	None	1 minute	Staff Accounting Unit

CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	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	Staff 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	



# Accounting Unit Internal Services



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

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

transactions.				
Office or Division:	Accounting Unit (AU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	vavail: All			
CHECKLIST OF	OF REQUIREMENTS WHERE TO SECURE			
	g Fees (Research)	The client	will provide	
(1 Duplicate Co				
	Documents/Others			
	nt Slip/ Information			
(1 Duplicate Co	/			
3. Transfer of fund				
Disbursement				
(1 Duplicate C				
4. Assessment of	consultation fees			
(Research)	,, _ , , , _ ,			
TSU-URO-SF-	72 (1 Original Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the requirement needed for the particular	1.1 Opens the TSU's System for Assessment: checks if there's	None	1 minute	Staff Accounting Unit

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	Staff 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	Accounting Unit (AU)				
Division: Classification:	Complex				
Type of	•	Citinon			
Transaction:	G2C – Government to				
Who may avail:	Qualified TSU Studen	ts			
	REQUIREMENTS F TUITION AND OTHE	D EEEC.	WHERE TO SE	CURE	
1. Official Receipt (1		The client	will provide		
Certificate of Reg		THE CHOIL	riii provido		
(1 Original Copy)	olidion				
3. Accomplished Dro	opping Form				
(1 Original Copy)	f Davisian Foo				
4. Official Receipt of (1 Original Copy)	Revision Fee				
5. Client's Contact D	Details / Number	ails / Number			
B. FOR REFUND O	F OVERPAYMENT AN	D OTHER	CREDIT		
1. Official Receipt (1	Duplicate Copy)	The client	will provide		
2. Certificate of Reg					
(1 Duplicate Copy 3. Document / Lette					
	er as Proof of et/s (1 Duplicate Copy)				
4. Client's Contact D					
C. FOR REFUND O	F BREAKAGE DEPOS	I SIT			
1. Student ID (1 Orig	ginal Copy)	The client will provide			
2. Client's Contact D	Details/ Number				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
CLILINI STEFS	AGENCI ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. For Online	1.1.1 For Online	None	1 working day	Staff	
Request: Send an e-mail	Request: Receives the			Accounting Unit	
at	email/ request,				
acctg@tsu.edu.	open Student				
ph regarding the	Account in the				
request and	TSU Enrolment				
attach complete	System to check				
requirements.	and verify account				
	balance/ payments				
	if eligible for				
	refund, and prints the complete				
	requirements				
	received from the				
	client.				



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	Staff Accounting Unit
	TOTAL:	None	6 Working Days	

<sup>\*</sup> **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. 1st week – 80% Refund; 2nd to 4th 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			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
A. FOR ONLINE RE	QUEST			
None		None		
B. FOR WALK-IN:				
Printed Pre-Assessment / Pre- Registration Form or TSU Identification Card (1 Original Copy)  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 acctg@tsu.edu.p h 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 For Walk-In: 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	None	5 minutes	Staff Accounting Unit
	Policy.  1.2.2 For Walk-In: Checks account balance and reviews for possible reassessment/ adjustment of fees in accordance with the University policy.	None	3 minutes	Staff 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	Staff Accounting Unit
For Walk-In: Receive response to request.	2.2 For Walk-In: Responds to students' request.	None	1 minute	
٦	TOTAL FOR ONLINE:	None	1 Working Day & 10 Minutes	
T	OTAL FOR WALK-IN:		5 Minutes	



**Cashiering Unit** 

**External Services** 



Releasing

Officer

Cashiering Unit

5 minutes

20 Minutes

#### 1. Process for Claiming of Checks

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

thru check.				_
Office or Division:	Cashiering Unit - Disbursement (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST O	F REQUIREMENTS		WHERE TO SEC	CURE
1. One (1) Valid ID		The client	will provide	
2. For Authorized				
Attorney (SPA) b. One (1) Valid c. One (1) Valid	n or Special Power of - (1 Original Copy) d ID of Representative d ID of Payee with imen Signature			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCT ACTIONS	BE PAID	TIME	RESPONSIBLE
Present valid	1. Checks the	BE PAID None		RESPONSIBLE Releasing
1. Present valid ID. If	Checks the completeness of		TIME	RESPONSIBLE Releasing Officer
Present valid	1. Checks the		TIME	RESPONSIBLE Releasing
Present valid     ID. If     transacting as     authorized     representative,	Checks the completeness of		TIME	RESPONSIBLE Releasing Officer
1. Present valid ID. If transacting as authorized representative, present the	Checks the completeness of requirements.      Note: If requirements are		TIME	RESPONSIBLE Releasing Officer
1. Present valid ID. If transacting as authorized representative, present the needed	1. Checks the completeness of requirements.  Note: If requirements are lacking, terminate		TIME	RESPONSIBLE Releasing Officer
1. Present valid ID. If transacting as authorized representative, present the	1. Checks the completeness of requirements.  Note: If requirements are lacking, terminate transaction and		TIME	RESPONSIBLE Releasing Officer
1. Present valid ID. If transacting as authorized representative, present the needed	1. Checks the completeness of requirements.  Note: If requirements are lacking, terminate transaction and inform the client of		TIME	RESPONSIBLE Releasing Officer
1. Present valid ID. If transacting as authorized representative, present the needed requirements.	1. Checks the completeness of requirements.  Note: If requirements are lacking, terminate transaction and inform the client of the lacking.	None	TIME 5 minutes	RESPONSIBLE  Releasing  Officer  Cashiering Unit
1. Present valid ID. If transacting as authorized representative, present the needed	1. Checks the completeness of requirements.  Note: If requirements are lacking, terminate transaction and inform the client of		TIME	RESPONSIBLE Releasing Officer
1. Present valid ID. If transacting as authorized representative, present the needed requirements.  2. Issue an	1. Checks the completeness of requirements.  Note: If requirements are lacking, terminate transaction and inform the client of the lacking.  2. Verifies the	None	TIME 5 minutes	Responsible Releasing Officer Cashiering Unit
1. Present valid ID. If transacting as authorized representative, present the needed requirements.  2. Issue an Official Receipt.  3. Sign on the	1. Checks the completeness of requirements.  Note: If requirements are lacking, terminate transaction and inform the client of the lacking.  2. Verifies the issued Official Receipt.  3. Requests for	None	TIME 5 minutes	Releasing Officer Cashiering Unit  Releasing Officer Cashiering Unit Releasing Releasing
1. Present valid ID. If transacting as authorized representative, present the needed requirements.  2. Issue an Official Receipt.  3. Sign on the Disbursement	1. Checks the completeness of requirements.  Note: If requirements are lacking, terminate transaction and inform the client of the lacking.  2. Verifies the issued Official Receipt.  3. Requests for client's signature	None	TIME 5 minutes 5 minutes	Releasing Officer Cashiering Unit  Releasing Officer Cashiering Unit  Releasing Officer Cashiering Unit  Releasing Officer
1. Present valid ID. If transacting as authorized representative, present the needed requirements.  2. Issue an Official Receipt.  3. Sign on the	1. Checks the completeness of requirements.  Note: If requirements are lacking, terminate transaction and inform the client of the lacking.  2. Verifies the issued Official Receipt.  3. Requests for	None	TIME 5 minutes 5 minutes	Releasing Officer Cashiering Unit  Releasing Officer Cashiering Unit Releasing Releasing

None

None

Voucher.

4. Releases the

check and tax

certificate, if any.

TOTAL:

4. Claim check

certificate for suppliers.

and tax



#### 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	
CHECKLIST OF	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 the Cashiering	1.1 Receives the submitted requirements.	None	1 minute	Collecting Staff Cashiering Unit
Unit.	1.2 Encodes the necessary data to the computerized Collection System.	None	1 minute	Collecting Staff Cashiering Unit
2. Pay the necessary amount.	Accepts legal tender currencies.	Outstan ding Balance	1 minute	Collecting Staff Cashiering Unit
3. Receive Official Receipt (O.R.) from Collecting Officer	3. Issues the Official Receipt to the client.	None	1 minute	Collecting Officer Cashiering Unit
	TOTAL:	None	4 Minutes	



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

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

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

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



#### 4. Process of Signing Student Clearance

This service allows the university to determine if a student has outstanding balance prior to clearing and signing of the student clearance.

Office or Division:	Cashiering Unit - Collection (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alu	ımni		
	REQUIREMENTS		WHERE TO SE	
Student Clearance     (1 Original Copy)			Admission and Re	gistration
2. Valid TSU ID (1 C	Priginal Copy)		will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Student     Clearance Form     to the     Cashiering Unit.	Verifies if the student has an outstanding balance.	None	1 minute	Collecting Staff Cashiering Unit
2. If With Outstanding Balance: Settle unpaid balance.	2. If With Outstanding Balance: Informs student of his / her outstanding balance/s, if any.  If Without Outstanding Balance: Proceed to Agency Action No. 3.	Outstan ding balance	2 minutes	Collecting Staff Cashiering Unit
3. Receive duly signed Student Clearance.	3. Signs the Student Clearance after settling the outstanding balance, if any.	None	1 minute	Collecting Staff Cashiering Unit
TOTAL FOR CLIENT WITH OUTSTANDING BALANCE:		Outstan ding Balance	4 Minutes	
	PR CLIENT WITHOUT FANDING BALANCE:	None	4 Minutes	



**Cashiering Unit** 

**Internal Services** 



Releasing

Officer Cashiering Unit

#### 1. Process for Claiming of Checks

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

thru check.		•		J
Office or Division:	Cashiering Unit - Disbu	ursement (C	U)	
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
	F REQUIREMENTS		WHERE TO SEC	CURE
1. One (1) Valid ID		The client v		
Attorney (SPA) b. One (1) Valid c. One (1) Valid	I Representative on or Special Power of on (1 Original Copy) of ID of Representative of ID of Payee with one signature			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID. If transacting as authorized representative, present the needed requirements.	1. Checks the completeness of requirements.  Note: If requirements are lacking, terminate transaction and inform the client of the lacking.	None	5 minutes	Releasing Officer Cashiering Unit
2. Issue an Official Receipt.	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	None	5 minutes	Releasing Officer Cashiering Unit

None

None

5 minutes

20 Minutes

Voucher.

4. Releases the

check and tax

certificate, if any.

**TOTAL:** 

4. Claim check

suppliers.

certificate for

and tax



#### 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	
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	
3. Assessment Slip	(1 Original Copy)	Registrar Accountin	Office or Business g Office	Center or
4. 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 the Cashiering	1.1 Receives the submitted requirements.	None	1 minute	Collecting Staff Cashiering Unit
Unit.	1.2 Encodes the necessary data to the computerized Collection System.	None	1 minute	Collecting Staff Cashiering Unit
2. Pay the necessary amount.	2. Accepts legal tender currencies.	Outstan ding Balance	1 minute	Collecting Staff Cashiering Unit
3. Receive Official Receipt (O.R.) from Collecting Officer	3. Issues the Official Receipt to the client.	None	1 minute	Collecting Officer Cashiering Unit
	TOTAL:	None	4 Minutes	



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

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

Office or Division:	Cashiering Unit – Collection (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to	Citizen		
Who may avail:	Existing TSU Students	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 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.	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
Receive the     Certificate of     Payment.	Releases the     Certificate of     Payment.	None	1 minute	Collecting Staff Cashiering Unit
	TOTAL:	Php 20.00 per Transac tion	10 Minutes	

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



#### 4. Process of Signing Student Clearance

This service allows the university to determine if a student has outstanding balance prior to clearing and signing of the student clearance.

Office or Division:	Cashiering Unit - Collection (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alu	ımni		
	REQUIREMENTS		WHERE TO SE	
Student Clearance     (1 Original Copy)			Admission and Re	gistration
2. Valid TSU ID (1 C	Original Copy)		will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Student     Clearance Form     to the     Cashiering Unit.	Verifies if the student has an outstanding balance.	None	1 minute	Collecting Staff Cashiering Unit
2. If With Outstanding Balance: Settle unpaid balance.	2. If With Outstanding Balance: Informs student of his / her outstanding balance/s, if any.  If Without Outstanding Balance: Proceed to Agency Action No. 3.	Outstan ding balance	2 minutes	Collecting Staff Cashiering Unit
3. Receive duly signed Student Clearance.	3. Signs the Student Clearance after settling the outstanding balance, if any.	None	1 minute	Collecting Staff Cashiering Unit
TOTAL FOR CLIENT WITH OUTSTANDING BALANCE:		Outstan ding Balance	4 Minutes	
	OR CLIENT WITHOUT FANDING BALANCE:	None	4 Minutes	



#### 5. 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 Overthe-Counter processing.

Office or Division:	Cashiering Unit – Disbursement (CU)			
Classification:	Simple	Simple		
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Existing TSU Students	S		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Valid TSU ID (1 C	riginal Copy)	The client	will provide	
2. For Authorized I	Representative			
Attorney (SPA) - b. One (1) Valid (1 Original Copy) 3. One (1) Valid ID (				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. Present valid ID or needed requirements if transacting as authorized representative.	Checks the completeness of requirements.	None	TIME 3 minutes	RESPONSIBLE 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	



# Facilities Maintenance Unit External Services



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

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

Office or Division:	Office of Facilities Development and Management – Facilities Maintenance Unit (OFDM – FMU)			
Classification:	Minor Repairs – Simple Major Repairs – Highly Technical Job Outs – Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Business Entity/ies G2G- Government to Government			
Who may avail:	TSU Employees, St	udents, Office	Occupants, and	Stakeholders.
CHECKLIST OF	REQUIREMENTS	EQUIREMENTS WHERE TO SECURE		
1. Accomplished and Request for Pre-R Repair and Other TSU-FMU-SF-01 (	epair Inspection /	pair Inspection / <a href="https://www.tsu.edu.ph/media/ack">https://www.tsu.edu.ph/media/ack</a> ervices  02-request-for-pre-repair-rev-02.de		/ackfvepa/sf-01-
2. If there is no available material/s, (For Internal Clients Only) Request for Funding through Letter addressed to the University President (1 Original Copy)		The client w	ill provide	
CLIENT STEDS	ACENCY ACTIONS	FEES TO	PROCESSING	PERSON

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the	1.1 Receives,	None	2 minutes	Clerk
Accomplished	records, and			Facilities
and Duly Signed	documents the			Maintenance
requirement/s to the Facilities	submitted document.			Unit
Maintenance	1.2 Forwards the	None	3 minutes	Clerk
Unit.	submitted	None	3 IIIIIIules	Facilities
Ornit.	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.			
	1.4 Conducts pre-	None	1 hour	Maintenance
	repair inspection			Staff
	to determine the			Facilities
	damage and			Maintenance
2. Receives	materials needed. 2.1 Discusses the	None	15 minutes	Unit Unit Head
notification or e-	final evaluation of	NOHE	13 111111111111111111111111111111111111	Facilities
mail for	the request for			Maintenance
evaluation of	pre-repair.			Unit

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A D TO	No.
1906	

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



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	Maintenance Staff Facilities Maintenance Unit
	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.	None	30 minutes	Unit Head Facilities Maintenance Unit Staff Facilities 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	Maintenance Staff Facilities Maintenance Unit
	4.4 Fills out the accomplishment report of completed/ finished tasked.	None	10 minutes	Maintenance Staff Facilities Maintenance Unit
	4.5 Records, encodes and photocopies each of the accomplished project for documentation Purposes.	None	20 minutes	Clerk 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.



# Facilities Maintenance Unit Internal Services

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

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

Office or Division:	Office of Facilities Development and Management – Facilities Maintenance Unit (OFDM – FMU)			
	Minor Repairs – Simple			
Classifications	•	•		
Classification:	Major Repairs – Hig	niy rechnicai		
	Job Outs – Simple			
Type of	G2C- Government to			
Transaction:	G2G- Government to	o Business E	ntity/ies	
Transaction.	G2G- Government to	o Governmer	nt	
Who may avail:	TSU Employees, Students, Office Occupants, and Stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished and Duly Signed		Facilities Maintenance Unit or download at		
Request for Pre-Re	epair Inspection /	https://www.tsu.edu.ph/media/ackfvepa/sf-01-		
Repair and Other Services		02-request-for-pre-repair-rev-02.docx		
TSU-FMU-SF-01 (2	,	, , , , , , , , , , , , , , , , , , , ,		
2. If there is no available material/s,		The client will provide		
(For Internal Clients Only)				
Request for Funding through Letter				
addressed to the University President				
(1 Original Copy)  FEES TO PROCESSING				PERSON

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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.	None	O minutes	Clark
Maintenance Unit.	1.2 Forwards the submitted	None	3 minutes	<i>Clerk</i> Facilities
Offic.	documents to the			Maintenance
	Unit Head.			Unit
	1.3 Assigns	None	30 minutes	Unit Head
	Maintenance Staff	110110		Facilities
	to conduct a pre-			Maintenance
	repair inspection			Unit
	to determine the			
	repair to be done.			
	1.4 Conducts pre-	None	1 hour	Maintenance
	repair inspection			Staff
	to determine the			Facilities
	damage and			Maintenance
	materials needed.			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

				15
pre-repair	2.2 Forwards the	None	15 minutes	Maintenance
request.	Return Notice for			Staff
	Repair Form as			Facilities
	notification to the			Maintenance
	request for repair.			Unit
3. Receives the	3.1 If the materials	None	30 minutes	Clerk
notification if	are available:			Facilities
there are	Prepares			Maintenance
available	Requisition and			Unit
materials or	Issuance Slip			01
none, or Return	then, forwards to			
Notice of Repair	the Supply and			
if the repair is	Property			
for Job Out.				
ioi Job Out.	Management Unit for Approval.			
Note: If the				
client receives	For Job Out			
Notice of	related work or			
Repair, submits	No available			Unit Head
the Request for	material/s:			Facilities
Funding through	Prepares Return			Maintenance
Letter	Notice of Repair,			Unit
addressed to	Purchase			
the University	Request, and			
President to the	Requisition and			
Office of the	Issuance Slip or			
University	Job Order.			
President for	3.2 If the materials	None	20 minutes	Maintenance
approval.	are available:			Staff
	Prepares all the			Facilities
	Materials needed.			Maintenance
				Unit
	For Job Out			
	Related Work or			Clerk
	No Available			Facilities
	Material/s:			Maintenance
	Forwards the			Unit
	approved Request			
	for Funding			
	Purchase			
	Request, and			
	Requisition and			
	Issuance Slip or			
	Job Order to the			
	Procurement			
	Office.			
	3.3 Conducts the	None	Minor Repair:	Maintenance
	repair.	140110	1 hour	Staff
	Topan.		i iloui	Facilities
			Major Repairs:	Maintenance
			7 working days	Unit
	<u>I</u>		. Working days	OTHE

4. Fill-Out the	4.1 Once the repair	None	10 minutes	
Customer	is completed,		101111111111111111111111111111111111111	Maintenance Staff
Feedback Form	requests client to			Facilities
and signs	fill-out the			Maintenance
accomplishment	Customer			Unit
form if the	Feedback Form			Offic
request pre-	and signs			
repair is	accomplishment			
completed.	form.			
completed.	4.2 For Job Out	None	30 minutes	Unit Head
	Related Work:	NOHE	30 minutes	Facilities
	Prepares the post			Maintenance
	Repair Inspection			Unit
	Report Form and			Offic
	forward to			Staff
	Technical			Facilities
	Working			Maintenance
	Committee to			Unit
	conduct of post			Offic
	repair Inspection.			
	4.2 For Job Out	None	15 minutes	Maintenance
	Related Work:	None	13 111111111111111111111111111111111111	Staff
	Collects excess			Facilities
	unused materials			Maintenance
	will return to			Unit
	Office of Facilities			Offic
	Development and			
	Management			
	stock room for			
	safekeeping.			
	4.4 Fills out the	None	10 minutes	Maintenance
	accomplishment	110110	To minutes	Staff
	report of			Facilities
	completed/			Maintenance
	finished tasked.			Unit
	4.5 Records,	None	20 minutes	Clerk
	encodes and	140110	20 1111111111100	Facilities
	photocopies each			Maintenance
	of the			Unit
	accomplished			Offic
	project for			
	documentation			
	Purposes.			
	1 0.0000.			
	HERE IS AVAILABLE	None	4 Hours & 5	
MATERIAL/S	S (MINOR REPAIRS):	HOHE	Minutes	
TOTAL IF TI	HERE IS AVAILABLE		7 Working	
	(MAJOR REPAIRS):	None	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.



# Janitorial and Grounds Services Unit Internal Services



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

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

Office or	Facilities Development and Management Office –Janitorial and				
Division:	Ground Services Unit (FDMO-JGSU)				
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:	G2G - Government to Government				
Who may avail:	TSU Students and Personnel				
None	REQUIREMENTS	None	WHERE TO SE	CURE	
None		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Send request for janitorial services via phone call (local number: 606-8158) or message csubiate@tsu.edu.ph.	1. Evaluates the request and sets schedule for the date and time of the manpower availability.  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.	None	20 minutes	Unit Head Janitorial and Ground Services Unit	
2. Receive notification and confirm the schedule of deployment.	2.1 Notifies client via phone call for the scheduled manpower request prior to the deployment of Janitorial and Ground Services Unit Personnel.	None	15 minutes	Clerk or Unit Head Janitorial and Ground Services Unit	
	2.2 Proceeds with the assigned task/s	None	15 minutes	Cleaning Personnel Janitorial and Ground Services Unit	
	2.3 Segregates and disposes waste per offices and classrooms.	None	5 minutes	Cleaning Personnel Janitorial and Ground Services Unit	



	2.4 Transports all collected recyclable/ non-recyclable waste and hazardous waste to waste storage area.	None	20 minutes	Cleaning Personnel 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	Cleaning Personnel Janitorial and Ground Services Unit
	TOTAL:	None	1 Hour & 30 Minutes	



### **Monitoring Unit**

**External Services** 



#### 1. Processing of Material Approval Request

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

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



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



# Planning and Design Unit Internal Services



#### 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 Facilities Development and Management – Planning			
Office of Division		and Design Ur			
Classification/s:		Highly Technic		,	
Type of Transact	ion:	G2G – Govern		ernment	
		G2C – Govern			
Who may avail:			nits, Offices,	Colleges and Exis	sting Students of the
CHECKLIST OF	DEAH	University	WHEDE	TO SECUPE	
1. Accomplished					
TSU-PMU-SF-		•		nent or download	
	`	3 137		ww.tsu.edu.ph/med	
				3-service-request-	
CLIENT STEPS	AGE	NCY ACTION	FEES TO	PROCESSING	PERSON
			BE PAID	TIME	RESPONSIBLE
1. Submit the		eceives and	None	10 minutes	Clerk Office of Facilities
necessary requirements	_	the Service uest in the			Development and
to the Office		ook and			Management
of Facilities		ermines the			J
Development	conf	trol number			
and		n, forwards to			
Management.		Director.	N.I	00 : 1	D'(
		eviews the	None	30 minutes	<i>Director</i> Office of Facilities
		cription and cose of the			Development and
		uest and			Management
		ermines if the			Ŭ
		uest is			
		roved or			
		pproved. orwards the	None	3 minutes	Clerk
	_	vice Request	None	3 minutes	Office of Facilities
		ne Head of the			Development and
	Plar	nning and			Management
		ign Unit if			
	арр	roved.			
	Note	a. If			
		pproved,			
		rn the Service			
		uest Form to			
		client, and			
		rm them of the			
		son for			
		<i>pproval.</i> sues the	None	10 minutes	Clerk
		sues the m Stub with	NOHE	i o minutes	Office of Facilities
		following			Development and
		rmation:			Management



	1		1	
	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	Project-in-Charge Planning and Design Unit
	2.2 Prepares the preliminary scheme using the gathered data as reference and submits it for approval.	None	6 working days	Project-in-Charge 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	Project-in-Charge 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	Project-in-Charge Planning and Design Unit
	3.2 Completes the preliminary scheme based on the inputs of Request Office/End-user and submits to the Unit Head for approval.	None	5 working days	Project-in-Charge Planning and Design Unit
	3.3 Checks the	None	8 hours	Unit Head



	completed preliminary scheme.			Planning and Design Unit
	3.4 Revises the complete drawing as to the suggestions and comments of the Unit Head.	None	2 working days	Project-in-Charge Planning and Design Unit
	3.5 Prints the approved working drawings and endorses to the Clerk.	None	2 hours	Project-in-Charge Planning and Design Unit
4. Return the claim stub to the Office of Facilities Development and Management (OFDM), receive the requested design layout and fill out the outgoing logbook.	4. Receives and signs the claim stub, releases the requested design layout, and asks the client to affix their signature in the claim stub upon receipt of request.	None	30 minutes	Clerk Office of Facilities Development and Management
	TOTAL:	None	20 Working Days	



## **Business Affairs and Auxiliary Services Office**

**External Services** 



#### 1. 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		Auxiliary Se	ervices Office (BA	ASO)
Classification:	Simple G2C – Governmer	at to Citizan		
Type of Transaction:	G2G - Governmen	_	ment	
mansaction.	Student Organizat			ersitv
Who may avail:	Offices and Units of Government Agent Non-Government	of the Univercies	rsity	
CHECKLIST O	F REQUIREMENTS	organization	WHERE TO SE	CURE
1. Request Letter		The client v		
<u>'</u>	dent (1 Original Copy)		ı	
2. Endorsement from	om the University	Office of th	e University Presi	ident
President (1 Du	plicate Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1 Dresent the	1.1 Deseives and	BE PAID	TIME	RESPONSIBLE
Present the     Request letter	1.1 Receives and verifies the	None	2 minutes	Clerk Business Affairs
approved by	documents			and Auxiliary
the TSU	presented.			Services Office
President or	1.2 Checks the	None	3 minutes	Clerk
Endorsement	availability of the		•	Business Affairs
from the TSU	facility requested			and Auxiliary
President and	and prepares the			Services Office
request for the	Application Form			
assessment	and Assessment of			
for the rental if	Fees (if rental is			
2. Proceed to the	applicable).  2. Receives and	Dontol	5 minutes	Ctoff
cashier for	processes the	Rental Fees	5 minutes	Staff Cashiering Unit
payment.	payment.	may vary		Cashlening Offic
paymont.	payment.	may vary		
		(See		
		rental		
		matrix		
_		below)		_
3. Submit the	3.1 Receives the	None	1 minute	Clerk
signed	signed Application			Business Affairs
Application Form and	Form and Official			and Auxiliary Services Office
present	Receipt. 3.2 Records the	None	1 minute	Clerk
Official	transaction in the	None	i illillidi <del>e</del>	Business Affairs
Receipt.	LogBook.			and Auxiliary
				Services Office
	3.3 Issues a copy of	None	1 minute	Clerk
	the approved			Business Affairs
	Application Form			and Auxiliary
	to the customer/			Services Office
	applicant.	N.I.		01 1
	3.4 Forwards the	None	3 minutes	Clerk
	filled-out			
	Application Form			



to the Office of Civil Security Unit (for their copy)			Business Affairs and Auxiliary Services Office
TOTAL:	Rate of the Facilities Being Rented	16 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
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>
LED	PHP 9,900.00 per Hour & PHP 2.75 per Second
LUCINDA CAMPUS	a. With Electricity: PHP 2, 500.00 per Day
COVERED COURT	b. Without Electricity: PHP 1, 500.00 per Day
PROMOTIONAL	a. With Electricity: PHP 1,000.00 per Day
ACTIVITIES	b. Without Electricity: PHP 300.00 per Day



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

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

Office or Division:	Business Affairs &	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple	•		•	
Type of Transaction:	G2C – Governmer	nt to Citizen			
Who may avail:	Alumni				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
	er (1 Original Copy)	Alumni Affa			
2. Official Receipt (	1 Original Copy)	Cashiering			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present alumni ID Number given by the Alumni Office.	1.1 Receives and verifies the information on the log sheet and forms provided.  1.2 Calls the client next in line and take a photo for the ID.  1.3 Processes the Alumni ID for releasing.	None	3 minutes  10 minutes  5 minutes	Clerk Digital Studio – Business Affairs and Auxiliary Services Office Clerk Digital Studio – Business Affairs and Auxiliary Services Office Clerk Digital Studio – Business Affairs and Auxiliary Services Office	
2. Receive the Alumni ID.	2. Releases the Alumni ID.	None	2 minutes	Services Office  Clerk  Digital Studio –  Business Affairs  and Auxiliary  Services Office	
	TOTAL:	None	20 Minutes		

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



## **Business Affairs and Auxiliary Services Office**

**Internal Services** 



#### 1. 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	Business Affairs &	Auxiliary Se	ervices Office (BA	ASO)	
Classification:	Simple				
Type of	G2C – Governmer	nt to Citizen			
Transaction:	G2G - Governmen	it to Governi	ment		
		Student Organizations Recognized by the University			
Who may avail:	Offices and Units		rsity		
	Government Agen Non-Government		ne		
CHECKLIST O	CHECKLIST OF REQUIREMENTS		WHERE TO SE	CURE	
1. Request Letter Approved by the		The client			
1	dent (1 Original Copy)		р. о		
2. Endorsement from		Office of th	e University Presi	dent	
President (1 Du	plicate Copy)		•		
CLIENT STEPS	AGENCY ACTIONS				
	4.4 Deseives and				
		None	2 minutes	= =	
•					
				_	
_	•	None	3 minutes		
		140110	o minutos		
President and					
request for the	• •				
assessment	and Assessment of				
for the rental if	Fees (if rental is				
any.	applicable).				
2. Proceed to the	2. Receives and	Rental	5 minutes	Staff	
cashier for	processes the	Fees		Cashiering Unit	
payment.	payment.	may vary			
		/Saa			
3. Submit the	3.1 Receives the		1 minute	Clerk	
-				Business Affairs	
	Form and Official				
Form and	Receipt.			Services Office	
present	3.2 Records the	None	1 minute	Clerk	
Official	transaction in the			Business Affairs	
Receipt.	LogBook.			and Auxiliary	
				Services Office	
	3.3 Issues a copy of	None	1 minute	= =	
				_	
	•			Services Office	
		Marsa	2 mais::taa	Clarite	
		ivone	s minutes	Cierk	
CLIENT STEPS  1. Present the Request letter approved by the TSU President or Endorsement from the TSU President and request for the assessment for the rental if any.  2. Proceed to the cashier for payment.  3. Submit the signed Application Form and present Official	AGENCY ACTIONS  1.1 Receives and verifies the documents presented.  1.2 Checks the availability of the facility requested and prepares the Application Form and Assessment of Fees (if rental is applicable).  2. Receives and processes the payment.  3.1 Receives the signed Application Form and Official Receipt.  3.2 Records the transaction in the LogBook.	Rental Fees may vary  (See rental matrix below) None	PROCESSING TIME 2 minutes  3 minutes  5 minutes	PERSON RESPONSIBLE  Clerk Business Affairs and Auxiliary Services Office  Clerk Business Affairs and Auxiliary Services Office  Staff Cashiering Unit  Clerk Business Affairs and Auxiliary Services Office  Clerk Business Affairs and Auxiliary Services Office  Clerk Business Affairs and Auxiliary	



to the Office of Civil Security Unit (for their copy)			Business Affairs and Auxiliary Services Office
TOTAL:	Rate of the Facilities Being Rented	16 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
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>
LED	PHP 9,900.00 per Hour & PHP 2.75 per Second
LUCINDA CAMPUS	a. With Electricity: PHP 2, 500.00 per Day
COVERED COURT	b. Without Electricity: PHP 1, 500.00 per Day
PROMOTIONAL	a. With Electricity: PHP 1,000.00 per Day
ACTIVITIES	b. Without Electricity: PHP 300.00 per Day



#### 2. Processing of Application for Vehicle Gate Pass

The service allows clients to apply for vehicle gate pass for them to park their vehicles inside the university premises.

Office or Division:	Business Affairs & A	uxiliary Serv	ices Office (BAAS	O)
Classification:	Simple			
Type of	G2C – Government t	o Citizen		
Transaction:	G2G - Government to		nt	
Who may avail:	TSU Students and E	_		
	REQUIREMENTS	Пріоусос	WHERE TO SE	CURE
1. Accomplished Ap		Rusiness A	Affairs & Auxiliary	
(1 Original Copy)	phoduotri orm	(BAASO)	mano a raxinary	SOLVICOS OTILOS
	istration of Vehicle	stration of Vehicle The client will provide		
(1 Photocopy)		THE SHOTE	viii provido	
3. Valid Official Rec	eipt Registration of	The client	will provide	
Vehicle (1 Photoc				
4. Valid Driver's Lice	ense	The client	will provide	
(1 Photocopy)				
5. TSU ID (1 Photod		The client will provide		
6. For Officially En		The client will provide		
Certificate of Reg	istration			
(1 Photocopy)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Present and	1. Receives,	None	30 minutes	Clerk
submit all	verifies, and			Business Affairs
requirements.	ensure validity			and Auxiliary
	and			Services Office
	completeness of			
	submitted			
0.0	documents.	N.I.	0 : 1	Claule
2. Receives	2. Issues	None	3 minutes	<i>Clerk</i> Business Affairs
assessment	assessment form			and Auxiliary
form.	reflecting the			Services Office
3. Proceed to the	fees to settle.	<del>1</del> 100 00		
=	3. Receives	₱100.00	1 hour	Staff
Cashiering Unit	payment and issues Official			Cashiering Unit
and pay the assessed fee.				
4. Proceed to the	Receipt. 4. Receives and	None	1 minute	Clerk
Business Affairs	verifies the OR	NONE	i iiiiiiule	Business Affairs
& Auxiliary	and issues the			and Auxiliary
Services Office	gate pass.			Services Office
and present the	gato pass.			20111000 011100
OR.				
		₱100.00		
	TOTAL:	per	1 Hour & 34	
		Vehicle	Minutes	



#### 3. Processing of Request for ID and Re-ID (Lost ID and Worn-Out)

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

Office or Division: Classification:	Business Affairs & Aux Simple	iliary Servic	es Office (BAASC	)
Type of	G2C – Government to			
Transaction:	G2G - Government to			
Who may avail:	Faculty & Personnel of Students	the Univers	sity	
CHECKLIST OF A. FOR EMPLOYEE	REQUIREMENTS		WHERE TO SEC	CURE
1. For Issuance of N Slip for Identification	lew ID – Request	Human Re Manageme	source Development Office	ent and
(1 Original Copy)	20 ID Charge Clin	Business Affairs and Auxiliary Services Office		
(1 Original Copy)	2. <i>For Request for Re-ID</i> – Charge Slip (1 Original Copy)		Miairs and Auxiliai	y Services Office
<b>B. FOR STUDENTS</b>	(Lost ID)			
1. Affidavit of Loss (1			will provide	
2. Official Receipt of (1 Original Copy)	Payment for Re-ID	Cashiering Unit		
C. WORN-OUT OR I	DAMAGED ID			
Official Receipt of (1 Original Copy)	Payment for Re-ID	Cashiering	Unit	
Certificate of Regist (1 Photocopy)		The client will provide		
3. Worn-Out or Dama (1 Original Copy)	aged ID			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. For Employees (New ID): Present Request Slip for ID.	For Employees     (New ID):     Receives and     verifies Request     Slip.	None	5 minutes	Clerk Digital Studio – Business Affairs and Auxiliary Services Office
For Employees (Re-ID): Present Charge Slip to Business Affairs and Auxiliary Services Office.	For Employees (Re-ID): Receives and verifies charge slip.	PHP 160.00	5 minutes	
For Students (Lost ID): Present pertinent requirements to Business Affairs and Auxiliary	For Students (Lost ID): 1.1 Checks and verifies submitted requirements.	None	2 minutes	Clerk Digital Studio – Business Affairs and Auxiliary Services Office
Services Office and secure Assessment Form.	1.2 Issues Assessment Form for the fees to settle.	None	3 minutes	



For Worn-Out / Damaged ID: Process payment for re-ID.	PHP 160.00	5 minutes	Staff Cashiering Unit
2. For Employees (New ID & Re- ID): Takes photo for Radio Frequency Identification (RFID) Card and processes new Radio Frequency Identification (RFID) Card.	None	30 minutes	Clerk Digital Studio – Business Affairs and Auxiliary Services Office
For Students (Lost ID): Processes the payment and issues Official Receipt.	PHP 260.00	10 minutes	Cashiering Staff Cashiering Unit
For Worn-Out / Damaged ID: Receives and verifies submitted requirements and assesses old Radio Frequency Identification (RFID) Card.	None	5 minutes	Clerk Digital Studio – Business Affairs and Auxiliary Services Office
	Damaged ID: Process payment for re-ID.  2. For Employees (New ID & Re-ID): Takes photo for Radio Frequency Identification (RFID) Card and processes new Radio Frequency Identification (RFID) Card.  For Students (Lost ID): Processes the payment and issues Official Receipt.  For Worn-Out / Damaged ID: Receives and verifies submitted requirements and assesses old Radio Frequency Identification	Damaged ID: Process payment for re-ID.  2. For Employees (New ID & Re-ID): Takes photo for Radio Frequency Identification (RFID) Card and processes new Radio Frequency Identification (RFID) Card.  For Students (Lost ID): Processes the payment and issues Official Receipt.  For Worn-Out / Damaged ID: Receives and verifies submitted requirements and assesses old Radio Frequency Identification	Damaged ID: Process payment for re-ID.  2. For Employees (New ID & Re-ID): Takes photo for Radio Frequency Identification (RFID) Card and processes new Radio Frequency Identification (RFID) Card.  For Students (Lost ID): Processes the payment and issues Official Receipt.  For Worn-Out / Damaged ID: Receives and verifies submitted requirements and assesses old Radio Frequency Identification



3. For Employees (New ID & Re- ID): Receive Radio Frequency Identification (RFID) Card and fill out the log sheet.	3. For Employees (New ID & Re- ID): Releases Radio Frequency Identification (RFID) Card.	None	10 minutes	Clerk Digital Studio – Business Affairs and Auxiliary Services Office
For Students (Lost ID): Proceed to Business Affairs and Auxiliary Services Office and present Official Receipt with other pertinent documents.	For Students (Lost ID): Receives and verifies submitted documents.	None	5 minutes	Clerk Digital Studio – Business Affairs and Auxiliary Services Office
For Worn-Out / Damaged ID: Proceed to Digital Studio for the processing of Radio Frequency Identification (RFID) Card.	For Worn-Out / Damaged ID: Takes photo for Radio Frequency Identification (RFID) Card and processes new Radio Frequency Identification (RFID) Card.	None	30 minutes	Clerk Digital Studio – Business Affairs and Auxiliary Services Office
4. For Students (Lost ID): Proceed to Digital Studio for the processing of Radio Frequency Identification (RFID) Card.	4. For Students (Lost ID): Takes photo for Radio Frequency Identification (RFID) Card and processes new Radio Frequency Identification (RFID) Card.	None	30 minutes	Clerk Digital Studio – Business Affairs and Auxiliary Services Office
For Worn-Out / Damaged ID: Receive Radio Frequency Identification (RFID) Card and fill out the log sheet.	For Worn-Out / Damaged ID: Releases Radio Frequency Identification (RFID) Card.	None	10 minutes	
5. For Students (Lost ID): Receive Radio Frequency Identification	5. For Students (Lost ID): Releases Radio Frequency	None	10 minutes	Clerk Digital Studio – Business Affairs and Auxiliary Services Office



(RFID) Card and fill out the log sheet.	Identification (RFID) Card.			
	LOYEE REQUESTING FICATION (ID) CARD:	PHP 260.00	45 Minutes	
	LOYEE REQUESTING FICATION (ID) CARD:	PHP 160.00	45 Minutes	
	DENTS REQUESTING FICATION (ID) CARD:	PHP 260.00	1 Hour	
	IT WITH WORN-OUT / FICATION (ID) CARD:	PHP 160.00	50 Minutes	

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



### Office of Human Resource Development and Management

**External Services** 



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

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

Office or Division:	Human Resource Dev	elopment and	d Management Off	fice (HRDMO)
Classification:	Complex	•	<u> </u>	
Type of	G2C – Government to	Citizen		
Transaction:				
Who may avail:	Current and Former L	Iniversity Pers		
	REQUIREMENTS		WHERE TO SEC	URE
Request Letter wit     (1 Original Copy)	h Attachment/s, <i>if any</i>	The client wi	·	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter with attachments, if any, to the Human Resource Development and Management	1.1 Receives the submitted document/s.	None	1 minute	Messenger Human Resource Development and Management Office
Office.	1.2 Verifies submitted document/s.	None	1 minute	Concerned Unit Head Human Resource Development and Management Office
	1.3 Informs the client about the release date of the requested document.	None	1 minute	Messenger Human Resource Development and Management Office
	1.4 Prepares the requested personnel-related documents and/or reports.	None	4 working days	Staff Human Resource Development and Management Office
				or  Concerned Unit  Head  Human  Resource  Development  and  Management  Office
2. Receive the	2. Releases the	None	2 minutes	Messenger



requested document and/or report.	requested document/s and/or reports.			Human Resource Development and Management
				Office
	TOTAL:	None	4 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:	Human Resource Dev	elopment and	d Management Off	fice (HRDMO)
Classification:	Complex	•	<u> </u>	
Type of	G2C – Government to	Citizen		
Transaction:				
Who may avail:	Current and Former L	Iniversity Pers		
	REQUIREMENTS		WHERE TO SEC	URE
Request Letter wit     (1 Original Copy)	h Attachment/s, <i>if any</i>	The client wi	·	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter with attachments, if any, to the Human Resource Development and Management	1.1 Receives the submitted document/s.	None	1 minute	Messenger Human Resource Development and Management Office
Office.	1.2 Verifies submitted document/s.	None	1 minute	Concerned Unit Head Human Resource Development and Management Office
	1.3 Informs the client about the release date of the requested document.	None	1 minute	Messenger Human Resource Development and Management Office
	1.4 Prepares the requested personnel-related documents and/or reports.	None	4 working days	Staff Human Resource Development and Management Office
				or  Concerned Unit  Head  Human  Resource  Development  and  Management  Office
2. Receive the	2. Releases the	None	2 minutes	Messenger



requested document and/or report.	requested document/s and/or reports.			Human Resource Development and Management Office
	TOTAL:	None	4 Working Days & 5 Minutes	



## Recruitment, Selection and Promotion Unit Internal Services



#### 1. Process of Request for Issuance of DBP Certification

The service allows employees to have their ATM Cards to easily obtain their salaries in no time.

Office or Division:	Recruitment, Selection Development and Mana			n Resource
Classification:	Simple	gement On	ice	
Type of Transaction:	G2G – Government to (	Covernment		
Who may avail:				ath in the
who may avail:	Employees who have re University	endered at i	east one (1) mor	nin in the
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	CURE
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Inform the staff of Recruitment, Selection and Promotion (RSP) regarding the DBP Certification request.	Verify if the client had rendered at least one month in the university.	None	1 minute	Clerk Recruitment, Selection and Promotion Unit
2. Inform the staff of Recruitment, Selection and Promotion (RSP) regarding the DBP Certification request.	2. Prepare the DBP Certification.	None	2 minutes	Clerk Recruitment, Selection and Promotion Unit
Receive the requested DBP Certification.	3. Issue the requested DBP Certification.	None	2 minutes	Clerk Recruitment, Selection and Promotion Unit
	TOTAL:	None	5 Minutes	



# Performance Management Unit External Services



### 1. Processing of Request for Issuance of Performance Evaluation Related Documents

The service allows the issuance of performance evaluation related documents such as the Individual Performance Commitment and Review (IPCR)/ Department Performance Commitment and Review (DPCR), Faculty Evaluation and Performance Evaluation of non-plantilla item holders of non-teaching personnel, and Performance Appraisal of lecturers, to be used for any legal purpose needed.

Of	fice or Division:	Human Resource Dev			
CI.	ifiti	Performance Manage	ment Unit	t (HRDMO – PMC	J)
	assification:	Simple	Citizon		
	pe of	G2C – Government to		m a m t	
	ansaction:	G2G – Government to			
VVI	ho may avail:	All Active and Inactive REQUIREMENTS	130 EIII	•	CLIDE
1			Dorform	WHERE TO SE	
'-	Fully accomplished			ance Managemen	
	Documents Reque		the Microsoft Form at http://bit.ly/3q4tT29		
		- (1 Original Copy)	The elies	nt will provide	
2.	For Authorized R a. Authorization I		The clie	nt will provide	
	(1 Original Co				
	` •	Dy) D of Representative			
	(1 Photocopy)	ib of Representative			
	c. One (1) Valid	ID of Requesting			
		Three (3) Specimen			
	Signature (1 P	` ' •			
	eignature (11	Пососору	FEES		
	CLIENT STEPS	AGENCY ACTIONS	TO BE	PROCESSING TIME	PERSON RESPONSIBLE
			DAID		
	E M/- II - I	4 E - Mall '-	PAID	E'. (	04.5
1.	For Walk-in	1. For Walk-in	None	5 minutes	Staff
1.	Application:	Application:		5 minutes	Performance
1.	<b>Application:</b> Submits the	Application: Receives the		5 minutes	Performance Management
1.	Application: Submits the accomplished	Application: Receives the submitted		5 minutes	Performance
1.	Application: Submits the accomplished Certification/	Application: Receives the submitted Certification/		5 minutes	Performance Management
1.	Application: Submits the accomplished Certification/ Documents	Application: Receives the submitted Certification/ Documents		5 minutes	Performance Management
1.	Application: Submits the accomplished Certification/	Application: Receives the submitted Certification/		5 minutes	Performance Management
1.	Application: Submits the accomplished Certification/ Documents	Application: Receives the submitted Certification/ Documents		5 minutes	Performance Management
1.	Application: Submits the accomplished Certification/ Documents Request Slip.	Application: Receives the submitted Certification/ Documents Request Slip.		5 minutes	Performance Management
1.	Application: Submits the accomplished Certification/ Documents Request Slip.  For Online:	Application: Receives the submitted Certification/ Documents Request Slip.		5 minutes	Performance Management
1.	Application: Submits the accomplished Certification/ Documents Request Slip.  For Online: Fill out the	Application: Receives the submitted Certification/ Documents Request Slip.  For Online Application:		5 minutes	Performance Management
1.	Application: Submits the accomplished Certification/ Documents Request Slip.  For Online: Fill out the Microsoft form	Application: Receives the submitted Certification/ Documents Request Slip.  For Online Application: Visits the		5 minutes	Performance Management
1.	Application: Submits the accomplished Certification/ Documents Request Slip.  For Online: Fill out the Microsoft form (http://bit.ly/3q4tT	Application: Receives the submitted Certification/ Documents Request Slip.  For Online Application: Visits the database to		5 minutes	Performance Management
1.	Application: Submits the accomplished Certification/ Documents Request Slip.  For Online: Fill out the Microsoft form	Application: Receives the submitted Certification/ Documents Request Slip.  For Online Application: Visits the database to check and verify		5 minutes	Performance Management
	Application: Submits the accomplished Certification/ Documents Request Slip.  For Online: Fill out the Microsoft form (http://bit.ly/3q4tT	Application: Receives the submitted Certification/ Documents Request Slip.  For Online Application: Visits the database to check and verify new request/s.		5 minutes	Performance Management
	Application: Submits the accomplished Certification/ Documents Request Slip.  For Online: Fill out the Microsoft form (http://bit.ly/3q4tT 29)	Application: Receives the submitted Certification/ Documents Request Slip.  For Online Application: Visits the database to check and verify	None		Performance Management Unit
	Application: Submits the accomplished Certification/ Documents Request Slip.  For Online: Fill out the Microsoft form (http://bit.ly/3q4tT 29)  Answers	Application: Receives the submitted Certification/ Documents Request Slip.  For Online Application: Visits the database to check and verify new request/s.  2.1 Asks question for	None		Performance Management Unit  Staff Performance
	Application: Submits the accomplished Certification/ Documents Request Slip.  For Online: Fill out the Microsoft form (http://bit.ly/3q4tT 29)  Answers additional	Application: Receives the submitted Certification/ Documents Request Slip.  For Online Application: Visits the database to check and verify new request/s.  2.1 Asks question for	None		Performance Management Unit Staff
	Application: Submits the accomplished Certification/ Documents Request Slip.  For Online: Fill out the Microsoft form (http://bit.ly/3q4tT 29)  Answers additional questions for the	Application: Receives the submitted Certification/ Documents Request Slip.  For Online Application: Visits the database to check and verify new request/s.  2.1 Asks question for	None		Performance Management Unit  Staff Performance Management

documents.



		T	
2.2 For IPCR/DPCR Request: Prints the scanned copy of IPCR/DPCR.	None	30 minutes	Staff Performance Management Unit
For Faculty Evaluation Request: Generates and Prints the Faculty Evaluation Result through Automated Faculty Evaluation System (AFES).	None	30 minutes	
For Performance Rating of Non- Plantilla Item Request: Generates and Prints the Non- Teaching (Job Order) Evaluation Result through Automated Evaluation System for Non- Teaching Personnel (AES-NTP).	None	30 minutes	
For Performance Appraisal Request: Scans and prints the copy of Performance Appraisal Instrument (TSU-HRD-SF- 17 and TSU- HRD-SF-18).	None	45 minutes	
2.3 Certifies the requested document/s.	None	15 minutes	Unit Head Performance Management Unit



3. Receives the signed and certified true copy request document and fill out the Request	3.1 Releases the signed and certified documents to the requesting personnel.	None	5 minutes	Staff Performance Management Unit
Documents Logbook.  For Walk-In Request:	3.2 Have them sign the Request Documents Logbook for records purpose.	None	5 minutes	Staff Performance Management Unit
Retrieve at the Human	Note: For Online			
Resource	Request, signed and			
Development and	certified documents were sent to the			
Management	email address			
Office File Box.	provided by the client.			
For Online				
Request:  Download at the				
provided email				
address.				
TOTAL FOR IPCR/DPCR, FACULTY EVALUATION, AND PERFORMANCE RATING OF NON-PLANTILLA ITEM REQUESTS:		None	1 Hour & 5 Minutes	
TOTAL FOR PERFORMANCE APPRAISAL REQUEST:		None	1 Hour & 20 Minutes	



# Performance Management Unit Internal Services



### 1. Processing of Request for Issuance of Performance Evaluation Related Documents

The service allows the issuance of performance evaluation related documents such as the Individual Performance Commitment and Review (IPCR)/ Department Performance Commitment and Review (DPCR), Faculty Evaluation and Performance Evaluation of non-plantilla item holders of non-teaching personnel, and Performance Appraisal of lecturers, to be used for any legal purpose needed.

to be used for any legal purpose needed.					
Office or Division:	Human Resource Development and Management Office – Performance Management Unit (HRDMO – PMU)				
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:	G2G – Government to Government				
Who may avail:	All Active and Inactive TSU Employees				
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			ECURE	
2. Fully accomplished Certification/		Performance Management Unit or Fill out			
Documents Reque	Documents Request Slip		the Microsoft Form at http://bit.ly/3q4tT29		
TSU-HRD-SF-26 -	- (1 Original Copy)				
2. For Authorized R	Representative	The client will provide			
d. Authorization	-		·		
(1 Original Co					
	ID of Representative				
(1 Photocopy)	осору)				
	alid ID of Requesting				
-	el with Three (3) Specimen				
Signature (1 Photocopy)					
Olgriature (11	Погосору)				
, ,	• • •	FEES	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
, ,	• • •	TO BE		RESPONSIBLE Staff	
CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	TIME	RESPONSIBLE	
CLIENT STEPS  1. For Walk-in Application: Submits the	1. For Walk-in Application: Receives the	TO BE PAID	TIME	Staff Performance Management	
CLIENT STEPS  1. For Walk-in Application: Submits the accomplished	1. For Walk-in Application: Receives the submitted	TO BE PAID	TIME	Staff Performance	
CLIENT STEPS  1. For Walk-in Application: Submits the accomplished Certification/	1. For Walk-in Application: Receives the submitted Certification/	TO BE PAID	TIME	Staff Performance Management	
CLIENT STEPS  1. For Walk-in Application: Submits the accomplished	AGENCY ACTIONS  1. For Walk-in Application: Receives the submitted Certification/ Documents	TO BE PAID	TIME	Staff Performance Management	
CLIENT STEPS  1. For Walk-in Application: Submits the accomplished Certification/	1. For Walk-in Application: Receives the submitted Certification/	TO BE PAID	TIME	Staff Performance Management	
CLIENT STEPS  1. For Walk-in Application: Submits the accomplished Certification/ Documents	AGENCY ACTIONS  1. For Walk-in Application: Receives the submitted Certification/ Documents	TO BE PAID	TIME	Staff Performance Management	
CLIENT STEPS  1. For Walk-in Application: Submits the accomplished Certification/ Documents Request Slip.	AGENCY ACTIONS  1. For Walk-in Application: Receives the submitted Certification/ Documents Request Slip.	TO BE PAID	TIME	Staff Performance Management	
CLIENT STEPS  1. For Walk-in Application: Submits the accomplished Certification/ Documents Request Slip.  For Online:	AGENCY ACTIONS  1. For Walk-in Application: Receives the submitted Certification/ Documents Request Slip.  For Online	TO BE PAID	TIME	Staff Performance Management	
CLIENT STEPS  1. For Walk-in Application: Submits the accomplished Certification/ Documents Request Slip.  For Online: Fill out the	AGENCY ACTIONS  1. For Walk-in Application: Receives the submitted Certification/ Documents Request Slip.  For Online Application:	TO BE PAID	TIME	Staff Performance Management	
CLIENT STEPS  1. For Walk-in Application: Submits the accomplished Certification/ Documents Request Slip.  For Online: Fill out the Microsoft form	AGENCY ACTIONS  1. For Walk-in Application: Receives the submitted Certification/ Documents Request Slip.  For Online Application: Visits the	TO BE PAID	TIME	Staff Performance Management	
CLIENT STEPS  1. For Walk-in Application: Submits the accomplished Certification/ Documents Request Slip.  For Online: Fill out the Microsoft form (http://bit.ly/3q4tT	AGENCY ACTIONS  1. For Walk-in Application: Receives the submitted Certification/ Documents Request Slip.  For Online Application: Visits the database to	TO BE PAID	TIME	Staff Performance Management	
CLIENT STEPS  1. For Walk-in Application: Submits the accomplished Certification/ Documents Request Slip.  For Online: Fill out the Microsoft form	AGENCY ACTIONS  1. For Walk-in Application: Receives the submitted Certification/ Documents Request Slip.  For Online Application: Visits the	TO BE PAID	TIME	Staff Performance Management	

None

5 minutes

Staff

Performance

Management

Unit

2.1 Asks question for

confirmation.

2. Answers

additional

questions for the confirmation of

the requested documents.



2.2 For IPCR/DPCR	None	30 minutes	Staff
Request: Prints the scanned copy of IPCR/DPCR.	none	30 minutes	Performance Management Unit
For Faculty Evaluation Request: Generates and Prints the Faculty Evaluation Result through Automated Faculty Evaluation System (AFES).	None	30 minutes	
For Performance Rating of Non- Plantilla Item Request: Generates and Prints the Non- Teaching (Job Order) Evaluation Result through Automated Evaluation System for Non- Teaching Personnel (AES-NTP).	None	30 minutes	
For Performance Appraisal Request: Scans and prints the copy of Performance Appraisal Instrument (TSU-HRD-SF- 17 and TSU- HRD-SF-18).	None	45 minutes	
2.3 Certifies the requested document/s.	None	15 minutes	Unit Head Performance Management Unit



3. Receives the signed and certified true copy request document and fill out the Request	3.1 Releases the signed and certified documents to the requesting personnel.	None	5 minutes	Staff Performance Management Unit
Documents Logbook.  For Walk-In Request:	3.2 Have them sign the Request Documents Logbook for records purpose.	None	5 minutes	Staff Performance Management Unit
Retrieve at the Human	Note: For Online			
Resource Development and Management Office File Box.	Request, signed and certified documents were sent to the email address provided by the			
For Online	client.			
Request: Download at the provided email address.				
TOTAL FOR IPCR/DPCR, FACULTY EVALUATION, AND PERFORMANCE RATING OF NON-PLANTILLA ITEM REQUESTS:		None	1 Hour & 5 Minutes	
TOTAL FOR PERFORMANCE APPRAISAL REQUEST:		None	1 Hour & 20 Minutes	



# Training and Organizational Development Unit Internal Services



### 1. Process of Filing Cases and Complaints

This service allows TSU employees to file cases and complaint arising in the workplace following due process and procedures.

Office or Division:	Human Resource Deve and Organizational De	•	_	_
Classification:	Simple	velopinent c		, , , , , , , , , , , , , , , , , , , ,
Type of	G2G – Government to	Governmen	ıt	
Transaction:				
Who may avail:	All TSU Employees			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
Letter in Writing and That Includes the Formal Copy or a. Full name of common b. Address of common c. Full name of results and the common c. Full name of results and the common c. Position     Includes a common c. Position     Includes a common c. Full name of results and common c. Full name of results and common comm	ollowing Details 1 Duplicate): mplainant plainant spondent	The client v	will provide	
Omissions Allegedl Employee (1 Origin Duplicate)	ve Report Containing the Acts or ons Allegedly Committed by the yee (1 Original Copy or 1 ate)		The client will provide	
3. Certified True Copie Evidence and Affida any (1 Original Cop	avits of the Witness, if	The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CLIENT STEPS  1. Submit the documents to the Office of the University President.	AGENCY ACTIONS  1.1 Receives the submitted documents and endorses to the Human Resource Development and Management Office through Office of the Vice President for Administration and Finance.	REES TO BE PAID None	PROCESSING TIME 3 minutes	PERSON RESPONSIBLE Clerk Office of the University President



				Training and Organization Development Unit
	1.3 Informs parties of the schedule of the interview and mediation.	None	2 minutes	Technical Staff on Employee Relations Training and Organization Development Unit
2. Attend the interview and mediation at the HRDM Office.	2. Interviews the parties involved and facilitates initial mediation and amicable settlement.	None	1 hour	Director Human Resource Development and Management Office or Technical Staff on Employee Relations Training and Organization Development Unit
3. Wait for the resolution of the case.	3. Submits case report and recommends to the Office of the University President through the Vice President for Administration and Finance.	None	2 working days	Director Human Resource Development and Management Office Vice President Office of the Vice President for Administration and Finance  President Office of the University President
	TOTAL:	None	2 Working Days, 1 Hour & 35 Minutes	



#### 2. 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 Human Resource and Development Management Office (HRDMO).

Note: This service is a multi-stage process. Training and Organizational Development Unit only approve and endorse request/s for Scholarship status of Employee-scholars.

Office or Division:		Human Resource Development and Management Office - Training			
	and Organizational Development Unit (HRDMO-TODU)				
Classification:	Highly Technical				
Type of Transaction:	G2G – Government to	Governmen	it		
	Employee Scholars of	the Universi	itu		
Who may avail:	Employee-Scholars of REQUIREMENTS	the Universi	WHERE TO SEC	LIRE	
Request Letter with				JOILE	
Documents, if any (		THO OHOTH	viii provido		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Submit request letter together with	1.1 Receives and	None	15 minutes	Technical Staff	
the supporting	checks the request and documents			on Employee Relations	
documents, if any,	submitted.			Training and	
to the Training and	Submitted.			Organizational	
Organizational	Note: If the			Development	
Development Unit.	submitted document			Unit	
'	is incomplete,				
	notifies the scholar				
	and informs about				
	the lacking.				
	1.2 Discusses	None	15 minutes	Technical Staff	
	all the conditions to			on Employee	
	the requestor			Relations	
	relating to his/her request.			Training and Organizational	
	request.			Development	
				Unit	
	1.3 Organizes the	None	3 working days	Technical Staff	
	documents and			on Employee	
	coordinates with the			Relations	
	Faculty Scholarship			Training and	
	Committee (FSC)			Organizational	
	or Non-Academic			Development	
	Personnel			Unit	
	Scholarship Committee				
	(NAPSC) for the				
	schedule of the				
	meeting.				
	1.4 Through the	None	7 working days	Technical Staff	
	HRDM Office, the	-	3 7 -	on Employee	
	FSC/NAPSC			Relations	
	convenes to			Training and	
	evaluate and, if in			Organizational	
	the affirmative, shall				



	recommend the request for approval by the Office of the University President.			Development Unit  Members TSU- Faculty Scholarship Committee (FSC)/ or Non-Academic Personnel Scholarship Committee (NAPSC)
				President Office of the University President
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	Technical Staff on Employee Relations Training and Organizational Development Unit
	TOTAL:	None	13 Working Days & 30 Minutes	



#### 3. 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.

Note: This service is a multi-stage process. Training and Organizational Development Unit only approve and endorse In-house trainings and seminars.

Office or Division:	Human Resource Devel			ce - Training and
	Organizational Developr	nent Unit (H	RDMO-TODU)	
Classification:	Highly Technical			
Type of	G2G - Government to G	overnment		
Transaction:	TOULF			
Who may avail:	TSU Employees		WHERE TO SE	PLIDE
	REQUIREMENTS	Troining or	WHERE TO SEC	
1. Accomplished Train	ith Attachments, <i>if any</i>	Unit or dov	nd Organizational	Development
(3 Original Copies)	in Adaciments, il arry		v.tsu.edu.ph/medi	a/sshfq5e0/tsu-
(o original oopioo)			raining-request-for	
CLIENT STEDS	ACENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit Training Request Form (TRF) to the Office of Human Resource Development and Management.	1.1 Receives the submitted Training Request Form with other supporting documents.	None	2 minutes	Front Desk Clerk Office of Human Resource Development and Management or Training Assistant Training and Organization Development Unit
	<ul> <li>1.2 Reviews the submitted TRF and supporting documents.</li> <li>1.2.1 If approved, forward to the Budget Management Unit. If not, notify the client.</li> <li>1.2.2 If approved, forward to the Accounting Unit. If not, notify the client.</li> <li>1.2.3 If approved, forward to the respective Vice President of the</li> </ul>	None	5 minutes  1 working day  1 working day	Head Training and Organization Development Unit  Clerk Budget Management Unit  Clerk Clerk Clerk Clerk Accounting Unit



	requesting office. If not, notify the client.			Respective Vice President (AF, AA, PQA, RES)
	1.3 Endorses TRF for final approval of the President.	None	1 working day	Clerk Office of the University President
2. Announce the training details through DMS.	2.1 Secures a copy of the signed memo.	None	10 minutes	Training Assistant Training and Organization Development Unit
	2.2 Prepares necessary training needs prior to scheduled webinar: Zoom/MS Teams Link, Pre-registration Link and Post Training Evaluation, request to serve meal, if necessary.	None	3 working days	Training Assistant Training and Organization Development Unit
	TOTAL:	None	7 Working Days & 17 minutes	



#### 4. 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.

Note: This service is a multi-stage process. 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.

Office or Division:	Human Resource Developer			ce - Training and	
Classification:	Highly Technical		INDIVIO TODO)		
Type of	G2C – Government to G	overnment			
Transaction:		o voi i ii i o i i			
Who may avail:	Employee-Scholars of th	e University	1		
_	F REQUIREMENTS		WHERE TO SEC	CURE	
1. Accomplished Re	Accomplished Reinstatement Letter Form TSU-HDR-151 (Triplicate Copies)		Download at Tarlac State University Website <a href="https://www.tsu.edu.ph/media/1lrdi1mu/tsu-hrd-sf-151-revision-01-reinstatement-form.docx">https://www.tsu.edu.ph/media/1lrdi1mu/tsu-hrd-sf-151-revision-01-reinstatement-form.docx</a>		
Where he/she Gra (1 Original Copy) 3. Transcript of Reco	ords (with Special Order ols) (1 Original Copy)	The client will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
Submit     requirements to     the Office of the     University     President.	1.1 Endorses to the Office of Human Resource Development and Management 1.2 Endorses to the Employee Relations Staff.	None  None	TIME 1 minute  1 minute	Clerk Office of the University President  Messenger Office of Human Resource Development and Management	
	1.3 Receives the documents.  1.4 Through the HRDM Office, the FSC/NAPSC shall convene to evaluate and, if in the affirmative, shall recommend the	None	1 minute 7 working days	Technical Staff on Employee Relations Training and Organizational Development Unit Technical Staff on Employee Relations Training and Organizational Development Unit	



e 2 working da	Scholarship Committee (NAPSC)  President Office of the University President ays Technical Staff on Employee Relations Training and Organizational Development
	Organizational
е	2 working da



#### 5. 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.

Note: This service is a multi-stage process. Training and Organizational Development Unit only process and endorse request for Scholarship extension, approval depends on the evaluation of other processing office.

	<u>-</u>			
Office or Division:	Human Resource Dev	elopment an	d Management O	ffice - Training
	and Organizational De	evelopment L	Jnit (HRDMO-TOD	OU)
Classification:	Highly Technical			
Type of	G2C – Government to	Governmen	t	
Transaction:				
Who may avail:	Employee-Scholars of the University			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Letter of Intent Add	dressed to the Office	The client w	vill provide.	
of the University P	resident with an		•	
Endorsement from	the College			
Dean/Director and	concerned Vice			
President				
(1 Original Copy a	and 1 Photocopy)			
2. Updated Study Pla	n (1 Original Copy)			
3. Grade Reports (1 C	Original Copy)			
4. Certification from	the Adviser Indicating			
the Needed Perio	od by the Grantee to			
	e, <i>if any.</i> (1 Original			
Copy)	, , ,			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of	1.1 Endorses the	None	1 minute	Clerk

CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit Letter of Intent to the Office of the University President (OUP).      Note: Request to	1.1 Endorses the letter to the Human Resource Development and Management Office.	None	1 minute	Clerk Office of the University President
extend shall be made one (1) month before the current semester or end of summer or	1.2 Endorses to the Employee Relations Staff.	None	1 minute	Messenger Office of Human Resource Development and Management
midyear for the FSC actions and endorsement to the OUP.	1.3 Informs requestor of the needed requirements.	None	3 minutes	Technical Staff on Employee Relations Training and Organizational Development Unit
2. Submit the requirements.	2.1 Receives submitted documents.	None	1 minute	Technical Staff on Employee Relations Training and Organizational



				Development Unit
	2.2 Through the HRDM Office, the FSC/NAPSC shall convene to evaluate and, if in the affirmative, shall recommend the request for approval by the OUP.	None	7 working days	Technical Staff on Employee Relations Training and Organizational Development Unit  Members TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC)  President 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	Technical Staff on Employee Relations Training and Organizational Development Unit
	TOTAL:	None	9 Working Days & 6 Minutes	



#### 6. Processing of Application for Scholarship

This service provides opportunity for deserving faculty members and non-teaching personnel to pursue higher education.

Note: This service is a multi-stage process. Training and Organizational Development Unit only process and endorse scholarship application, approval depends on the evaluation of other processing office.

other processing off	ice.	ісаноп, аррг	ovai depends on t	ne evaluation of
Office or Division:	Human Resource Development and Management Office - Training and Organizational Development Unit (HRDMO-TODU)			
Classification:	Highly Technical	•	,	,
Type of	G2C – Government to	Governmen	t	
Transaction:				
Who may avail:	Permanent employees who have rendered two (2) years and above t			
	the University.			
	REQUIREMENTS		WHERE TO SEC	URE
Letter of Intent Add		The client w	vill provide	
of the University P				
Endorsement from	•			
Dean/Director and				
President (1 Origin				
2. Scholarship Applica	ation Form	Training and Organizational Development Unit		
(1 Original Copy)				
•	ce from the University	The client will provide		
	/she Plans to Enroll			
(1 Original Copy)	arfarmanaa Datina far			
	erformance Rating for CR rating period (1			
Original copy and	<b>O</b> .			
	ployment (1 Original			
Copy)	ployment (1 Original			
6. Medical Certificate	(1 Original Copy)			
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit Letter of	1.1 Endorses the	None	1 minute	Clerk
Intent to the Office	letter to the			Office of the
of the University	HRDM Office.			University
President.				President
	1.2 Endorses to the	None	1 minute	Messenger
	Employee			Office of Human

CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit Letter of Intent to the Office of the University President.	1.1 Endorses the letter to the HRDM Office.	None	1 minute	Clerk Office of the University President
	1.2 Endorses to the Employee Relations Staff.	None	1 minute	Messenger Office of Human Resource Development and Management
	1.3 Informs requestor of the needed requirements.	None	3 minutes	Technical Staff on Employee Relations Training and Organizational Development Unit
Submit the requirements	2.1 Receives submitted documents.	Non	1 minute	Technical Staff on Employee Relations



			Training and Organizational Development Unit
2.2 Through the HRDM Office, the TSU- Faculty Scholarship Committee (FSC)/Non- Academic Personnel Scholarship Committee (NAPSC)shall convene to evaluate and, if in the affirmative, shall recommend the application for approval by the OUP.	None	7 working days	Technical Staff on Employee Relations Training and Organizational Development Unit Members TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC)  President Office of the University President
2.3 Prepares and accomplishes CSW for Board Confirmation.	None	3 working days	Technical Staff on Employee Relations 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	Technical Staff on Employee Relations Training and Organizational Development Unit
TOTAL:	None	13 Working Days & 6 Minutes	



#### 7. 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

Note: This service is a multi-stage process. Training and Organizational Development Unit only process the application for sabbatical leave, approval depends on the evaluation of other processing office.

Office or Division: Human Resource Development and Management Office - Training

Office of Division:	and Organizational Development Unit (HRDMO-TODU)				
Classification:	Highly Technical	evelopment		DO)	
Type of	G2C – Government to	Governmen	nt .		
Transaction:	G2C – Government to	Governmen	ıı		
Who may avail:	TSU Faculty with Ten	(10) Years	and Above Tenure	9	
CHECKLIST OF F	7		WHERE TO SE		
1. Accomplished Applic	cation Form for	Training ar	nd Organizational	Development Unit	
Sabbatical			-	·	
(1 Original Copy and					
2. Proposed Program of	of Work	The client v	will provide		
(1 Original Copy)		EEEO TO	DD 00F00INO	PERCON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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 Program of Work to	the submitted documents.			President	
Office of the	1.2 Endorses verified	None	1 minute	Clerk	
University President.		110110	1 111111415	Office of the	
	Human Resource			University	
	and Development			President	
	Management				
	Office (HRDMO).				
	1.3 Receives and	None	1 minute	Messenger Office of Human	
	endorses the documents to the			Resource	
	Employee			Development	
	Relations Staff.			and	
				Management	
	1.4 Receives and	None	1 minute	Technical Staff	
	endorses the			on Employee	
	documents to the			Relations	
	Human Resource			Training and Organizational	
	and Development  Management			Development	
	Office (HRDMO)			Unit	
	Director.			or	
				Director	
				Office of Human	
				Resource	
				Development	
				and	
	1.5 Convenes and	None	7 working days	Management  Members	
	1.5 CONVENES AND	INOHE	i working days	INICHIDEIS	



	evaluates the applicant's proposed program of work.			TSU- Administrative Council
	1.6 Prepares and accomplishes CSW for Board Confirmation.	None	7 working days	Technical Staff on Employee Relations Training and Organizational Development Unit  Board of Regents Tarlac State University
2. Receive an update on the status of the application.	<ul><li>2. Notifies the applicant on the status of his/her application.</li><li>2.1 If approved, facilitates the contract signing.</li><li>2.2 If denied, inform the lacking.</li></ul>		3 working days	Technical Staff on Employee Relations Training and Organizational Development Unit
	TOTAL:	None	17 Working Days & 4 Minutes	



#### 8. Processing of Request for Thesis/Dissertation Financial Assistance

This service allows deserving Tarlac State University personnel to receive financial assistance as a support for the completion of their thesis or dissertation.

Note: This service is a multi-stage process. Training and Organizational Development Unit only process the Financial Assistance for Thesis/Dissertation, the approval depends on the evaluation of other processing office.

Office or Division:	Human Resource Development and Management Office - Training and Organizational Development Unit (HRDMO-TODU)		
Classification:	Highly Technical		
Type of	G2C – Government to Go	overnment	
Transaction:			
Who may avail:	Permanent TSU Personn Defended Research Prop	el Rendering For At Least Two (2) Years with posal	
CHECKLIST C	OF REQUIREMENTS	WHERE TO SECURE	
Form TSU-HRD-	on Financial Assistance	Training and Organizational Development Unit or download at <a href="https://www.tsu.edu.ph/media/okdnurao/tsu-hrd-sf-50-request-for-thesis-dissertation-financial-assistance-r01.docx">https://www.tsu.edu.ph/media/okdnurao/tsu-hrd-sf-50-request-for-thesis-dissertation-financial-assistance-r01.docx</a>	
TSU-HRD-SF-2	Permit to Study Form 7 v and 2 Photocopies)	Training and Organizational Development Unit or download at <a href="https://www.tsu.edu.ph/media/cxxmzync/tsu_h">https://www.tsu.edu.ph/media/cxxmzync/tsu_h</a> <a href="mailto:rd-sf-27-permit-to-study-form.pdf">rd-sf-27-permit-to-study-form.pdf</a>	
Individual Performance Commitment and Review Summary (IPCR) for the Past Two (2) years (1 Original Copy)      Research Proposal Certified by the Dean The client will provide  Training and Organizational Development Unit of the Commitment and Review Summary (IPCR) for the Past Two (12) years (1 Original Copy)  Training and Organizational Development Unit of the Commitment and Review Summary (IPCR) for the Past Two (12) years (1 Original Copy)  The Commitment and Review Summary (IPCR) for the Past Two (12) years (1 Original Copy)  The Commitment and Review Summary (IPCR) for the Past Two (12) years (1 Original Copy)  The Commitment and Review Summary (IPCR) for the Past Two (12) years (1 Original Copy)			
Concerned (1 Or	•	<u>'</u>	

CLIENT STEPS	AGENCY ACTIONS	BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1.1 Receives and	None	1 minute	Clerk
accomplished	verifies completeness			Office of the
forms and	of the submitted			University
supporting	documents.			President
	1.2 Endorses verified	None	1 minute	Clerk
the Office of the	documents to Human			Office of the
University	Resource and			University
President.	Development			President
	Management Office			
	(HRDMO).			
	1.3 Receives and	None	1 minute	Messenger
	endorses documents			Office of Human
	to the Employee			Resource
	Relations Staff.			Development
				and
	4.4.0	NI	7	Management
	1.4 Convenes and	None	7 working days	Technical Staff
	evaluates if the			on Employee
	thesis/dissertation is			Relations
	relevant with the			Training and
	development thrust of			Organizational
	the University, if			Development
	affirmative, shall			Unit



	endorse the application to the Budget Office to determine if there are funds available.			Members TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC)  Clerk Budget Management
	1.5 Endorses the application to the Office of the University President for approval.	None	3 days	Unit Clerk Office of the University President
	1.6 Endorses to the Employee Relations Staff.	None	1 minute	Messenger 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	Technical Staff on Employee Relations Training and Organizational Development Unit  Staff
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 Service Unit Technical Staff on Employee Relations Training and Organizational Development Unit
	TOTAL:	None	10 Working Days & 10 Minutes	



### **Employees' Welfare Unit**

**External Services** 



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

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

Office or	Human Resource Development and Management Office - Employees'		
Division:	Welfare Unit (HRDMO	-EWU)	
Classification:	Simple		
Type of	G2G – Government to	Government	
Transaction:	G2C – Government to	Client	
Who may avail:	Active or Inactive TSU Employee		
CHECKLIST OF	OF REQUIREMENTS WHERE TO SECURE		
1. Accomplished Ce	rtification / Documents	Human Resource Development and	
Request Slip TSI	U-HRD-SF-26	Management Office	
(1 Original Copy)			
2. For Inactive Employee – Approved		The client will provide	
Clearance (1 Original Copy)			
3. For Representat	ive - Authorization		
Letter (1 Original	Copy)		

Letter (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit accomplished Certification / Documents Request Slip.	1. For Walk-In: Receives the Certification / Documents Request Slip.	None	2 minutes	Staff Employees' Welfare Unit
For Online: Request for the employment details of the TSU personnel Concerned at <a href="https://hrdmo@tsu.edu.ph">https://hrdmo@tsu.edu.ph</a>	For Online Application: Checks the Certifications & Documents Request Form online excel file that acts as the database of the online form.	None	2 minutes	Staff Employees' Welfare Unit
2. Answer additional questions for the confirmation of the request and employment record.	2.1 Asks the requesting personnel for additional documents, if necessary.	None	2 minutes	Staff Employees' Welfare Unit
1,000.0.	2.2 Checks the 201 File Folder of the requesting personnel.	None	2 hours	Staff Employees' Welfare Unit
	2.3 Prepares and prints the certification.	None	15 minutes	Staff Employees' Welfare Unit
3. Receive the signed and dry-sealed request certificate.	3. Releases the signed and dry-sealed certification to the requesting	None	2 minutes	Staff Employees' Welfare Unit



personnel. Have them sign on the Certifications Logbook for records purposes, OR depending on the request of the personnel, scan the signed certification and send to the provided email address; or retrieve at the HR file box at a designated date and time.			
TOTAL:	None	2 Hours & 21 Minutes	



#### 2. Process of Request for Employment Verification

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

Office or	Human Resource Development and Management Office - Employees'				
Division:	Welfare Unit (HRDMC	D-EWU)			
Classification:	Simple				
Type of	G2G – Government to				
Transaction:	G2B – Government to				
Who may avail:	Any Government Age	ncies and Pi		NUDE	
	REQUIREMENTS	WHERE TO SECURE			
List of Personnel     Verified (1 Origin		The client will provide			
2. 201 File Folder of		Human Re	source Developmer	nt and	
(1 Original Copy)			ent Office or Record		
(1 Original Copy)	1	Unit	on Cines of Record		
	A OFNOV A OTIONO	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Request for the	1.1 For Walk-In /	None	2 minutes	Staff	
employment	Phone Call			Employees'	
details of the	Requests:			Welfare Unit	
TSU personnel	Receives and lists				
concerned.	the needed				
	details.				
For Online:	For Online:	None	2 minutes	Staff	
	Receives the	None	2 minutes		
Request for the employment	email from the			Employees' Welfare Unit	
details of the	Background			Wellale Utill	
TSU personnel	Investigator.				
Concerned at	1.2 For Walk-In /	None.	10 minutes	Staff	
hrdmo@tsu.ed	Phone Call	140110.	10 11111111100	Employees'	
u.ph	Requests or			Welfare Unit	
	Online:				
	Checks the				
	employment				
	records of the				
	personnel				
	concerned.				
	Verifies if the				
	requested person				
	is/was hired. Gathers needed				
	information.				
2. Receives	2. For Walk-In /	None	5 minutes	Staff	
feedback	Phone Call	140116	o minutes	Employees'	
regarding the	Requests:			Welfare Unit	
inquiry.	States the			<del></del>	
	information as per				
	recorded on the				
	201 File of the				
	personnel or on				
	the HRIS.				



For Online: Replies to the email sent by the background investigator / company. States the information as per recorded on the 201 File of the personnel or on the HRIS.	None	5 minutes	
Note: If concerned person is not found in the HRIS or 201 File, declare that the person has no employment record at TSU.			
TOTAL:	None	17 Minutes	



# **Employees' Welfare Unit**Internal Services



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

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

Office or	Human Resource Development and Management Office - Employees'				
Division:	Welfare Unit (HRDMO	-EWU)			
Classification:	Simple				
Type of	G2G – Government to	Government			
Transaction:	G2C – Government to	Client			
Who may avail:	Active or Inactive TSU	Employee			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
1. Accomplished Ce	rtification / Documents	Human Resource Development and			
Request Slip TSI	U-HRD-SF-26	Management Office			
(1 Original Copy)					
2. For Inactive Employee – Approved		The client will provide			
Clearance (1 Original Copy)					
3. For Representat	ive - Authorization				
Letter (1 Original Copy)					

Letter (1 Original Copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. For Walk-In: Submit accomplished Certification / Documents Request Slip.	1. For Walk-In: Receives the Certification / Documents Request Slip.	None	2 minutes	Staff Employees' Welfare Unit	
For Online: Request for the employment details of the TSU personnel Concerned at <a href="https://hrdmo@tsu.edu.ph">https://hrdmo@tsu.edu.ph</a>	For Online Application: Checks the Certifications & Documents Request Form online excel file that acts as the database of the online form.	None	2 minutes	Staff Employees' Welfare Unit	
2. Answer additional questions for the confirmation of the request and employment record.	2.1 Asks the requesting personnel for additional documents, if necessary.	None	2 minutes	Staff Employees' Welfare Unit	
1,000.0.	2.2 Checks the 201 File Folder of the requesting personnel.	None	2 hours	Staff Employees' Welfare Unit	
	2.3 Prepares and prints the certification.	None	15 minutes	Staff Employees' Welfare Unit	
3. Receive the signed and dry-sealed request certificate.	Releases the signed and dry-sealed certification to the requesting	None	2 minutes	Staff Employees' Welfare Unit	



personnel. Have them sign on the Certifications Logbook for records purposes, OR depending on the request of the personnel, scan the signed certification and send to the provided email address; or retrieve at the HR file box at a designated date and time.			
TOTAL:	None	2 Hours & 21 Minutes	



#### 2. Process of Request for Employment Verification

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

Office or Division:	Human Resource Development and Management Office - Employees' Welfare Unit (HRDMO-EWU)					
Classification:	Simple					
Type of	G2G – Government to					
Transaction:	G2B – Government to					
Who may avail:	Any Government Agencies and Private Companies					
	REQUIREMENTS		WHERE TO SEC	CURE		
1. List of Personnel		The client v	will provide			
Verified (1 Origin		Historia Da	Dl	-		
2. 201 File Folder o			source Developmer			
(1 Original Copy)		Unit	ent Office or Record	s and Archives		
		FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
Request for the employment details of the TSU personnel concerned.	1.1 For Walk-In / Phone Call Requests: Receives and lists the needed details.	None	2 minutes	Staff Employees' Welfare Unit		
For Online: Request for the employment details of the TSU personnel	For Online: Receives the email from the Background Investigator.	None	2 minutes	Staff Employees' Welfare Unit		
Concerned at hrdmo@tsu.ed u.ph	1.2 For Walk-In / Phone Call Requests or Online: Checks the employment records of the personnel concerned. Verifies if the requested person is/was hired. Gathers needed information.	None.	10 minutes	Staff Employees' Welfare Unit		
2. Receives feedback regarding the inquiry.	2. For Walk-In / Phone Call Requests: States the information as per recorded on the 201 File of the personnel or on the HRIS.	None	5 minutes	Staff Employees' Welfare Unit		



For Online: Replies to the email sent by the background investigator / company. States the information as per recorded on the 201 File of the personnel or on the HRIS.	None	5 minutes	
Note: If concerned person is not found in the HRIS or 201 File, declare that the person has no employment record at TSU.			
TOTAL:	None	17 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:	Employees' Welfare Unit – Office of Human Resource Development					
Classification:	and Management Simple					
Type of	G2G – Government to Government					
Transaction:	323 Government to Government					
Who may avail:	All Permanent, Temporary, Contractual, and Substitute Employees					
	REQUIREMENTS	,	WHERE TO SE			
1. Fully Accomplished	d Application for Leave	The client	will provide.			
Form (1 Original C	opy)					
2. Attachment/s depe		The client	will provide.			
leave availed (1 O	,					
Medical Certificate		000 (11				
3. Updated leave cre	dits balance		uman Resource	Development		
(1 Original Copy)		and Manag	PROCESSIN	PERSON		
<b>CLIENT STEPS</b>	AGENCY ACTIONS	BE PAID	G TIME	RESPONSIBLE		
1. Submit a fully-	1.1 For Walk-in	DE I AID	OTIME	Messenger		
accomplished	Applications:			Office of Human		
Application for	Receives Application	None		Resource		
Leave Form.	for Leave Form and			Development		
	endorse to			and		
	Employees' Welfare			Management		
	Unit personnel.			_		
				Staff		
	For Online		2 minutes	Employees'		
	Applications:	Nama		Welfare Unit		
	Check and receive	None				
	applications thru the Admin Module of					
	the Online Leave					
	Application Portal					
	(https://leave.tsu.ed					
	u.ph/LeaveApplicati					
	on)					
	1.2 For Walk-in			Staff		
	Applications:			Employees'		
	Check and update	None		Welfare Unit		
	the requesting					
	personnel's Leave Credits balance.					
	Credits balance.		5 minutes			
	For Online		J IIIIIIUIGS			
	Applications:					
	The checking and	None				
	updating of the					
	requesting					
	personnel's Leave					
	Credits balance is					
	automated by the					
	HRIS.					



	1.3 Process the approval/disapproval of the requesting personnel's Application for Leave.	None	1 hour	Staff Employees' Welfare Unit Head Employees' Welfare Unit  Vice President concerned Respective Office  University President Office of the University President
2. Receives the notification and inform the immediate supervisor regarding the approval of leave of absences	2.1 For Walk-in Applications: Informs requesting personnel of the status of their application. File the form on the personnel's File folder.	None	10 minutes	Staff Employees' Welfare Unit  Head Employees' Welfare Unit
OI ADSCITCES	For Online Applications: Once all signatories are done, the status of each online application is automatically reflected to the requesting personnel's Leave portal.	None		
	TOTAL:	None	1 Hour & 19 Minutes	



### 4. Process for Upgrading Plantilla Items

This process is for recording/upgrading of plantilla items using DBM generated system – PSIPOP

Office or Division:	Employees' Welfare Unit – Office of Human Resource						
	Development and Management						
Classification:	Simple						
Type of	G2G - Government to Government						
Transaction:							
Who may avail:	Recruitment, Selec	tion & Pror					
CHECKLIST OF R			WHERE TO S	SECURE			
<ol> <li>Appointment (CS Form No. 33-B, Revised 2018) List of Plantilla of Personnel and Salary Adjustment (1 Original Copy)</li> </ol>		The client will provide.					
CLIENT STEPS	AGENCY		PROCESSING				
	ACTIONS	BE PAID	TIME	RESPONSIBLE			
1. Submit	1.1 Receive	None	3 minutes	Staff			
Appointment of the				Employees' Welfare			
employees and/or List of Plantilla of	documents 1.2 Fill in items on	None	20 minutes	Unit Staff			
Personnel and	the system	NOHE	20 111111111111111111111111111111111111	Employees' Welfare			
Salary Adjustment	_			Unit			
,	the existing			J			
	items						
	1.3 Recheck the	None	10 minutes	Staff			
	data encoded			Employees' Welfare			
				Unit			
	1.4 Upload to	None	5 minutes	Staff			
	Department of			Employees' Welfare Unit			
	Budget Management			Offic			
2. Receive the	2.1 Notify the	None	7 minutes	Staff			
notification of the	President for	110110	7 1111111111111111111111111111111111111	Employees' Welfare			
status of the	review and			Unit			
upgrading of	approval						
plantilla							
	2.2 Notify the						
	client of the						
	status of the						
	upgrading of plantilla thru MS						
	Teams, Email						
	etc.)						
	TOTAL:	None	45 Minutes				



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

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

Office or Division  Classification:	n:	Human Resource Development and Management Office - Employees' Welfare Unit (HRDMO - EWU)		
Type of Transact	ion:	Simple	vernment to Gove	rnmont
Who may avail:	1011.			
willo illay avail.		Extended S	oyees Rendering (	Svertime of
CHECKLIST OF	REQUIREMENTS	Extended	WHERE TO SEC	CUDE
		The allegate		JUKE
1. Accomplished a	ded Services Form	The client	wiii provide	
(1 Original Copy	AGENCY	FEES TO	PROCESSING	PERSON
<b>CLIENT STEPS</b>	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the accomplished and duly signed Overtime/Exte nded Services Form	1.1 Receives and files the submitted document  1.2 Plot the overtime or extended services schedule as reflected on the submitted form	None	2 minutes 10 minutes	Staff-in-Charge Employee's Welfare Unit Staff-in-Charge Employee's Welfare Unit
2. Receive the printed the Daily Time Record (DTR)	2.Print and issue the plotted Daily Time Record (DTR) schedule	None	2 minutes	Staff-in-Charge Employee's Welfare Unit
	TOTAL:	None	14 Minutes	



#### 6. 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:	n: Employees' Welfare Unit – Office of Human Resource					
~: .:: <u> </u>	Development and Mana	gement				
Classification:	Simple					
Type of Transaction:	G2G – Government to G	iovernme	nt			
Who may avail:	Any active TSU employee, both Teaching and Non-Teaching,					
villo may avam.	permanent, temporary, contractual, and substitute status may go					
	to the HRDM Office to re					
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	ECURE		
the travel dates a purpose of the tra immediate super President concer	o Travel, which includes and destination and the avel, signed by the visor and the Vice and (1 Original Copy)	The clien	t will provide.			
<ol><li>Approved Application</li><li>Absence (1 Original Properties)</li></ol>						
Business travels	documents for Official and/or for CHED TSU-HRD-WI-20 (1					
		FEES	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	TIME	RESPONSIBLE		
1. Submit the fully accomplished Certification/ Documents Request Slip, as well as the University President-approved request letter to travel.	Receive the     Certification/     Documents Request     Slip and approved     request letter to     travel.	None	1 minute	Staff Employees' Welfare Unit		
2. Receive the checklist of the supporting documents needed for the approval of the request.	Issue the Checklist for Authority to Travel Abroad Requirements.	None	5 minutes	Staff Employees' Welfare Unit		
3. Submit the supporting documents for the request.	3.1 Receive and check the submitted supporting documents, have them photocopied for the preparation of the Authority to Travel Abroad (ATA) document.	None	5 minutes  10 minutes	Staff Employees' Welfare Unit		
	3.2 Prepare and print 2 copies of the	None	10 minutes	Staff		





1.8 Logs documents and forwards to the next processing office.	None	2 minutes	Receiving/ Releasing Staff Administrative Services Unit
TOTAL:	None	1 Working Day, 4 Hours & 22 Minutes	



# Administrative Service Unit Internal Services



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

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

Note: This service is a multi-stage process. The Administrative Services Unit (ASU) facilitates the preparation of Receiving Daily Time Record and attached documentary requirements to the preparation of payroll proof list for Overtime/Extended Services.

Office or Division:	Administrative Services Unit - Payroll Section (ASU-PS)				
Classification:	Simple				
Type of Transaction:	G2G - Government to Government				
Who may avail:	All TSU Personnel with Approved Authority to Render Overtime and Extended Services				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
<ol> <li>Approved Authority to Render Overtime/Extended Services (1 Original/1 Photocopy)</li> <li>Report on Overtime/Extended Services Rendered (2 Original Copies)</li> <li>Statement of Overtime/Extended Services (2 Original Copies)</li> <li>Accomplishments Reports (2 Original Copies)</li> <li>Daily Time Record (2 Original Copies)</li> </ol>		The client will provide			

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.  Note: Daily Time Records not duly signed shall not be accepted.	None	4 hours	Payroll Staff Administrative Services Unit
	1.2 Computes total / allowable number of hours rendered.	None	1 working day	Payroll Staff Administrative Services Unit
	1.3 Encodes total / allowable number of hours rendered including deductions, if any.	None	1 working day	Payroll Staff Administrative Services Unit
	1.4 Checks figures entered in the payroll / disbursement voucher.	None	5 minutes	Payroll Staff Administrative Services Unit



1.5 Prints payroll / disbursement voucher.	None	3 minutes	Payroll Staff Administrative Services Unit
1.6 Prepares Obligation Request.	None	3 minutes	Payroll Staff Administrative Services Unit
1.7 Prepares proof list (not applicable to single payee).	None	1 hour	Proof list in- charge Administrative Services Unit
1.8 Counter signs payroll / disbursement voucher and signs proof list.	None	5 minutes	Head Administrative Services Unit
1.9 Logs documents and forwards to the next office concerned.	None	2 minutes	Receiving/ Releasing Staff Administrative Services Unit
TOTAL:	None	2 Working Days, 5 Hours & 18 Minutes	



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

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

Note: This service is a multi-stage process. The Administrative Services Unit (ASU) 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.

Office or Division:	Administrative Services Unit - Payroll Section (ASU-PS)			
<b>Classification:</b>	Simple			
Type of Transaction:	G2G – Government to	Government		
Who may avail:	All TSU Lecturers, Part-Timers and Plantilla Personnel with Honorarium Class			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
1. Daily Time Reco	rd (DTR)	The client will provide		
(1 Original Copy	Signed by the			
Immediate Supe	rvisor)			
2. Summary of hou	rs rendered			
(1 Original Copy	and 1 Photocopy			
Signed by the Co	ollege Clerk and			
Dean)				
3. Approved Specia	al Order			
(1 Photocopy)				
4. Approved Make	Up Class Request, if			
any (1 Photocop	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.  Note: Daily Time Records not duly signed shall not be accepted.	None	1 hour	Receiving/ Releasing Staff Administrative Services Unit
and make up request (if any).	1.2 Checks DTRs and computes total number of hours rendered.	None	8 hours	Payroll Staff Administrative Services Unit
	1.3 Prepares payroll including encoding of deductions, if any.	None	15 minutes	Payroll Staff Administrative Services Unit
	1.4 Prints payroll / disbursement voucher and Obligation Request.	None	2 minutes	Payroll Staff Administrative Services Unit



1.5 Prepares proof	None	1 hour	Proof list
list <i>(not applicable</i>			in-charge
if single payee).			Administrative
			Services Unit
1.6 Counter signs	None	2 hours	Head
payroll /			Administrative
disbursement			Services Unit
voucher and signs			
proof list.			
1.7 Logs documents	None	2 minutes	Receiving/
and forwards to			Releasing Staff
the next office			Administrative
concerned.			Services Unit
		1 Working	
TOTAL:	None	Day, 2 Hours	
		& 19 Minutes	



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

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

Note: This service is a multi-stage process. The Administrative Services Unit (ASU) facilitates the preparation of receiving Daily Time Record (DTR) documents and attachments to preparation of payroll proof list for student assistants' salary.

Office or Division:	Administrative Services Unit - Payroll Section (ASU-PS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Student Assistants			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			
Dean)  2. Approved request	igned by the College letter (1 Photocopy)	The client will provide		
Certificate of Regist (1 Photocopy)	stration (COR)			

(ттполосору)				
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.	1.1 Receives DTR, documents and attachments.  Note: Daily Time Records not duly signed shall not be accepted.	None	10 minutes	Receiving/ Releasing Staff Administrative Services Unit
	1.2 Checks DTR and attachments.	None	2 working days	Payroll Staff Administrative Services Unit
	1.3 Computes total number of hours rendered.	None	10 minutes	Payroll Staff Administrative Services Unit
	1.4 Encodes total number of hours rendered.	None	3 minutes	Payroll Staff Administrative Services Unit
	1.5 Checks figures entered in the payroll / disbursement voucher.	None	1 minute	Payroll Staff Administrative Services Unit
	1.6 Prints payroll / disbursement voucher and Obligation Request.	None	2 minutes	Payroll Staff Administrative Services Unit
	1.7 Countersigns payroll / disbursement voucher.	None	5 minutes	Head Administrative Services Unit



1.8 Logs documents and forwards to the next office concerned.	None	2 minutes	Receiving/ Releasing Staff Administrative Services Unit
TOTAL:	None	2 Working Days & 33 Minutes	



### 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:	Administrative Services Unit (ASU)				
Classification:	Simple	Simple			
Type of Transaction:	G2G - Government to Government				
Who may avail:	All TSU Personnel				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
1. Properly accomp	-SF-30)	Administrat	tive Services Offic	е	
(1 Original Copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
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 Administrative Services Unit	
	1.2 Forwards the slip to the administrative staff in-charge.	None	1 minute	Receiving/ Releasing Staff Administrative Services Unit	
	1.3 Prepares, prints, and countersigns the document based on the information found.	None	4 hours	Administrative Staff Administrative Services Unit	
	1.4 Signs the document/s.	None	1 minute	Head Administrative Services Unit	
2. Acknowledges receipt of documents by signing in the outgoing logbook.	2. Logs the document/s.	None	1 minute	Receiving/ Releasing Staff Administrative Services Unit	
	TOTAL:	None	4 Hours & 6 Minutes		



# Records and Archives Unit Internal Services



### 1. Processing of Request in Compliance to Freedom of Information

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			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				CURE
(FOI) Request Fo	eedom of Information orm 7 (2 Original Copies)	Records ar	nd Archives Unit	
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit accomplished Freedom of Information Request Form to the Records	Receives and conducts the initial evaluation of the submitted form.  Note: If the form is	None	10 minutes	Staff Records and Archives Unit
and Archives Unit Office.	incompletely filled out, deny the request.			FOI Officer 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	Staff 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	

<sup>\*</sup> The total turnaround time includes processing of request/s needing highly technical procedures.



#### 2. 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	AU)	
Classification:	Complex	Complex		
Type of Transaction:	G2G - Governmen	t to Governr	ment	
Who may avail:	All TSU Employee	 S		
	REQUIREMENTS		WHERE TO SEC	URE
•			nd Archives Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON BESDONSIDIE
1. Submit the accomplished and duly signed Request for	1.1 Reviews the completeness of the submitted form.	None	TIME 1 working day	Staff 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 designated area.	None		Staff Records and Archives Unit
2. Receive One (1) copy of the signed Request for Authority to Dispose of Records or Use of Storage Form.	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	Staff 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.	Staff and Head Records and Archives Unit



 2.3 At 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		monuis.	
University			
President and			
approved by the			
National			
Archives of the			
Philippines			
Executive			
Director, thru the			
Records			
Management			
Services			
Division.		4 11 1	., ,
2.4 Once 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.			
2.5 Prepares			
invitation letter to			
the Commission			
on Audit resident			
auditor and			
Internal Audit			
Service as			
	1	I	
witness			
witness.	None	1 working day	Staff
2.6 Proceeds on the	None	1 working day	Staff Cashiering Unit
2.6 Proceeds on the sale of Valueless	None	1 working day	Staff Cashiering Unit
2.6 Proceeds on the sale of Valueless records	None	1 working day	
2.6 Proceeds on the sale of Valueless	None	1 working day	



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".



### 3. 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			
	REQUIREMENTS		WHERE TO SE	CURE
Accomplished Re Archives Materia TSU-RAU-SF-19	ls Form		nd Archives Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplishment form and fill out the visitor's	1.1 Reviews the completeness of the form submitted.	None	15 minutes	Staff Records and Archives Unit
logbook.	1.2 Conducts briefing to client.	None	15 minutes	Staff Records and Archives Unit
	1.3 Reproduces the requested material except when the original is not under custody.	None	15 minutes	Staff Records and Archives Unit
	1.4 Re-files the material.	None	1 working day	Staff Records and Archives Unit
2. Receive the requested material.	Releases the requested material.	None	1 working day	Staff Records and Archives Unit
	TOTAL:	None	2 Working Days & 45 Minutes	



## Supply and Property Management Unit External Services



## 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.

Office or Division:	Supply and Property Management Unit (SPMU)				
Classification:	Highly Technical				
Type of Transaction:	G2B – Government to	B – Government to Business Entity/ies			
Who may avail:	Suppliers/Contractors				
	REQUIREMENTS		WHERE TO SEC	CURE	
Approved Purcha     Order (1 Origina	l Copy)	Procureme			
Invoice/ Delivery     (1 Original Copy)	•		will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Suppliers present required documents for the delivery of items in the office of Supply and Property Management Unit.	Checks     completeness of     documents	None	20 minutes	Supplies and Materials Staff  Property, Plant and Equipment Staff  Supply and Property Management Unit	
2. Delivery of Item/s	2.1 Checks and receives delivery of item/s if in conformity with the specifications indicated in the Purchase Order / Work Order; count the items delivered.  Note: For cases of non-conformity with the specifications, return item to the supplier.	None	1 working day	Supplies and Materials Staff  Property, Plant and Equipment Staff  Supply and Property Management Unit	
	2.2 Prepares and issues Request for Inspection-to-Inspection Committee Member/s	None	30 minutes	Supplies and Materials Staff Property, Plant and Equipment Staff	



2.3 Prepares Inspection and Acceptance Report (IAR) for delivered items	None	2 working days	Supply and Property Management Unit Supplies and Materials Staff  Property, Plant and Equipment Staff  Supply and Property Management Unit
2.4 Checks and inspects the item/s if in conformity with the specifications indicated in the Purchase Order / Work Order; Signs Inspection and Acceptance Report	None	1 working day	Inspection Committee Member/s Supply and Property Management Unit
2.5 Accepts the item/s delivered; signs Inspection and Acceptance Report (IAR); furnished copy of Inspection and Acceptance Report to concerned offices	None	5 hours	Supplies and Materials Staff  Property, Plant and Equipment Staff  Committee Member/s Supply and Property Management Unit
2.6 Post delivered items manually and electronically in the property/stock/le dger card and supply inventory system	None	2 working days	Supplies and Materials Staff  Property, Plant and Equipment Staff  Supply and Property Management Unit
2.7 Prepares Disbursement Voucher (DV); checks and validates	None	3 working days	Clerk Head Supply and Property



attachments; forwards Disbursement Voucher to enduser to certify expenses incurred under his/her direct supervision; forward to the Accounting Office			Management Unit
Total:	None	9 Working 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.

Office or Division:	Supply and Property Management Unit (SPMU)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to	Business		
Who may avail:	Business Enterprises			
	REQUIREMENTS		WHERE TO SEC	CURE
	1 Certified Photocopy)	Municipal (		
<ol><li>Latest Income T (1 Certified Phot</li></ol>		Bureau of	Internal Revenue	
3. Sealed Bid Docu	ıments	Bids and A	wards Committee	on Disposal
(1 Set Original C	ору)	Secretariat		2222
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiries/     Secures     bidding     guidelines	Issues biding documents to interested bidder/s	None	30 minutes	Disposal Staff Disposal Secretariat Supply and Property Management Unit
2. Inspection of Items	Supervise the inspection of items for disposal	None	2 working days	Disposal Staff Supply and Property Management Unit
3. Attend Public Auction Conference	3. Conducts public auction through sealed public bidding or when circumstances warrant by viva voce	None	4 hours	Bids and Awards Committee on Disposal Supply and Property Management Unit
4. Submit sealed bid in the office of Supply and Property Management	4.1 Opening of Bids	None	4 hours	BAC Secretariat Supply and Property Management Unit
Unit	4.2 Evaluation of Bids	None	7 working days	Bids and Awards Committee Disposal Supply and Property Management Unit
5. Receive Notice of Award and Proceed	5. Prepares and Issues Notice of Awards and	None	3 working days	Secretariat



6. Payment of Bid Amount  7. Submit Official	Proceed to the winning bidder  6. Receives payment and issues Official Receipt  7. Records Official	Bid Amount	5 working days  Note: Upon receipt of Notice of Award and Notice to Proceed  4 hours	Bids and Awards Committee  Supply and Property Management Unit Cashiering Staff Cashiering Unit
Receipt	Receipt, prepares and issues gate pass			Bids and Awards Committee on Disposal  Disposal Staff Supply and Property Management Unit
8. Hauling of used/ unserviceable items	8. Checks and verifies items and documents	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	23 Working Days, 2 Hours, & 30 Minutes	



## Supply and Property Management Unit Internal Services



## 1. Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment

The service allows the requisition and issuance of supplies, materials, and equipment to end user/s.

Office or Division:	Supply and Property Management Unit (SPMU)			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Respective End-Users	S		
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			
Accomplished R     Slip (RIS)     (3 Original Copie     (1 Photocopy for     transferred to oth	es) items to be	Supply and Property Management Unit Downloadable at the TSU Website: <a href="https://www.tsu.edu.ph/media/hw1j3hyp/requion-and-issue-slip.docx">https://www.tsu.edu.ph/media/hw1j3hyp/requion-and-issue-slip.docx</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Requisition of Supplies, Materials and PPE: Submits accomplished Requisition Slip to the office of Supply and Property Management Unit.	1.1 Receives Requisition Slip for stock availability inquiry  1.2 Checks availability of stocks	None	5 minutes  3 hours	Receiving Staff Supply and Property Management Unit 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	Head Supply and Property Management Unit
2. For Issuance: Receives notice for available item/s	2. For Supplies and Materials, PPE, and Semi-Expendable PPE: Prepares and issue notice to	None	1 working day	Supply And Materials Staff Property, Plant and Equipment Staff Supply and Property



	ond			Monograma
	end-user/s for 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	items			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 For PPE:	None	2 working days	Head
	Prepares and signs Property Acknowledgeme nt Receipt (PAR)			Supply and Property Management Unit
4. Receipt of items	4.1 For Supplies and Materials: Checks, counts and 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: Checks, counts and issue items to end-user/s	None	2 working days	Property, Plant and Equipment Staff Supply and Property Management Unit



4.3 For Supplies, Materials, PPE and Semi- Expendable Supplies, Materials and PPE: Post issued items manually and electronically in the property/stock card and supply inventory system	None	1 working day	Supply And Materials Staff  Property, Plant and Equipment Staff Supply and Property Management Unit
4.4 Preparation and submission of Report of Supplies and Materials Issued and Report of Semi-Expendable Property Issued to the Accounting Office	None	3 hours	SPMU Accounting
Total In Supplies, And Materials	: None	3 Working Days, 8 Hours, & 10 Minutes	
Total In Semi-Expendable: Supplie and Materials, and PPE	10000	6 Working Days, 3 Hours & 10 Minutes	
Total In Supplies, And Material (Construction)		4 Working Days, 8 Hours, & 10 Minutes	
Total In PPE	: None	6 Working Days, 5 Hours, & 10 Minutes	



## 2. Processing of Request for Issuance of Clearance of Employee Availing Leave Beyond 30 Days

The service allows the verification and checking of the property accountability of the teaching and non-teaching personnel who are availing leaves beyond 30 days.

Office or Division:	Supply and Property I	Managemen	t Unit (SPMU)	
Classification:	Client Without Property Accountabilities: Simple Client with Property Accountabilities: Complex Client with Property Accountabilities and With Missing Accountabilities: Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching and Non- Te	eaching with	Plantilla Items	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
Clearance Form	(3 Original Copy)	Human Resource Development Management Office Downloadable at the TSU Website: <a href="https://www.tsu.edu.ph/media/ksslcbls/cs-form-07-clearance-form.pdf">https://www.tsu.edu.ph/media/ksslcbls/cs-form-07-clearance-form.pdf</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	FEES TO	PROCESSING	PERSON BESDONSIDIE
1. Forwards the Clearance Form for signature to the office of Supply and Property Management	1.1 Receives accomplished clearance form	None	TIME 3 minutes	Property, Plant and Equipment Staff  Supply and Property Management
Unit.	1.2 Verifies property accountability of client	None	10 minutes	Unit  Property, Plant and Equipment Staff  Supply and Property Management Unit
2. Request to check property accountability.	2. For Client Without Property Accountability: Signs the clearance For Client with Accountability: Checks and	None	1 minute	Receiving Clerk  Supply And Materials Staff  Head  Supply and Property Management
	verifies property accountability  For Client with Missing Property Accountability:	None	3 working days	Unit Property, Plant and Equipment Inventory Staff Head



		Prepares and computes the book value if there are missing			Supply and Property Management Unit
		property accountabilities	None	2 working days	Property, Plant and Equipment
					Inventory Staff
					Supply and Property Management Unit
					Accounting Staff Inventory Committee
3.	Client with Missing Property Accountabiliti es: Prepares Report of Lost, Stolen, Damaged or Destroyed Property/ Report of Lost, Stolen, Damaged or Destroyed Semi- Expendable Property	3. Receives notarized Report of Lost, Stolen, Damaged or Destroyed Property/ Report of Lost, Stolen, Damaged or Destroyed Semi- Expendable Property	None	5 minutes	Cashiering Staff Cashiering Unit
4.	Payment of corresponding amount	4. Receives payment and issue Official Receipt	Amount of assessed missing accounta bility/ies	2 hours	Cashiering Staff Cashiering Unit
5.	Submit photocopy of Official Receipt as proof of paid accountability	5.1 Records Official Receipt	None	5 minutes	Inventory Staff Supply and Property Management Unit
		5.2 Drop paid items from the Inventory System	None	5 hours	Property, Plant and Equipment Staff
					Supply and Property Management Unit



Total Of Client Without Property Accountabilities:	None	15 Minutes	
Total Of Client with Property Accountabilities:	Amount of assessed accounta bility/ies	3 Days, & 15 Minutes	
Total Of Client with Property Accountabilities and With Missing Accountabilities:	Amount of assessed missing accounta bility/ies	5 Working Days 7 Hours, & 25 Minutes	

Note: The total fees to be paid by the client with property accountabilities and with missing accountabilities is based on the computed book value of the item.



## 3. Processing of Request for Physical Inventory of Property Accountabilities

This service allows the client to request special inventory of property accountabilities.

Office or Division:	Supply and Property I	Supply and Property Management Unit (SPMU)			
Classification:	Complex				
Type of Transaction:	G2G – Government to Government				
Who may avail:	End-users/ Accountable Officers				
	REQUIREMENTS		WHERE TO SEC		
Accomplished Registration (1 Original Copy)	•	Downloada https://www sf-06-reque	est-slip.docx	ebsite: a/yjufpfkr/tsu-sup-	
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 Management Unit.	1.1 Receives, Records and Approves Request for Inventory	None	10 minutes	Inventory Staff Head Supply and Property Management Unit	
	1.2 Prepares checklist/ summary list and set schedule for Inventory	None	10 minutes	Inventory Staff Supply and Property Management Unit	
2. Attends set schedule of Inventory	2.1 Conducts Inventory	None	4 working days	Inventory Staff Supply and Property Management Unit	
	2.2 Prepares report on the conducted Inventory which includes list of Missing Property Accountabilities	None	2 working day	Inventory Staff Inventory Committee Supply and Property Management Unit  Accounting Staff Accounting Unit	
3. If there are missing property accountabilities: Prepares Report of Lost, Stolen,	3. Checks and receives notarized Report of Lost, Stolen, Damaged or Destroyed Property/ Report of Lost, Stolen,	None	5 minutes	Inventory Staff Supply and Property Management Unit	



		-		-
Damaged or Destroyed Property/ Report of Lost, Stolen, Damaged or Destroyed Semi- Expendable Property	Damaged or Destroyed Semi- Expendable Property			
4. Settles missing property accountabilities and submits Official Receipts or replacement of lost items as proof of settlement	4.1 Receives payment for the assessed amount of missing property accountabilities	Assessed amount of missing property accounta bilities	10 minutes	Cashiering Staff Cashiering Unit
	4.2 Receives and Records proof of settlement	None	5 minutes	PPE Staff Supply and Property Management Unit
	4.3 Drops property in the database/ Inventory Record	None	5 hours	PPE Staff 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/ie s	6 Working Days, 5 Hours, and 40 Minutes	



## 4. Processing of Request to Return to Stock Serviceable Properties That Are No Longer Needed by the End-User

The service allows to return the properties that are still serviceable but no longer needed by the end-user to the Supply and Property Management Unit.

Office or Division:	Supply and Property Management Unit (SPMU)				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	End-users/ Accountable Officers				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
Accomplished Request Slip     (1 Original Copy)		Supply and Property Management Unit/ Downloadable at the TSU Website <a href="https://www.tsu.edu.ph/media/yjufpfkr/tsu-sup-sf-06-request-slip.docx">https://www.tsu.edu.ph/media/yjufpfkr/tsu-sup-sf-06-request-slip.docx</a>			
2. Fully Accomplish (1 Original Copy	ned Inspection Report )	-	aintenance Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits accomplished Request Slip with attached Inspection Report to the office of Supply and Property Management Unit	1.1 Receives, checks and Approves Request to Return properties  1.2 Prepares and Issue Pull out Receipt	None	10 minutes 30 minutes	Receiving Staff Inventory Staff Head Supply and Property Management Unit Inventory Staff Supply and Property Management Unit Unit Unit	
Receives pull out Receipt	2.1 Pull out the properties to be returned	None	2 working days	Inventory Staff Supply and Property Management Unit	
	2.2 Prepares Inventory Transfer Report / Property Transfer Report to the Supply Officer and put label on the returned items using the number indicated on the Inventory	None	1 hour	Inventory Staff  Head Supply and Property Management Unit	



Transfer Report / Property Transfer Report			
TOTAL:	None	2 Working Days, 1 Hour, & 40 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.

Office or Division:	Supply and Property Management Unit (SPMU)				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	End-users/ Accountab	le Officers			
	REQUIREMENTS		WHERE TO SE		
Accomplished Re (1 Original Copy)	)	Supply and Property Management Unit/ Downloadable at the TSU Website <a href="https://www.tsu.edu.ph/media/yjufpfkr/tsu-sup-sf-06-request-slip.docx">https://www.tsu.edu.ph/media/yjufpfkr/tsu-sup-sf-06-request-slip.docx</a>			
(1 Original Copy)	ed Inspection Report )	Facility IVI	aintenance Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits accomplished Request to Transfer /Request Slip with attached fully accomplished Inspection Report to the office of Supply and Property Management Unit.	1.1 Receives, checks and Approves Request to Transfer of Property Accountabilities  1.2 Prepares Inventory Transfer Receipt for Semi- Expendable Property, Plant and Equipment and Property Transfer Receipt for Property, Plant and Equipment items	None	10 minutes  1 hour	Receiving Staff Inventory Staff Head Supply and Property Management Unit  Inventory Staff Head Supply and Property Management Unit Unit	
	1.3 Prepares Inventory Custodian Slip for Semi- Expendable Property, Plant and Equipment 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	



		1.4 Prepares and Issue notice to pull out items from the previous end- user	None	5 hours	Inventory and Property, Plant and Equipment Staff Supply and Property Management Unit
2.	Receives notice to pull out items to be transferred	Pull out items to be transferred to new end user	None	1 working day	Inventory and Property, Plant and Equipment Staff  Supply and Property Management Unit
3.	Receives items for Transfer and Inventory Custodian Slips/ Property Acknowledgem ent Receipts	3. Transfer items and issue Inventory Custodian Slips/ Property Acknowledgeme nt Receipts to new end-user	None	1 working day	Inventory and Property, Plant and Equipment Staff  Supply and Property Management Unit
		TOTAL:	None	2 Working Days 7 Hours And 10 Minutes	



## 6. Processing of Request to Condemn Unserviceable Property Accountabilities

This service allows clients to submit requests to condemn unserviceable and/or no longer needed properties.

Office or Division:	Supply and Property Management Unit (SPMU)				
Classification:	Complex				
Type of Transaction:	G2G – Government to Government				
Who may avail:	End-users/ Accountab	ole Officers			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
Accomplished Request Slip     (1 Original Copy)		Supply and Property Management Unit/ Downloadable at the TSU Website <a href="https://www.tsu.edu.ph/media/yjufpfkr/tsu-sup-sf-06-request-slip.docx">https://www.tsu.edu.ph/media/yjufpfkr/tsu-sup-sf-06-request-slip.docx</a> Facility Maintenance Unit			
2. Fully Accomplish (1 Original Copy	ned Inspection Report )	T actiffy ivia	interiarice Onit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
	ACENOT ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit accomplished Request to Condemn/ Request Slip	1.1 Receives, checks, and approves Request to condemn	None	10 minutes	Receiving Staff Disposal Staff Head	
with attached fully accomplished Inspection Report to the	unserviceable properties			Supply and Property Management Unit	
office of Supply and Property Management Unit.	1.2 Prepares and issue pull out slip to the end-user	None	1 working day	Disposal Staff Supply and Property Management Unit	
	1.3 Pull out item/s to condemn then transfer the item to the storage room for disposal	None	1 working day	Disposal Staff  Supply and  Property  Management  Unit	
	1.4 Prepares ITR/PTR to the Supply Officer and label the condemn properties using the number indicated on the ITR/PTR	None	1 working day	Disposal Staff  Head  Supply and Property Management Unit	
	TOTAL:	None	3 Working Days, & 10 Minutes		



### **Procurement Unit**

**External Services** 



### 1. Processing of Purchase Request / Job Order

The service allows offices and colleges of the university to submit Purchase Request or Job Order and be processed according to the law (RA 9184).

Office or Division:	Procurement Unit - Planning & Canvassing Division				
Classification:	Highly Technical				
Type of	G2B – Government to Business Entity/ies				
Transaction:	G2G – Government to Government				
Who may avail:	TSU Units, Offices and Colleges				
	REQUIREMENTS		WHERE TO SEC	CURE	
1. Accomplished Re Form (3 Original (		Budget Mo	nitoring Unit		
Accomplished Pur     (3 Original Copies)	rchase Request Form s)		able from TSU Por w.tsu.edu.ph/med est.xlsx)		
Requisition and Is     (3 Original Copies)		Downloada https://www	able from TSU Por	tal a/hw1j3hyp/requit	
4. Accomplished Job (3 Original Copies		Downloada	able from TSU Por w.tsu.edu.ph/med		
5. Purchase Reques		Contract M Unit	lanagement Divisi		
6. Job Order (3 Origi	. ,	Contract Management Division, Procurement Unit			
7. For Infrastructur or Layout (if appli	<b>e Projects,</b> Designs <i>cable)</i>	The client 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	



(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.  1.8 Posts requests	None	1 hour	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division  Staff-in-Charge Procurement Unit Staff-in-Charge
to be processed under Alternative Mode of Procurement with below 50,000 ABC.			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



T				1
	suppliers to the Technical Working Group (TWG) - Technical and End-User for the evaluation of items.			Planning and Canvassing Division
	1.12 Prepares the Abstract of Quotation for request undertaken through alternative mode of procurement.	None	2 hours	Staff-in-Charge Planning and Canvassing Division
	1.13 The Canvassing Unit shall route the Abstract of Quotation for signing by the BAC Members.	None	1 working day	Document Controller Procurement Unit
	1.14 Forwards the completed projects undertaken through public bidding together with all the supporting documents to the Contract Mgt. Unit for the preparation of Notice of Award and Purchase Order for the projects undertaken through alternative mode of procurement.	None	30 minutes	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division  Staff-in-Charge Procurement Unit
	1.15 Forwards the Notice of Award to the Office of the President for Approval.	None	1 working day	Staff-in-Charge Contract Mgt. Division
	1.16 Countersigns the Purchase Order.	None	5 minutes	<i>Unit Head</i> Procurement Unit
	1.17 Forwards the duly countersigned Purchase Order/Work Order (PO/WO) to the Budget Office for obligation for funds.	None	5 minutes	Staff-in-Charge Contract Mgt. Division



	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	Staff-in-Charge Contract Mgt. Division
	1.19 Forwards copy of duly confirmed Purchase Order/Work Order (PO/WO) to the Commission on Audit.	None	5 minutes	Staff-in-Charge Contract Mgt. Division
	1.20 Forwards all complete documents to the Supply and Property Management Unit (SPMU) for the fulfillment of contracts.	None	10 minutes	Staff-in-Charge Contract Mgt. Division
	1.21 Posts the awarded projects / contracts, for transparency, on a conspicuous place at the TSU website and on PhilGeps.	None	1 hour	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division  Staff-in-Charge
				Procurement Unit  Staff-in-Charge Planning and Canvassing Division
				Document Controller Procurement Unit
2. Receive notification on the approval of their request.	2. Informs the client on the approval of their request.	None	5 minutes	Staff-in-Charge 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	



### 2. 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).

Office or Division:	Procurement Unit - Bids and Awards Committee (BAC) Secretariat Division				
Classification:	Simple				
Type of	G2B – Government to B	Business Enti	ty/ies		
Transaction: Who may avail:	All Eligible Business Er	ntity/ioc			
	F REQUIREMENTS	ility/ies	WHERE TO SEC	LIRE	
1. Letter of Intent	TREGUIREMENTO	The client w			
	or 1 Electronic Copy)		p. 0 v. 0 0		
2. <i>If Paid via Ove</i> Receipt (1 Photo	<b>r-the-Counter,</b> Official ocopy)	Cashiering	Unit		
3. <i>If Paid via Onli</i> Receipt (1 Scan	<b>ne Banking,</b> Official ned Copy)	The client w	vill provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit all     requirements     and present all     original copies.	1.1 Receives the Letter of Intent and other requirements from prospective bidders.	None	5 minutes	Staff-in-Charge BAC Secretariat Procurement Unit	
	1.2 Assesses the submitted requirements and informs the contractors / suppliers on the fee.	None	5 minutes	Staff-in-Charge BAC Secretariat Procurement Unit	
2. Pay the fee at the Cashiering Unit.	2. Receives payment and issues Official Receipt.	Maximum Cost of Bidding Document s Based on the Approved Budget for the Contract (ABC) (See table below)	5 minutes	Staff-in-Charge Cashiering Unit	
3. Provide photocopy of the Official Receipt and submit complete set of bidding documents.	3. Requires the prospective bidder or supplier a complete set of bidding documents and a photocopy of the Official Receipt.	None	5 minutes	Staff-in-Charge BAC Secretariat Procurement Unit	



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



## **Procurement Unit**

**Internal Services** 



### 1. Processing of Purchase Request / Job Order

The service allows offices and colleges of the university to submit Purchase Request or Job Order and be processed according to the law (RA 9184).

Office or Division:	Procurement Unit - Planning & Canvassing Division				
Classification:	Highly Technical				
Type of	G2B – Government to	Business E	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 (		Budget Mo	nitoring Unit		
Accomplished Pur     (3 Original Copies)	rchase Request Form s)		able from TSU Por w.tsu.edu.ph/med est.xlsx)		
Requisition and Is     (3 Original Copies)		Downloada https://www	able from TSU Por	tal a/hw1j3hyp/requit	
4. Accomplished Job (3 Original Copies		Downloada	able from TSU Por w.tsu.edu.ph/med		
5. Purchase Reques		Contract M Unit	lanagement Divisi		
6. Job Order (3 Origi	Original Copies) Contrac Unit		t Management Division, Procurement		
7. For Infrastructur or Layout (if appli	<b>e Projects,</b> Designs <i>cable)</i>	The client	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	



(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.  1.8 Posts requests	None	1 hour	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division  Staff-in-Charge Procurement Unit Staff-in-Charge
to be processed under Alternative Mode of Procurement with below 50,000 ABC.			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
<ol> <li>1.11 Forwards the sealed quotation of contractors /</li> </ol>	None	1 working day	Staff-in-Charge



suppliers to the Technical Working Group (TWG) - Technical and End-User for the evaluation of items.			Planning and Canvassing Division
1.12 Prepares the Abstract of Quotation for request undertaken through alternative mode of procurement.	None	2 hours	Staff-in-Charge Planning and Canvassing Division
1.13 The Canvassing Unit shall route the Abstract of Quotation for signing by the BAC Members.	None	1 working day	Document Controller Procurement Unit
1.14 Forwards the completed projects undertaken through public bidding together with all the supporting documents to the Contract Mgt. Unit for the preparation of Notice of Award and Purchase Order for the projects undertaken through alternative mode of procurement.	None	30 minutes	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division  Staff-in-Charge Procurement Unit
1.15 Forwards the Notice of Award to the Office of the President for Approval.	None	1 working day	Staff-in-Charge Contract Mgt. Division
1.16 Countersigns the Purchase Order.	None	5 minutes	Unit Head 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	Staff-in-Charge Contract Mgt. Division
	1.19 Forwards copy of duly confirmed Purchase Order/Work Order (PO/WO) to the Commission on Audit.	None	5 minutes	Staff-in-Charge Contract Mgt. Division
	1.20 Forwards all complete documents to the Supply and Property Management Unit (SPMU) for the fulfillment of contracts.	None	10 minutes	Staff-in-Charge Contract Mgt. Division
	1.21 Posts the awarded projects / contracts, for transparency, on a conspicuous place at the TSU website and on PhilGeps.	None	1 hour	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division
				Staff-in-Charge Procurement Unit  Staff-in-Charge Planning and Canvassing Division
				Document Controller Procurement Unit
2. Receive notification on the approval of their request.	2. Informs the client on the approval of their request.	None	5 minutes	Staff-in-Charge 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	



# **Civil Security Unit**

**External Services** 



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

This service allows all stakeholders to gain access in reviewing the footages inside the university at a given place and time for the purpose of investigation.

Office or Division:	Civil Security Unit (CSU)			
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Transaction:	G2B – Government to		ntity/ies	
	G2G - Government to		•	
Who may avail:	All			
	REQUIREMENTS		WHERE TO SEC	CURE
1. Request Letter (1	• • • • • • • • • • • • • • • • • • • •	The client v	will provide	
2. Approved Letter S	-	Data Priva	cv Officer	
Investigation (1 O	riginai Copy)	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit the documentary requirements to the Civil Security Unit.      View on the monitor the requested	Accepts the document and asks information for further verification.      Flashes and reviews the CCTV footage in given	None	5 minutes	Administrative Aide  Unit Head  Chief for Operation  Security Guard on Duty Civil Security Unit  Administrative Aide
footage.	specific location and time.		20 working days	Unit Head  Chief for Operation  Security Guard on Duty Civil Security Unit
3. Submit the approved letter subject for investigation.	3. Accepts the approved letter and provides the specific footage/s needed as evidence.	None		Administrative Aide  Unit Head  Chief for Operation  Assistant Head  Unit Head Civil Security Unit



4. Accomplish the information in	Provides the log sheet.	None	1 minute	Administrative Aide
the log sheet before leaving the office.				Unit Head
				Chief for Operation
				Security Guard on Duty
				Civil Security Unit
	TOTAL:	None	20 Working Days & 6 Minutes	



### 2. 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	Governmer	<u>nt</u>	
Who may avail:	All Stakeholders	I		
	REQUIREMENTS		WHERE TO SEC	CURE
1. Letter of Complain		The client	will provide	
(1 Original Copy al	nd 1 Duplicate Copy)	FFFC TO	PROCECCING	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the needed document.	1.1 Accepts the document and inputs transaction or control number.	None	1 minute	Administrative Aide & Unit Head Civil Security
	1.2 Gathers information from the complainant and other factors.	None	15 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit
Wait for the copy of 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 to higher authority If the findings have probable cause. If not, amicable settlement is observed as an option.	None	20 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	5 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit
	TOTAL:	None	20 Working Days &	



	28 Minutes	

<sup>\*</sup> The total turnaround time considers the severity of the complaint being investigated.



# Civil Security Unit Internal Services



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

This service allows all stakeholders to gain access in reviewing the footages inside the university at a given place and time for the purpose of investigation.

Office or Division:	Civil Security Unit (CSU)			
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Transaction:	G2B – Government to		ntity/ies	
	G2G - Government to		•	
Who may avail:	All			
	REQUIREMENTS		WHERE TO SEC	CURE
1. Request Letter (1	• • • • • • • • • • • • • • • • • • • •	The client v	will provide	
2. Approved Letter S	-	Data Priva	cv Officer	
Investigation (1 O	riginai Copy)	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit the documentary requirements to the Civil Security Unit.      View on the monitor the requested	Accepts the document and asks information for further verification.      Flashes and reviews the CCTV footage in given	None	5 minutes	Administrative Aide  Unit Head  Chief for Operation  Security Guard on Duty Civil Security Unit  Administrative Aide
footage.	specific location and time.		20 working days	Unit Head  Chief for Operation  Security Guard on Duty Civil Security Unit
3. Submit the approved letter subject for investigation.	3. Accepts the approved letter and provides the specific footage/s needed as evidence.	None		Administrative Aide  Unit Head  Chief for Operation  Assistant Head  Unit Head Civil Security Unit



4. Accomplish the information in	Provides the log sheet.	None	1 minute	Administrative Aide
the log sheet before leaving the office.				Unit Head
				Chief for Operation
				Security Guard on Duty Civil Security
				Unit
	TOTAL:	None	20 Working Days & 6 Minutes	



### 2. 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	Governmer	<u>nt</u>	
Who may avail:	All Stakeholders	I		
	REQUIREMENTS		WHERE TO SEC	CURE
1. Letter of Complain		The client	will provide	
(1 Original Copy al	nd 1 Duplicate Copy)	FFFC TO	PROCECCING	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the needed document.	1.1 Accepts the document and inputs transaction or control number.	None	1 minute	Administrative Aide & Unit Head Civil Security
	1.2 Gathers information from the complainant and other factors.	None	15 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit
Wait for the copy of 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 to higher authority If the findings have probable cause. If not, amicable settlement is observed as an option.	None	20 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	5 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit
	TOTAL:	None	20 Working Days &	



	28 Minutes	

<sup>\*</sup> The total turnaround time considers the severity of the complaint being investigated.



# **Dental Unit**

**Internal Services** 



### 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			
Transaction:	G2G – Government to			
Who may avail:	Currently Enrolled TS	U Students		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Request Form TSU-DHO-SF-10		Dental Un	it	
(1 Original Copy)				
OLIENT OTERO	A OFNOV A OTIONO	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Fill out Request     Form for Dental     Certificate.	<ul> <li>1.1 Reviews the request together with the dental record of the requisite.</li> <li>1.2 Lists the procedure/s done in the draft.</li> <li>1.3 Forwards the draft to the Dental Clerk.</li> </ul>	None	8 minutes	Dentist Dental Unit
	1.4 Prepares and reviews the document.			Dental Clerk Dental Unit  Dental Assistant, Dental Unit
	1.5 Certifies and signs the dental certificate, if there is no error found.  Note: If there's an error found, return to the Dental Clerk for correction. Then, certify and sign.			<i>Dentist</i> Dental Unit
2. Register at the Daily Accomplishment Log (TSU-DHO-SF-14), when told to do so by the Dental Clerk.	2. Releases the certificate once certified or signed by the dentist.	None	20 minutes	Dentist and Dental Clerk Dental Unit
	TOTAL:	None	28 Minutes	



# **Medical Unit**

**Internal Services** 



#### 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		nt		
Who may avail:	Currently Enrolled TS	U Students	and TSU Employe	es	
_	REQUIREMENTS		WHERE TO SEC		
1. Certificate of Reg	jistration	The client	will provide		
(1 Original Copy)					
2. Covid-19 Vaccina	ation Card				
(1 Original Copy)					
3. Eligibility Form if		Sports Dev	elopment and Ma	nagement Unit	
(1 Original Copy)					
4. Accomplished an		Medical Ur	nit		
•	SU-MSO-SF-06 with				
attachment/s - (1					
5. Laboratory Resul		The client	will provide		
	On-The-Job Training				
(1 Original Copy)					
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all	1.1 Receives and	None	1 minute	Nurse-on-Duty	
necessary	verifies the	INOTIC	i illillate	Medical Unit	
documents.	submitted			Wiedical Offic	
addaments.	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 If findings are	None	5 minutes	Nurse-on-Duty	
	<i>normal</i> , endorses			Medical Unit	
	the results of data				
	gathering to the				
	Medical Doctor for				
	signing.			N 5	
	1.3.2 <i>If with</i>	None	5 minutes	Nurse-on-Duty	
	inconclusive			Medical Unit	
	findings, refers to				
	the Medical				
	Doctor. If the MD				
	is not available, schedules a				
	consultation.	consultation.			



2. With Inconclusive Findings, proceed to the Medical Doctor	2.1. Evaluates the data gathered and conducts further Physical Examination.	None	15 minutes	Medical Doctor Medical Unit
(or on the schedule date)	2.2. Evaluates the findings and gives recommendation.	None	30 minutes	Medical Doctor 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	Nurse-on-Duty Medical Unit
Medical Certificate and/or Health Teaching (as needed), 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	Nurse-on-Duty Medical Unit
	3.3 Releases the Medical Certificate.	None	2 minutes	Nurse-on-Duty Medical Unit
	TOTAL:	None	1 Hour & 7 Minutes	



# Pollution Control and Safety Unit Internal Services



# 1. 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 ar	Pollution Control and Safety Unit (PCSU)			
Classification:	College-based Eve	•			
Olassilloation.	University-wide Eve			chnical	
Type of	G2G - Government G2C - Government		nent		
Transaction:	G2C - Government	to Citizen			
Who may avail:	TSU Students and	Employees			
	REQUIREMENTS		WHERE TO SEC	CURE	
	st Letter of the Activity	The client	will provide		
and the Assistan	•				
Venue (1 Origina		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit the	1.1 Receives the	None	5 minutes	Staff	
approved	letter from the			Pollution Control	
request letter of	requesting office.			and Safety Unit	
inspection addressed to	1.2 Reviews and	None	10 minutes	Staff	
PCSU Unit	confirms the letter			Pollution Control	
Head.	as an approval of the inspection.			and Safety Unit	
2. Receive the	2. Informs the client	None	5 minutes	Staff	
date for the	regarding the			Pollution Control	
inspection.	date of			and Safety Unit	
	inspection.				
3. Inspect	3. Inspects the area	None	2 hours	Staff	
together with Pollution	or venue of the event with the			Pollution Control and Safety Unit	
Control and	presence of the			and Salety Offic	
Safety Unit	client.				
personnel.					
	Note: If there are	None	1 hour		
	non-conformity found the				
	area/venue,				
	generate an				
	Occupational				
	Health and Safety				
	Site Observation				
	Report (TSU-				
4.Receive the	PCS-SF-10). 4. Communicates	None	1 hour	Staff	
Occupational	non-	1,0110	1 11001	Pollution Control	
and Safety Site	conformity/ies by			and Safety Unit	
Observation	forwarding the				
report.	Occupational				
	Health and Safety Site Observation				
	Report for				
	corrective action.				



			T	,
5. Act on the non- conformity indicated in the given Occupational Health and Safety Site Observation	Note: If there are no non-conformity/ies, proceed to Agency Action No. 6.1.  5. Re-inspects the area for verification of the corrective action done by the client.	None	2 hours	Staff Pollution Control and Safety Unit
Report. 6. Receive the Certificate (TSU-PCS-SF-	6.1 Issues the Certificate (TSU- PCS-SF-12).	None	1 hour	Staff Pollution Control and Safety Unit
12).	6.2 Logs 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	Staff Pollution Control and Safety Unit
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	Staff Pollution Control and Safety Unit
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		7 Days, 3	
EVENTS OR ACTIVITIES, IF	None	Hours & 50	
COMPLIANT:		Minutes	
TOTAL FOR UNIVERSITY WIDE		7 Days, 7	
EVENTS OR ACTIVITIES, IF NON-	None	Hours & 50	
COMPLIANT:		Minutes	



# Office of the Vice President for Academic Affairs Internal Services



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

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

Office or Division:	Office of the Vice President for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
	G2G – Government to Government			
Who may avail:	TSU Employees &	Students		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
A. Travel Order for Stu	udents on Local O	ff-Campus Activities		
1. Letter of Invitation (1	Original Copy)	Office of the College Dean		
2. Endorsement (1 Orig				
3. Letter of Request to				
Participate in the Acti	ivity			
(1 Original Copy)				
4. Photocopy of Studen	t's ID	The client will provide		
(1 Original Copy)	t:			
5. Certificate of Registra	ation			
(1 Original Copy) 6. Medical Clearance		Lipiyaraity Madical Clinia		
(1 Original Copy)		University Medical Clinic		
7. Duly Notarized Signe	nd Consent Form	Office of Student Affairs and Services		
by Parent / Guardian		Office of olddern Affairs and octologs		
8. Itinerary of the Trip /		Secretariat of the Student Organization /		
Minutes of the Meetir		Student Organization Adviser		
Organization (1 Origi	•	3		
9. If Financial Collection				
Breakdown of Budge	t or Expenses			
(1 Original Copy)				
10. Minutes of Meeting		Secretariat of the Student Organization /		
Guardians (1 Origina	l Copy)	Student Organization Adviser / Office of the		
(if applicable)		College Dean		
11. Transportation for the Activity		TSU Motor pool Transportation Provider		
12. If No TSU Vehicle		Transportation Provider		
Insurance of the				
<ul> <li>Certification in good condition of the vehicle</li> </ul>				
Certification that the driver has				
acceptable driving record)				
(1 Original Copy)				
13. For Supervising Faculty or		Office of the College Dean		
Personnel-in-Charge, if the Faculty -		3		
Student Ratio is 1:30,				
Accomplished Faculty Loading and				
Make-up form (1 O				
B. Individual Performance Commitment and Review (IPCR) /				
Department Performance Commitment and Review (DPCR) – (Faculty Personnel)				
1. For Faculty Member	r –	The client will provide		

_				1906
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	t Chairpersons / (	College Deans
C. Payroll / Voucl	her / Request to Render	r Overtime/	Request for Fun	ding
1. Letter to Reque	st to Render Overtime,	The client	will provide	0
2. Accomplished A	authority to Render ses <i>TSU-ASU-SF-02</i> -	Affairs or d	e Vice President f ownload at v.tsu.edu.ph/medi authority-to-render	a/1mikgujh/tsu-
Approved Requ     (1 Original Copy     Approved Speci     Time Record (1	() al Order and Daily		e College Dean /	
	for Lecturers, Part-time	ers, and Te	nured Faculty wi	th Honorarium
Faculty Loading     of Students (1 C	with Specified Number Original Copy)	Office of th Chairperso	e College Dean / n	Department
E. Travel Order fo	or Teaching Personnel			
1. Invitation Letter		The client		
	etter (1 Original Copy)	Office of the College Dean		
3. Faculty Loading		Respective	College	
4. For weekday official travel/business, Signed make-up class form				
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. Present the	1.1 Receives and	BE PAID None	TIME 10 minutes	RESPONSIBLE Clerk
requirements to the Office of the Vice President for Academic	reviews the completeness of the submitted documents.	None	10 minutes	Office of the Vice President for Academic Affairs
Affairs.	Note: If submitted documents are incomplete, return and inform the lacking.			
	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	Clerk Office of the Vice President for Academic Affairs

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



# Office of the Admission and Registration External Services



#### 1. Enrollment Procedure for Shifters and Returnees

This service allows students to change course (shifters) or return to the university (returnees).

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for the receiving of documents and admission of the student. On the other hand, the Colleges are only responsible for the pre-assessment during the enrollment period.

Office or				
Office or Division:	Office of the Admission and Registration (OAR)			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Existing and Incoming	TSU Stude	ents	
	REQUIREMENTS		WHERE TO SE	CURE
A. FOR SHIFTERS				
1. Accomplished Ap	plication Form for	Office of A	Admission and Reg	gistration or
Shifter TSU-REG		download		
(1 Original Copy)		https://ww	w.tsu.edu.ph/med	ia/3bpl3ifq/h-
( )			n-form-for-shifter.p	
2. Report of Grades			will provide (from	
(1 Original Copy)			•	,
3. Counseling Repo	rt (1 Original Copy)	Guidance	and Counseling L	Init
B. FOR RETURNE	ES			
1. Accomplished No	tice of Acceptance	Office of A	Admission and Reg	gistration or
TSU-ORA-SF-14	- (1 Original Copy)	download	at	
		https://ww	w.tsu.edu.ph/med	ia/432jmwug/k-
		notice-of-a	acceptance.pdf	
2. Accomplished Ad		Office of A	Admission and Re	gistration
	<ul><li>(1 Original Copy)</li></ul>			
3. Report of Grades		The client	will provide (from	Student Portal)
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Shifters:	1. For Shifters:	None	1 hour	Faculty
Inquire to the	Attends to the			
Accepting				in-Charge
	inquiry and			_
College if there	inquiry and checks availability			in-Charge
is an available				in-Charge
is an available slot for the	checks availability			in-Charge
is an available	checks availability			in-Charge
is an available slot for the chosen course.	checks availability of slot.			<i>in-Charge</i> College
is an available slot for the chosen course.  For Returnees:	checks availability of slot.  For Returnees:	None	1 hour	in-Charge College Faculty
is an available slot for the chosen course.  For Returnees: Inquire to the	checks availability of slot.  For Returnees: Attends to the	None	1 hour	in-Charge College Faculty in-Charge
is an available slot for the chosen course.  For Returnees: Inquire to the college if there	checks availability of slot.  For Returnees: Attends to the inquiry and	None	1 hour	in-Charge College Faculty
is an available slot for the chosen course.  For Returnees: Inquire to the college if there is an available	checks availability of slot.  For Returnees: Attends to the inquiry and checks availability	None	1 hour	in-Charge College Faculty in-Charge
is an available slot for the chosen course.  For Returnees: Inquire to the college if there is an available slot for the	checks availability of slot.  For Returnees: Attends to the inquiry and	None	1 hour	in-Charge College Faculty in-Charge
is an available slot for the chosen course.  For Returnees: Inquire to the college if there is an available	checks availability of slot.  For Returnees: Attends to the inquiry and checks availability of slot.	None	1 hour	in-Charge College Faculty in-Charge
is an available slot for the chosen course.  For Returnees: Inquire to the college if there is an available slot for the	checks availability of slot.  For Returnees: Attends to the inquiry and checks availability of slot.  Note: If no slot is	None	1 hour	in-Charge College Faculty in-Charge
is an available slot for the chosen course.  For Returnees: Inquire to the college if there is an available slot for the	checks availability of slot.  For Returnees: Attends to the inquiry and checks availability of slot.  Note: If no slot is available, inform	None	1 hour	in-Charge College Faculty in-Charge
is an available slot for the chosen course.  For Returnees: Inquire to the college if there is an available slot for the chosen course.	checks availability of slot.  For Returnees: Attends to the inquiry and checks availability of slot.  Note: If no slot is available, inform the student.			in-Charge College Faculty in-Charge College
is an available slot for the chosen course.  For Returnees: Inquire to the college if there is an available slot for the chosen course.  2. For Shifters:	checks availability of slot.  For Returnees: Attends to the inquiry and checks availability of slot.  Note: If no slot is available, inform the student.  2. For Shifters:	None	1 hour 2 hours	in-Charge College Faculty in-Charge College
is an available slot for the chosen course.  For Returnees: Inquire to the college if there is an available slot for the chosen course.	checks availability of slot.  For Returnees: Attends to the inquiry and checks availability of slot.  Note: If no slot is available, inform the student.			in-Charge College Faculty in-Charge College



proceed to the College Dean of the current course, with the Application Form for Shifter and other related documents, for the signing of release.	signing of Application Form for Shifter (Releasing Dean Section).			
For Returnees: If a slot is available, proceed to the College Dean to secure approval.	2.1 For Returnees: Receives and checks the completeness of the related documents.	None	1 hour	College Clerk College
	2.2 For Returnees: Checks the student's record in the Enrollment System and signs the Notice of Acceptance Form.	None	1 hour	College Clerk College & Dean College
3. For Shifters: Proceed to the Dean of the Accepting College to secure the approval.	3.1 For Shifters: Receives and checks the completeness of the duly signed Application Form for Shifter and other related documents.	None	1 hour	College Clerk College
	3.2 For Shifters: Checks the student's record in the Enrollment System and signs the Application Form for Shifter (Accepting Dean Section).	None	2 hours	College Clerk College & Dean College
For Returnees: Proceed to the Admission Unit and submit the duly signed forms with other related documents.	3.1 For Returnees: Receives and verifies submitted documents and changes status of the students on the system.	None	1 hour	Staff-in-Charge Office of Admission and Registration
	Note: If incomplete	None	1 hour	Staff-in-Charge



	requirements, accept the submitted documents and issue promissory note duly signed by the applicant.  3.2 For Returnees: Signs the Admission Slip and informs student to check the status via student portal (https://student.ts u.edu.ph/).			Office of Admission and Registration
4. For Shifters: Proceed to the Admission Unit and present the duly signed Application Form for Shifter with other related documents.	4. For Shifters: Receives and verifies submitted documents.  Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the applicant.	None	1 hour	Staff-in-Charge Office of Admission and Registration
5. For Shifters: Receive Admission Slip with Student Number.	5.1 For Shifters: Issue Admission Slip with Student Number.  5.2 For Shifters: Informs student to check the status of shifting via student portal (https://student.ts u.edu.ph/).	None None	2 minutes 1 minute	Staff-in-Charge Office of Admission and Registration  Staff-in-Charge Office of Admission and Registration
	TAL FOR SHIFTERS:	None	7 Hours & 3 Minutes 5 Hours	
TOTAL FOR INLIGHTELO.				

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



#### 2. Enrollment Procedure for Transferees and Second Coursers

The service allows transferees and second coursers to enroll subjects on their chosen course.

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for the receiving of documents and admission of the student. On the other hand, the Colleges are responsible for the pre-assessment and the Office of Management Information Systems is responsible for the creation of Office 365 account during the enrollment period.

Office or Division:	Office of the Admission and Registration (OAR)			
Classification:	Simple			
Type of	G2C – Government to	Citizen		
Transaction:				
Who may avail:	Transferees and Second Coursers			
	REQUIREMENTS	WHERE TO SECURE		
A. FOR TRANSFER	REES			
1. Accomplished and	d Duly Signed Notice	Office of Admission and Registration or		
of Acceptance TS	SU-ORA-SF-14 -	download at		
(1 Original Copy)		https://www.tsu.edu.ph/media/432jmwug/k-		
		notice-of-acceptance.pdf		
2. Accomplished and	d Duly Signed	Office of Admission and Registration –		
Admission Slip fo		Admission Unit		
•	- (1 Original Copy)			
3. Accomplished and		Office of Admission and Registration or		
Application Form		download at		
	- (1 Original Copy)	https://www.tsu.edu.ph/media/skgbckmg/b-		
	( 0 1)/	application-form-for-admission-graduate-		
		school-prof-ed-takers-2nd-courser-and-		
		transferees.pdf		
4. Accomplished and Duly Signed		Office of Admission and Registration		
	n <i>TSU-ORA-SF-16</i> –			
(1 Original Copy)				
5. Transfer of Crede	ntials or Honorable	Previous School or University		
Dismissal (1 Origi	nal Copy)	•		
6. Official Transcript	of Records (TOR) or			
Duly Signed (by F	Registrar) Copy of			
Grades Used for	Evaluation –			
(1 Original Copy)				
7. Good Moral Char	acter			
(1 Original Copy)				
8. TSU Psychologic	al Result	Guidance and Counseling Unit		
(1 Original Copy)				
9. 2x2 Colored Pictu	res on White	The client will provide		
Background Take	n Within the Last Six			
(6) Months (2 Original Control of the Control of th	ginal Copies)			
	tics Authority (PSA) –			
Birth Certificate (	1 Photocopy)			
	ate (1 Original Copy)			
12. Self-Stamped M	ailing Envelope			
(1 pc)				
13. Long Brown Env	velope (1 pc)			
B. FOR SECOND C				



Accomplished and Duly Signed Notice     of Acceptance TSU-REG-SF-14 –	Office of Admission and Registration or download at
(1 Original Copy)	https://www.tsu.edu.ph/media/432jmwug/k-
	notice-of-acceptance.pdf
2. Accomplished and Duly Signed	Office of Admission and Registration or
Application Form for Admission	download at
TSU-REG-SF-12 - (1 Original Copy)	https://www.tsu.edu.ph/media/skgbckmq/b-
	application-form-for-admission-graduate-
	school-prof-ed-takers-2nd-courser-and-
	<u>transferees.pdf</u>
3. Accomplished and Duly Signed	Office of Admission and Registration
Admission Slip TSU-REG-SF-05 –	
(1 Original Copy)	
4. Transfer of Credentials or Honorable	Previous School or University
Dismissal (1 Original Copy)	
5. Official Transcript of Records (TOR) or	
Duly Signed (by Registrar) Copy of	
Grades Used for Evaluation –	
(1 Original Copy)	
6. 2x2 Colored Pictures on White	The client will provide
Background Taken Within the Last Six	
(6) Months - (2 Original Copies)	
7. Philippine Statistics Authority (PSA) –	
Birth Certificate (1 Photocopy)	
8. Self-Stamped Mailing Envelope (1 pc)	
9. Medical Certificate (1 Original Copy)	
10. Long Brown Envelope (1 pc)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Transferees: Proceed to the College Dean of the chosen course to secure his/her signature on the Notice of Acceptance form and Accreditation form.	1. For Transferees: Receives and checks the Notice of Acceptance and Accreditation form if properly filled-out and signs on the College Dean section.  Note: If with unaccomplished form/s, return the form/s to the applicant.	None	2 hours	College Clerk College & Dean College
For 2 <sup>nd</sup> Coursers: Proceed to the college of the chosen course to secure the approval of the College Dean	For 2 <sup>nd</sup> Coursers: Receives and checks the Notice of Acceptance Form if properly filled-out; and signs on the	None	2 hours	College Clerk College & Dean College



				-
on the Notice of Acceptance.	College Dean section.			
	Note: If with unaccomplished form, return the form to the applicant.			
2. Submit the accomplished and duly signed forms with other related documents to the Office of Admission and	2. For Transferees: Receives and evaluates the completeness of documents presented.	None	45 minutes	Staff-in-Charge Office of Admission and Registration
Registration.	For 2 <sup>nd</sup> Coursers: Receives and evaluates the completeness of documents presented and encodes the name of the student in the Enrollment System.	None	45 minutes	Staff-in-Charge Office of Admission and Registration
	Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the applicant.			
3. For Transferees: Receives the Payment Slip.	3. For Transferees: Issues Payment Slip for the Validation / Accreditation Fee.	None	3 minutes	Staff-in-Charge Office of Admission and Registration
For 2 <sup>nd</sup> Coursers: Receives the Admission Slip with Student Number.	For 2 <sup>nd</sup> Coursers: Issues Admission Slip with Student Number.	None	15 minutes	Staff-in-Charge Office of Admission and Registration



4. For Transferees: Proceed to the Cashiering Unit to settle the Validation / Accreditation Fee.	4. For Transferees: Processes the payment and issues Official Receipt.	For SUC - Php 20.00 per page  For Non SUC Php 20.00 per subject	1 hour	Staff-in-Charge Cashiering Unit
For 2 <sup>nd</sup> Coursers: Proceed to the Enrollment Area of the College.	For 2 <sup>nd</sup> Coursers: Processes Temporary Enrollment of the student subject to presented Admission Slip with Student Number.	None	1 hour	Faculty-in- Charge College
5. For Transferees: Submit the Official Receipt and Validation / Accreditation to the Office of Admission and Registration.	5.1.1 For Transferees: Receives the submitted Official Receipt and encodes the name of the student in the Enrollment System.	None	1 hour	Staff-in-Charge Office of Admission and Registration
	5.1.2 Encodes the credited subjects and issues Admission Slip.	None	30 minutes	Staff-in-Charge Office of Admission and Registration
For 2 <sup>nd</sup> Coursers: Proceed to the Cashiering Unit to settle the required fees.	5.2 For 2 <sup>nd</sup> Coursers: Processes the payment and issues Official Receipt.	Prof. Ed - Php 260.00 per unit  Day Class – Php 200.00 per unit  Evening Class – Php	1 hour	Staff-in-Charge Cashiering Unit



	1	T		
		260.00 per unit		
6. For Transferees: Proceed to the college for the enrollment.	6. For Transferees: Processes Temporary Enrollment of the student subject to the presented Admission Slip with Student Number.	None	1 hour	Faculty-in- Charge College
For 2 <sup>nd</sup> Coursers: Proceed to Office of Management Information Systems for the creation of Office 365 Account and log in to the student portal (https://student.t su.edu.ph/) for the checking of enrolled subjects and viewing of Certificate of Registration.	For 2 <sup>nd</sup> Coursers: Creates Office 365 Account and provide temporary login credentials to the enrollee.	None	2 hours	Staff-in-Charge Office of Management Information Systems
7. For Transferees: Proceed to Office of Management Information Systems for the creation of Office 365 Account and log in to the student portal (https://student.t su.edu.ph/) for the checking of enrolled subjects and viewing of Certificate of Registration.	7. For Transferees: Creates Office 365 Account and provide temporary login credentials to the enrollee.	None	2 hours	Staff-in-Charge Office of Management Information Systems
	FOR TRANSFEREES:	Tuition Fee = Amount per	8 Hours & 18 Minutes	



	Page or Subject X Number of Page or Subject Submitt ed		
TOTAL FOR SECOND COURSERS:	Tuition Fee = Amount per Unit X Number of Units Enrolled	7 Hours	

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



# 3. Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE)

This service allows qualified students to enroll in Tarlac State University's Graduate School Programs such as Master of Arts and Master of Science, Doctorate Degrees and Juris Doctor Degree.

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for the receiving of documents and admission of the student. On the other hand, the Colleges are responsible for the pre-assessment and the Office of Management Information Systems is responsible for the creation of Office 365 account during the enrollment period.

Office or Division:	Office of the Admission and Registration (OAR)				
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:	G2G – Government to Government				
Who may avail:	All Incoming Graduate School Enrollees				
	REQUIREMENTS	WHERE TO SECURE			
A. FOR PROFESSI	A. FOR PROFESSIONAL EDUCATION TAKERS				
1. Transfer Credenti	als / Honorable	Previous School / University			
Dismissal (1 Origi	nal Copy)	·			
2. Official Transcript	of Records (TOR)				
or Duly Signed (b)	y Registrar) Copy of				
Grades Used for I					
(1 Original Copy)					
3. 2x2 Colored Pictu	re with Name Tag	The client will provide			
(Last Name, First	Name, Middle Name)				
(2 Original Copies	s)				
4. TSU Psychologica	al Test Result	Student Affairs Services – Testing, Evaluation			
(1 Original Copy)		and Monitoring Services Unit			
5. Accomplished and		Office of Admission and Registration or			
• •	TSU-REG-SF-12 –	download at			
(1 Original Copy)		https://www.tsu.edu.ph/media/skgbckmq/b-			
		application-form-for-admission-graduate-			
		school-prof-ed-takers-2nd-courser-and-			
		transferees.pdf			
6. Accomplished and	, ,	Office of Admission and Registration			
Admission Slip TS	SU-REG-SF-05 –				
(1 Original Copy)	10.10.1	000 (11)			
7. Accomplished and		Office of Admission and Registration or			
Notice of Accepta		download at			
130-REG-3F-14-	(1 Original Copy)	https://www.tsu.edu.ph/media/432jmwug/k-			
8. Philippine Statistic	ce Authority (DSA)	notice-of-acceptance.pdf The client will provide			
Birth Certificate (1	• • • • • • • • • • • • • • • • • • • •	THE GIETT WIII PLOVIDE			
9. For Female Marr					
	cs Authority (PSA) –				
Marriage Certifica	• ,				
10. Self-Stamped M					
(1 pc)	g				
11. Medical Certifica	ate				
	and 1 Photocopy)				
12. Long Brown Env					
(1 pc)	•				



13. Official Receipt or Deposit Slip <b>(for</b>	Cashiering Unit or Bank
Online and Bank Payment) of the	
Tuition and Miscellaneous Fees –	
(1 Original Copy and 1 Photocopy)	
B. FOR MASTERAL AND DOCTORAL	
1. Transfer of Credential or Honorable	The client will provide
Dismissal (1 Original Copy)	'
2. Official Transcript of Records (TOR)	
or Duly Signed (by Registrar) Copy of	
Grades Used for Evaluation	
(1 Original Copy)	
3. 2x2 Colored Picture with Name Tag	
(Last Name, First Name, Middle Name)	
(2 Original Copies)	
4. Philippine Statistics Authority (PSA) –	
Birth Certificate	
(1 Original Copy and 1 Photocopy)	
5. For Female Married Student –	
Philippine Statistics Authority (PSA) –	
Marriage Certificate	
(1 Original Copy and 1 Photocopy)	
6. Self-Stamped Mailing Envelope	
(1 pc)	
7. Medical Certificate	
(1 Original Copy and 1 Photocopy)	
8. Accomplished and Duly Signed	Office of the Admission and Registration or
Application Form TSU-REG-SF-12 –	download at
(1 Original Copy)	https://www.tsu.edu.ph/media/skgbckmq/b-
( - 9 17)	application-form-for-admission-graduate-
	school-prof-ed-takers-2nd-courser-and-
	transferees.pdf
9. Accomplished and Duly Signed	Office of Admission and Registration or
Notice of Acceptance	download at
TSU-REG-SF-14 - (1 Original Copy)	https://www.tsu.edu.ph/media/432jmwug/k-
130-NEO-31-14-(1 Oligiliai Copy)	notice-of-acceptance.pdf
10. Official Receipt or Deposit Slip (for	Cashiering Unit or Bank
, , , , , , , , , , , , , , , , , , , ,	Cashiening Officer Bank
online and bank payment) of the Tuition and Miscellaneous Fees –	
(1 Original Copy and 1 Photocopy)	
C. FOR JURIS DOCTOR	The client will provide
Transfer of Credential or Honorable     Diaminal (1 Original Capy)	The client will provide
Dismissal (1 Original Copy)	
2. Official Transcript of Records (TOR)	
or Duly Signed (by Registrar) Copy of	
Grades Used for Evaluation	
(1 Original Copy)	
3. 2x2 Colored Picture with Name Tag	
(Last Name, First Name, Middle Name)	
(2 Original Copies)	
4. Philippine Statistics Authority (PSA) –	
Birth Certificate	
(1 Original Copy and 1 Photocopy)	
5. For Female Married Student –	
Philippine Statistics Authority SA) –	
Marriage Certificate	
(1 Original Copy and 1 Photocopy)	
(	



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(1 Original Copy and 1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the college of the chosen course, with the complete set of documents, to inform intention to enroll.	1.1 Conducts initial screening in the chosen college.  Note: If the applicant passed the initial screening, proceed to the Office of Admission and Registration for the submission of requirements.  Note: If failed, applicant is not allowed to enroll.	None	1 hour	<i>Dean</i> College
	1.2 Forwards list of applicants to Office of Administration and Registration	None	1 working day	Clerk College
2. For Walk-In: Submit the needed requirements to the Office of Admission and Registration via drop off or thru courier addressed to Registrar,	2.1.1 For Walk-In: Receives and checks completeness of the submitted requirements.  Note: If incomplete requirements, accept the	None	20 minutes	Staff-in-Charge Office of Admission and Registration



Tarlac State University,	submitted documents and issue promissory			
Romulo Boulevard, San Vicente, Tarlac City, Tarlac, 2300, Philippines  For Online: Send the needed requirements to the college email.  College of Business and Accountancy cba_dean@tsu. edu.ph	note duly signed by the applicant.  2.1.2 For Online:    Downloads and receives the submitted electronic copies of the documents.  Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the applicant.	None	1 hour	Chairperson College
College of Engineering and Technology cet dean@tsu.e du.ph (045) 606 8175/ (045) 606 8179  College of Public Administration and Governance cpag dean@tsu.edu.ph (045) 606 8177  College of Arts and Social Sciences cass dean@tsu.edu.ph (045) 606 8171  School of Law sl_dean@tsu.ed u.ph (045) 606 8176  College of Teacher	2.2.1 For Walk-In:     Encodes the name of the students in the Enrollment System and processes temporary enrollment subject to the submission of the complete physical copies of requirements.  2.2.2 For Online:     Processes the temporary enrollment subject to the submission of the complete physical copies of requirements.	None	30 minutes	Staff-in-Charge Office of Admission and Registration  College Clerk College



cted_dean@tsu. edu.ph (045) 606 8174				
College of Science cs_dean@tsu.e du.ph (045) 606 8178				
College of Criminal Justice Education ccje_dean@tsu. edu.ph				
College of Architecture and Fine Arts cafa_dean@tsu. edu.ph (045) 606 8170				
College of Computer Studies ccs_dean@tsu.e du.ph (045) 606 8173				
3. For Walk-In: Receives admission slip.	3.1.1 <b>For Walk-In:</b> Issues the Admission Slip with the Student Number.	None	15 minutes	Staff-in-Charge Office of Admission and Registration
For Online: Receives assessment form.	3.1.2 <b>For Online:</b> Issues assessment form via email.	None	1 working day	College Clerk College
4. For Walk-In: Present the admission slip to the college for enrollment and wait for the issuance of assessment form.	4.1 For Walk-In: Processes the pre-registration or enrollment of the applicant and issues assessment form.	None	30 minutes	Faculty-in- Charge College
For Online: Settle the Tuition and Miscellaneous Fees thru		For Masteral - Php 800.00 per unit		-



	T	<del></del>	1	Г
online payment				
or bank		For		
deposit.		Doctoral		
		– Php		
Note: If you opt		1,000.00		
to pay online,		per unit		
you may check				
out "payment"				
in the student				
portal and use				
a credit card to				
pay off your				
fees.				
Note: If it is				
through bank				
payment, you				
may then walk				
into any DBP				
branch and				
deposit your				
payment using				
the following				
account details:				
account details.				
Account				
Account				
Name: TSU -				
SPECIAL				
BUDGET				
Account				
Number:				
00000060-5501				
For bank				
deposit,				
scanned your				
deposit slip				
with your name				
and reference				
number then				
send to the				
chairperson for				
submission to				
the cashiering				
unit.				
A				
Note: Verifying				
your payment				
will take				
several days				
due to the need				
of updating the				
TSU bank				
account.				
5. For Walk-In:	5.1.1For Walk-In:	For	1 hour	Staff-in-Charge
		Masteral		Cashiering Unit
L	1	1	1	<u> </u>



Proceed to the Cashiering Unit to settle Tuition and Miscellaneous Fees.  For Online: Email Office of Management Information Systems at miso@tsu.edu.ph for the creation of Office 365 Account and log in to the student portal https://student.tsu.edu.ph/ for the checking of enrolled subjects and viewing of Certificate of Registration.	Receives the payment and issues Official Receipt.  5.1.2For Online: Creates Office 365 Account and provides temporary login credentials to the enrollee.	- Php 800.00 per unit For Doctoral - Php 1,000.00 per unit None	5 hours	Staff-in-Charge Office of Management Information Systems
6. For Walk-In: Proceed to Office of Office of Management Information Systems for the creation of Office 365 Account and log in to the student portal <a href="https://student.t">https://student.t</a> su.edu.ph/ for the checking of enrolled subjects and viewing of Certificate of Registration.	6. For Walk-In: Creates Office 365 Account and provides temporary login credentials to the enrollee.	Amount per Unit	2 hours  1 Working Day, 5 Hours &	Staff-in-Charge Office of Management Information Systems
TOTAL FOR WALI	K-IN TRANSACTION:	X Number	35 Minutes	



	of Units Enrolled		
TOTAL FOR ONLINE TRANSACTION:	Amount per Unit  X Number of Units Enrolled	2 Working Days, 7 Hours & 30 Minutes	

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



## 4. Enrollment Procedure for Freshmen Enrollees (WALK-IN)

This service allows qualified first-year students to enroll subjects on their chosen course.

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for the receiving of documents and admission of the student. On the other hand, the Colleges are responsible for the pre-registration and the Office of Management Information Systems is responsible for the tagging of free tuition and creation of Office 365 account during the enrollment period.

Office or Division	:	Office of the Admission and Registration (OAR)		
Classification:		Highly Tec	hnical	
Type of Transaction	on:	G2C – Government to Citizen		
Who may avail:		Incoming F	reshmen Student	S
	REQUIREMENTS		WHERE TO SEC	
1. Grade 12 Form		The client	will provide	
	(1 Original Copy and 1 Photocopy)			
	tics Authority (PSA)			
Birth Certificate (	<b>3</b> \ ,			
3. For Female Mai		1		
	ics Authority (PSA) –			
	ate (1 Photocopy)			
4. Certificate of Go	, , , , , , , , , , , , , , , , , , , ,			
(1 Original Copy	and 1 Photocopy)			
	ure with Name Tag			
(Last Name, Firs	•			
Name) - (2 Origin	•			
6. Self-Stamped Ma		1		
(1 pc)				
7. Medical Certifica	7. Medical Certificate			
(1 Original and 1	Photocopy)			
8. Accomplished A	oplication Form for	Office of Admission and Registration or		
College Enrollme	ent TSU-ARO-SF-02-	download	at	
(1 Original Copy)		https://www.tsu.edu.ph/media/30qhkrcx/c-		
		application	-form-for-college-	<u>enrollment-</u>
			student.pdf	
	mission Test Result	•	aluation and Mon	itoring Services
(1 Original Copy)		Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
	1. Receives and	None	1 hour	Staff-in-Charge
required	checks all			Office of
documents to	submitted			Admission and
the Office of	documents.			Registration
Admission and	N			
Registration.	Note: If			
	incomplete			
	requirements,			
	accept the submitted			
	documents and			
	issue promissory			
	note duly signed			
2. Dogging the	by the applicant.	Ness	7 mains of a s	Chaff in Chause
2. Receive the	2. Issues the	None	7 minutes	Staff-in-Charge



	I			0.00
admission slip.	admission slip			Office of
	with student ID			Admission and
	number.			Registration
3. Proceed to	3.1 Verifies the	None	2 hours	Faculty-in-
the enrollment	presented			Charge
area and	admission slip			College
present the	and encodes the			
admission slip.	student ID			
•	number.			
	3.2 Pre-registers or	None	30 minutes	Faculty-in-
	enrolls the student			Charge
	on the chosen			College
	course.			
	3.3 Tagging of free	None	7 working days	Staff-in-Charge
	Tuition.			Office of
				Management
	Note: Tagging of			Information
	free tuition is done			Systems
	by bulk.			Cyclemic
4. Receive the	4. Posts temporary	None	2 hours	Staff-in-Charge
temporary login	Office 365 login	140110	2 110013	Office of
credentials for	credentials on			Management
the Office 365	TSU CAT			Information
Account and	website.			Systems
	website.			Systems
log in to the student portal	Note: An			
•				
(https://student.	announcement			
tsu.edu.ph/) for	regarding the			
the checking of	availability of the			
enrolled	temporary login			
subjects and	credentials will be			
viewing of	posted by Office			
Certificate of	of Public Affairs			
Registration.	thru Tarlac State			
	University			
Note: If	Facebook Page or			
unsuccessfully	student may			
tagged,	check his/her TSU			
proceed to	CAT account after			
Accounting	7 working days.			
Unit.				
	TOTA:	NI -	7 Working	
	TOTAL:	None	Days, 5 Hours	
			& 30 Minutes	

<sup>\*</sup>The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.



## 5. Enrollment Procedure for Freshman Enrollees (ONLINE)

This service allows qualified first year students to enroll subjects on their chosen course via online processing.

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for the receiving of documents and admission of the student. On the other hand, the Colleges are responsible for the pre-registration and the Office of Management Information Systems is responsible for the tagging of free tuition and creation of Office 365 account during the enrollment period.

Office or Division	n:	Office of the Admission and Registration		
Classification:		(OAR) Highly Te	chnical	
Type of Transact	ion:		overnment to Citize	an
Who may avail:	1011.			
	F REQUIREMENTS	Incoming Freshman Students WHERE TO SECURE		
1. Grade 12 Form		The client	will provide	COKL
(1 Original Copy and 1 Photocopy)		THE CHEIR	wiii piovide	
	stics Authority (PSA)			
Birth Certificate	• , ,			
3. For Female Ma				
	tics Authority (PSA)-			
• •	cate (1 Photocopy)			
4. Certificate of Go				
(1 Original Copy	and 1 Photocopy)			
<u> </u>	ture with Name Tag			
	st Name, Middle Name)			
(2 Original Copi	es)			
6. Self-Stamped M	failing Envelope (1 pc)			
7. Medical Certification	ate			
(1 Original and				
8. Accomplished Application Form for			Admission and Re	gistration or
_	ent TSU-ARO-SF-02 -	download		. , ,
(1 Original Copy	<b>'</b> )		w.tsu.edu.ph/med	-
			n-form-for-college	<u>-enrollment-</u>
O TOU college Ad	mission Toot Desult		-student.pdf	nitarina Camilaga
_	mission Test Result	Testing, Evaluation and Monitoring Services Unit		
(1 Original Cop	y) 	FEES		
CLIENT STEPS	AGENCY ACTIONS	TO BE	PROCESSING	PERSON
OLILINI SILI S	AULIOI AUTIONS	PAID	TIME	RESPONSIBLE
1. Receive	1.1 Notifies chosen	None	1 working day	Staff-in-Charge
notification	and eligible aspiring		l	Testing,
regarding the	TSU students			Evaluation and
qualification	based on each			Monitoring
and confirm	college's			Services Unit
his/her slot.	qualifications thru			
	TSU CAT website.			
	1.2 Generates and	None	2 hours	Staff-in-Charge
	forwards the list of			Testing,
	qualified students,			Evaluation and
	with confirmed			Monitoring
	slots, for the			Services Unit
	creation of student			
	number to the			



	000		I	
	Office of Management Information Systems.			
	1.3 Creates student number for each student on the list.	None	3 hours	Staff-in-Charge Office of Management Information Systems
	1.4 Generates and forwards the list of qualified students with student number for the preregistration / enrollment to the Office of Admission and Registration.	None	2 hours	Staff-in-Charge Office of Management Information Systems
	1.5 Pre-registers or enrolls the qualified student to the chosen course.	None	30 minutes	Staff-in-Charge Office of Admission and Registration
	1.6 Tagging for free Tuition.  Note: Tagging of free tuition is done	None	7 working days	Staff-in-Charge Office of Management Information
	by bulk.			Systems
2. Receive the temporary login credentials for the Office 365 Account and log in to the student portal (https://student .tsu.edu.ph/) for the checking of enrolled subjects and viewing of Certificate of Registration.  Note: If unsuccessfully tagged, proceed to Accounting Unit.	2. Posts temporary Office 365 login credentials on TSU CAT website.  Note: An announcement regarding the availability of the temporary login credentials will be posted by Office of Public Affairs thru Tarlac State University Facebook Page or student may check his/her TSU CAT website after 7 working days.	None	2 hours	Staff-in-Charge Office of Management Information Systems
3. Submit physical copies of needed	3. Receives and verifies the completeness of the	None	1 hour	Staff-in-Charge Office of Admission and Registration



requirements to the Office of Admission and Registration.  Note: The schedule of the submission of requirements will be posted on by Office of Public Affairs thru Tarlac State University Facebook	submitted requirements.  Note: If incomplete requirements, receive the initial requirements and inform the lacking via MS Teams and issue promissory note duly signed by the applicant.			
Page.	TOTAL:	None	9 Working Days & 30 Minutes	

<sup>\*</sup>The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.



# 6. Enrollment Procedure for Cross Enrollees from Different State University or College

The service allows the cross-enrollment of students from other State Universities or Colleges to Tarlac State University.

Note: This is a multi-stage process. The Colleges (Receiving) are only responsible for the pre-registration, while the Office of Management Information Systems is responsible for the tagging of subjects of the qualified students during the enrollment period. The Mother University (Releasing) is responsible for signing the requirements to cross-enroll.

Office or Division:	Office of Admission and Registration (OAR)				
Classification:	Complex				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	Cross-Enrollees from	Other State	Universities or Co	olleges	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
1. Permit to Cross-E (1 Original Copy)	Enroll	Previous S	chool or Universit	У	
2. Duly Signed Notice	ce of Acceptance	Downloada	able thru this link:		
	- (1 Original Copy)	https://www	v.tsu.edu.ph/medi	a/432jmwug/k-	
	( )	notice-of-a	cceptance.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCT ACTIONS	BE PAID	TIME	RESPONSIBLE	
Inquire verbally     to the receiving     college if there     is an available	1.1 Checks and informs if there is an available slot or none.	None	1 working day	Faculty-in- Charge Receiving College	
slot for the subject to be enrolled.	1.2 Briefs the client about the schedule of the enrolment.	None		S	
2. Proceed to the releasing State University or College and have the requirements signed.	2. Signs all the needed documents.	None	1 working day	Faculty-in- Charge Releasing State University or College	
Submit the duly signed (Receiving)	3.1 Receives the signed requirements.	None	2 hours	Staff-in-Charge Office of Admission and	
College Dean) Notice of Acceptance and Permit to Cross- enroll to the	3.2 Encodes the information of the student in the Enrollment System.	None		Registration	
Office of Admission and Registration.	3.3 Issues Admission slip with student number.	None			
4. Proceed to the College for the enrollment.	4.1 Conducts pre- registration / enrollment.	None	2 hours	Faculty-in- Charge Receiving College	



	4.2 Tagging of free tuition, if eligible.  Note: If not eligible, proceed to the Cashiering unit for the assessment of payment.	None	2 hours	Staff-in-Charge Office of Management Information System
5. Pay the required fees to the TSU Cashiering Unit.  Note: Not applicable for everyone, only for the clients who are not covered by the Republic Act 10931– Universal Access to Quality Tertiary Education Act.	5. Process the payment.	Prof. Ed - PHP 260/unit Day class - PHP 200/unit Evening Class - PHP 260/unit	2 hours	Cashier Cashiering Unit
6. Proceed to Office of Management Information Systems for setting up of the Office 365 account.	6. Creates a 365 account for the student and provides the procedure on how to set up the Office 365.	None	2 hours	Staff-in-Charge Office of Management Information Systems
7. Log in to student portal (https://student.t su.edu.ph/) to verify if the subject is enrolled and tagged successfully and for viewing the Certificate of Registration.	7. Informs the student to verify the status of enrollment through the student portal.	None	30 minutes	Faculty-in- charge Receiving College
	TOTAL:	Tuition Fee = Amount per Unit  X Number of Units Enrolled	3 Working Days & 30 Minutes	

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



# 7. Processing of Request for Various Academic Documents

This service allows alumni and currently enrolled students to request their needed various academic document such as Transcript of Records, Diploma, Form 137A and various Certifications.

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on: Complex		
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і Сору)		
shod Boguest Er		
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т Сору)		
<u> </u>		
•		
(Copy for TSU) / Transcript of Record		
(1 Original Copy) 6. If the Requestor is Not Present,		
a. Authorization letter		
(1 Original Copy)		
b. Requestor's valid ID (1 Photocopy)		
I Copy) questor is Not F zation letter I Copy)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Online: Send accomplished Request Form	1.1 Receives the accomplished Request Form.	None	10 minutes	Staff-in-Charge Request Section Office of Admission and
at ora@tsu.edu.p h	1.2 Determines the list of requested documents.	None	1 hour	Registration
For Walk-In: Submit accomplished Request Form.	1.3 Informs the client the list of required documents, assessed fees for the requested document, the date of appointment for the submission of requirements and claiming of documents.	None	10 minutes	



2. For Online: Scan the accomplished Request Form and send it to ora@tsu.edu.p	2.1 Checks e-mails to view the request.	None	3 hours	Staff-in-Charge of Online Request Office of Admission and Registration
<u>h</u> .	2.2 Receives the accomplished Request Form.	None	10 minutes	Staff-in-Charge of Online Request Office of Admission and Registration
	2.3 Prints the request form and endorses to either the Registrar-in-Charge or Request Section (depending on the request).	None	10 minutes	Staff-in-Charge of Online Request Office of Admission and Registration
	2.4 Determines the list of requested documents.	None	1 hour	Staff-in-Charge of Online Request Office of Admission and Registration
	2.5 Informs the client thru e-mail the list of required documents, the assessed fees for the requested document, the date of appointment for the submission of requirements and claiming of documents.	None	10 minutes	Staff-in-Charge of Online Request Office of Admission and Registration
3. Prepare the requirements to be submitted on the date of appointment	3.1 Endorses the request to Staff-in-Charge of Processing / Registrar	None	1 hour	Staff-in-Charge of Online Request Office of Admission and Registration
	3.2 Process the requested document/s	None	5 working days  For the diploma  – 12 working days	Staff-in-Charge of Online Request Office of Admission and Registration
4. Pay the required fees thru online or	4. Process the payment	See table below	1 hour	Staff-in-Charge Cashiering Unit



onsite (TSU Cashier)				
5. Present a copy of the accomplished Request Form and submit the required documents	5.1 Receives the required documents and the Official Receipt	None	1 hour	Staff-in-Charge of Online Request Office of Admission and Registration
and present the Official Receipt	5.2 Print the request and have it signed.	None	20 minutes	Staff-in-Charge of Online Request Office of Admission and Registration
	5.3 Release the Requested Documents	None	1 hour	Staff-in-Charge of Online Request Office of Admission and Registration
Т	OTAL FOR WALK-IN TRANSACTION:		5 Working Days, 5 Hours & 40 Minutes	
	TOTAL FOR ONLINE TRANSACTION:	See Table	6 Working Days & 10 Minutes	
TOTAL FOR ONLINE REQUEST OF DIPLOMA:		Below	13 Working Days & 10 Minutes	
TOTAL FOR	WALK-IN REQUEST OF DIPLOMA:		12 Working Days, 5 Hours & 40 Minutes	

Academic Document	Amount
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



# 8. 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 Registration (OAR)				
Classification:	Simple				
Type of	G2C - Government to	Citizen			
Transaction:					
Who may avail:	TSU Graduates				
CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE			
1. Duly Signed Stu	udent Clearance	Admission and Registration Office or download			
(1 Original Copy	y)	at			
		https://tsu.edu.ph/media/aianidjs/l-student-			
		<u>clearance-form.pdf</u>			
2. For CCS Grade	uate and Graduate	The client will provide			
School - Memo	of Agreement /				
Distribution Lett	er				
(1 Original Copy	y)				
3. Documentary S	tamps (2 pcs.)				
4. For Transferee	<b>es -</b> Form 137-A /				
Transcript of Red	cords				
with Remarks "0	Copy for TSU"				
(1 Original Copy	y)				
_	or is Not Present,				
a. Authorization					
(1 Original Copy)					
b. Requestor's \	Valid ID				
(1 Photocopy)					
c. Representativ	ve's Valid ID				
(1 Photocopy)					
6. Alumni Fee Red	•				
(1 Original Copy	y)				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Go to the Staff-in- Charge of Records to request for the first copy of Transcript of Records.	1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the client.	None	30 minutes	Staff-in-Charge of Records Office of Admission and Registration
For Online: Email the Staff-in- Charge of Records Regarding the First Copy of the Transcript of Records.	For Online: Checks email to respond to the requests.	None	1 hour	



	1.2 For Walk-In: Sets an appointment date.  For Online:	None	10 minutes	Staff-in-Charge of Records Office of Admission and Registration
	Reviews the records and sends the list of other required documents to be prepared by the client.	None	30 minutes	
	1.3 For Online: Emails the client for the date of appointment.	None	1 working day	Staff-in-Charge of Records Office of Admission and Registration
2.Submit to the Staff-in- Charge of Records the needed	2.1 Processes the first copy of Transcript of Records.	None	For Walk-In: 2 working days	Staff-in-Charge of Records Office of Admission and Registration
documents and signs in the logbook.	2.2 Issues first copy of Transcript of Records		For Online: 3 hours	3
	OTAL FOR WALK-IN TRANSACTION:	None	2 Working Days & 40 Minutes	
TOTAL FOR ONLINE TRANSACTION:		inone	1 Working Day, 4 Hours & 30 Minutes	

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



# 9. 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	ion (OAR)		
Division:	<b>5</b>				
Classification:	Simple				
Type of	G2C - Government to Citizen				
Transaction:					
	New Foreign Student				
CHECKLIST O	F REQUIREMENTS		WHERE TO SEC	CURE	
	Application form for	Office of A	dmission and Regis	stration	
Foreign Studer					
TSU – ORA – S					
(1 Original Cop	• /				
2. 2x2 Colored Pi		The client	will provide		
	ken Within the Last				
Six (6) Months - (2 Original Copies)					
•	ecords/Certificate of				
Completion / G		Previous S	chool / University		
	Authenticated by the				
	assy or Consulate in				
	1 Original Copy)	- u			
4. Personal Data,	Passport with	The client	will provide		
Approved	lian Cartificata of				
,	Alien Certificate of				
	CR) (1 Original Copy)	-			
	e or Its Equivalent				
Duly Authoricated I	by the Philippine				
Foreign Service					
(1 Original Cop					
	avit of Support and	4			
	ate Financial Support				
(1 Original Cop	• •				
7. Result of IELTS		1			
(1 Original Cop					
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1 Send an	1.1 Receives	None	30 minutes	Staff-in-Charge	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email to the	1.1 Receives, checks, and	None	30 minutes	Staff-in-Charge of Foreign
Office of International	evaluates the documents			Students Office of
Affairs and Linkages	provided by the			Admission and Registration
( <u>oia @tsu.edu.</u>	International			regionanon
<i>ph</i> ) to inquire about the	Affairs. 1.2 Prepares the	None	3 hours	
requirements	Temporary Notice	None	3 110013	
of Foreign	of Acceptance			
Students and send	and submits to International			
complete	Affairs.			
requirements.				



1			T
Note: The International Affairs will send the temporary Notice of Acceptance to the foreign student.			
1.3 Issues the Admission Slips with student number to the College.	None	3 hours	Staff-in-Charge of Foreign Students Office of Admission and Registration
Note: The College will process the temporary enrollment of student subject to the submission of required documents and inform the students regarding their enrollment			J
2. Process the Payment.	See table below	1 hour	Staff-in-Charge Cashiering Unit
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	1 hour	Staff-in-Charge Office of Management Information Systems
		1 hour and 30 minutes	
	International Affairs will send the temporary Notice of Acceptance to the foreign student.  1.3 Issues the Admission Slips with student number to the College.  Note: The College will process the temporary enrollment of student subject to the submission of required documents and inform the students regarding their enrollment  2. Process the Payment.  4. Creates a 365 account for the student and sends thru e-mail the procedures on how to set up the Office 365	International Affairs will send the temporary Notice of Acceptance to the foreign student.  1.3 Issues the Admission Slips with student number to the College.  Note: The College will process the temporary enrollment of student subject to the submission of required documents and inform the students regarding their enrollment  2. Process the Payment.  See table below  4. Creates a 365 account for the student and sends thru e-mail the procedures on how to set up the Office 365	International Affairs will send the temporary Notice of Acceptance to the foreign student.  1.3 Issues the Admission Slips with student number to the College.  Note: The College will process the temporary enrollment of student subject to the submission of required documents and inform the students regarding their enrollment  2. Process the Payment.  See table Payment.  1 hour  4. Creates a 365 account for the student and sends thru e-mail the procedures on how to set up the Office 365 account.



4. Submit a physical copy of the requirements.	Receives and evaluates the requirements.	None	1 hour	Staff-in-Charge of Foreign Students Office of
				Admission and
				Registration
T	OTAL FOR WALK-IN	Tuition	9 Hours & 30	
	TRANSACTION:	Fee =	Minutes	
		Amount per Unit		
	TOTAL FOR ONLINE	X	10 Hours	
	TRANSACTION:	Number		
		of Units		
		Enrolled		

Description	Amount
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)	



# Office of the Admission and Registration Internal Services



#### 1. Enrollment Procedure for Shifters and Returnees

This service allows students to change course (shifters) or return to the university (returnees).

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for the receiving of documents and admission of the student. On the other hand, the Colleges are only responsible for the pre-assessment during the enrollment period.

Office or					
Division:	Office of the Admission and Registration (OAR)				
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	Existing and Incoming TSU Students				
	REQUIREMENTS		WHERE TO SE	CURE	
A. FOR SHIFTERS					
1. Accomplished Ap	plication Form for	Office of A	Admission and Reg	gistration or	
Shifter TSU-REG-SF-13 –		download at			
(1 Original Copy)		https://www.tsu.edu.ph/media/3bpl3ifq/h-			
(* 5 * 9 * 1 5 * 7 )			application-form-for-shifter.pdf		
2. Report of Grades			will provide (from		
(1 Original Copy)			r ( -	,	
3. Counseling Repo	rt (1 Original Copy)	Guidance	and Counseling L	Jnit	
B. FOR RETURNER		I	<b>J</b>		
1. Accomplished No		Office of A	Admission and Reg	gistration or	
	- (1 Original Copy)	download		<b>9</b>	
	( - 3	https://ww	w.tsu.edu.ph/med	ia/432imwug/k-	
		notice-of-acceptance.pdf			
2. Accomplished Ad	Accomplished Admission Slip     Office of Admission and Registration			gistration	
TSU-ORA-SF-15 – (1 Original Copy)					
3. Report of Grades				Student Portal)	
(1 Original Copy)				,	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	DECRANGIBLE	
1. For Shifters:			TIME	RESPONSIBLE	
	1. For Shifters:	None	1 hour	Faculty	
Inquire to the	Attends to the			Faculty in-Charge	
Inquire to the Accepting	Attends to the inquiry and			Faculty	
Inquire to the Accepting College if there	Attends to the inquiry and checks availability			Faculty in-Charge	
Inquire to the Accepting College if there is an available	Attends to the inquiry and			Faculty in-Charge	
Inquire to the Accepting College if there is an available slot for the	Attends to the inquiry and checks availability			Faculty in-Charge	
Inquire to the Accepting College if there is an available	Attends to the inquiry and checks availability			Faculty in-Charge	
Inquire to the Accepting College if there is an available slot for the chosen course.	Attends to the inquiry and checks availability of slot.	None	1 hour	Faculty in-Charge College	
Inquire to the Accepting College if there is an available slot for the chosen course.  For Returnees:	Attends to the inquiry and checks availability of slot.  For Returnees:			Faculty in-Charge College Faculty	
Inquire to the Accepting College if there is an available slot for the chosen course.  For Returnees: Inquire to the	Attends to the inquiry and checks availability of slot.  For Returnees: Attends to the	None	1 hour	Faculty in-Charge College Faculty in-Charge	
Inquire to the Accepting College if there is an available slot for the chosen course.  For Returnees: Inquire to the college if there	Attends to the inquiry and checks availability of slot.  For Returnees: Attends to the inquiry and	None	1 hour	Faculty in-Charge College Faculty	
Inquire to the Accepting College if there is an available slot for the chosen course.  For Returnees: Inquire to the college if there is an available	Attends to the inquiry and checks availability of slot.  For Returnees: Attends to the inquiry and checks availability	None	1 hour	Faculty in-Charge College Faculty in-Charge	
Inquire to the Accepting College if there is an available slot for the chosen course.  For Returnees: Inquire to the college if there is an available slot for the	Attends to the inquiry and checks availability of slot.  For Returnees: Attends to the inquiry and	None	1 hour	Faculty in-Charge College Faculty in-Charge	
Inquire to the Accepting College if there is an available slot for the chosen course.  For Returnees: Inquire to the college if there is an available	Attends to the inquiry and checks availability of slot.  For Returnees: Attends to the inquiry and checks availability of slot.	None	1 hour	Faculty in-Charge College Faculty in-Charge	
Inquire to the Accepting College if there is an available slot for the chosen course.  For Returnees: Inquire to the college if there is an available slot for the	Attends to the inquiry and checks availability of slot.  For Returnees: Attends to the inquiry and checks availability of slot.  Note: If no slot is	None	1 hour	Faculty in-Charge College Faculty in-Charge	
Inquire to the Accepting College if there is an available slot for the chosen course.  For Returnees: Inquire to the college if there is an available slot for the	Attends to the inquiry and checks availability of slot.  For Returnees: Attends to the inquiry and checks availability of slot.  Note: If no slot is available, inform	None	1 hour	Faculty in-Charge College Faculty in-Charge	
Inquire to the Accepting College if there is an available slot for the chosen course.  For Returnees: Inquire to the college if there is an available slot for the chosen course.	Attends to the inquiry and checks availability of slot.  For Returnees: Attends to the inquiry and checks availability of slot.  Note: If no slot is available, inform the student.	None	1 hour	Faculty in-Charge College  Faculty in-Charge College	
Inquire to the Accepting College if there is an available slot for the chosen course.  For Returnees: Inquire to the college if there is an available slot for the chosen course.  2. For Shifters:	Attends to the inquiry and checks availability of slot.  For Returnees: Attends to the inquiry and checks availability of slot.  Note: If no slot is available, inform the student.  2. For Shifters:	None	1 hour	Faculty in-Charge College  Faculty in-Charge College	
Inquire to the Accepting College if there is an available slot for the chosen course.  For Returnees: Inquire to the college if there is an available slot for the chosen course.	Attends to the inquiry and checks availability of slot.  For Returnees: Attends to the inquiry and checks availability of slot.  Note: If no slot is available, inform the student.	None	1 hour	Faculty in-Charge College  Faculty in-Charge College	



	T			
proceed to the College Dean of the current course, with the Application Form for Shifter and other related documents, for the signing of release.	signing of Application Form for Shifter (Releasing Dean Section).			
For Returnees: If a slot is available, proceed to the College Dean to secure approval.	2.1 For Returnees: Receives and checks the completeness of the related documents.	None	1 hour	College Clerk College
	2.2 For Returnees: Checks the student's record in the Enrollment System and signs the Notice of Acceptance Form.	None	1 hour	College Clerk College & <i>Dean</i> College
3. For Shifters: Proceed to the Dean of the Accepting College to secure the approval.	3.1 For Shifters: Receives and checks the completeness of the duly signed Application Form for Shifter and other related documents.	None	1 hour	College Clerk College
	3.2 For Shifters: Checks the student's record in the Enrollment System and signs the Application Form for Shifter (Accepting Dean Section).	None	2 hours	College Clerk College & Dean College
For Returnees: Proceed to the Admission Unit and submit the duly signed forms with other related documents.	3.1 For Returnees: Receives and verifies submitted documents and changes status of the students on the system.	None	1 hour	Staff-in-Charge Office of Admission and Registration
2222	Note: If incomplete	None	1 hour	Staff-in-Charge



	requirements, accept the submitted documents and issue promissory note duly signed by the applicant.  3.2 For Returnees: Signs the Admission Slip and informs student to check the status via student portal (https://student.ts u.edu.ph/).			Office of Admission and Registration
4. For Shifters: Proceed to the Admission Unit and present the duly signed Application Form for Shifter with other related documents.	4. For Shifters: Receives and verifies submitted documents.  Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the applicant.	None	1 hour	Staff-in-Charge Office of Admission and Registration
5. For Shifters: Receive Admission Slip with Student Number.	5.1 For Shifters: Issue Admission Slip with Student Number.  5.2 For Shifters: Informs student to check the status of shifting via student portal (https://student.ts u.edu.ph/).	None None	2 minutes 1 minute	Staff-in-Charge Office of Admission and Registration  Staff-in-Charge Office of Admission and Registration
TOTAL FOR SHIFTERS:		None	7 Hours & 3 Minutes	
TOTAL FOR RETURNEES:			5 Hours	

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



#### 2. Enrollment Procedure for Transferees and Second Coursers

The service allows transferees and second coursers to enroll subjects on their chosen course.

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for the receiving of documents and admission of the student. On the other hand, the Colleges are responsible for the pre-assessment and the Office of Management Information Systems is responsible for the creation of Office 365 account during the enrollment period.

Office or Office of the Admiss Division:	Office of the Admission and Registration (OAR)			
Classification: Simple				
Type of G2C – Government	to Citizen			
Transaction:				
Who may avail: Transferees and Second Coursers				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
A. FOR TRANSFEREES				
1. Accomplished and Duly Signed Notice	Office of Admission and Registration or			
of Acceptance TSU-ORA-SF-14 -	download at			
(1 Original Copy)	https://www.tsu.edu.ph/media/432jmwug/k-			
( 3 137	notice-of-acceptance.pdf			
2. Accomplished and Duly Signed	Office of Admission and Registration –			
Admission Slip for Transferees	Admission Unit			
TSU-ORA-SF-05 - (1 Original Copy)				
3. Accomplished and Duly Signed	Office of Admission and Registration or			
Application Form for Admission	download at			
TSU-REG-SF-12 - (1 Original Copy)	https://www.tsu.edu.ph/media/skgbckmq/b-			
( )	application-form-for-admission-graduate-			
	school-prof-ed-takers-2nd-courser-and-			
	transferees.pdf			
4. Accomplished and Duly Signed	Office of Admission and Registration			
Accreditation Form TSU-ORA-SF-16 -				
(1 Original Copy)				
5. Transfer of Credentials or Honorable	Previous School or University			
Dismissal (1 Original Copy)				
6. Official Transcript of Records (TOR) or				
Duly Signed (by Registrar) Copy of				
Grades Used for Evaluation –				
(1 Original Copy)				
7. Good Moral Character				
(1 Original Copy)				
8. TSU Psychological Result	Guidance and Counseling Unit			
(1 Original Copy)				
9. 2x2 Colored Pictures on White	The client will provide			
Background Taken Within the Last Six				
(6) Months (2 Original Copies)				
10. Philippine Statistics Authority (PSA) –				
Birth Certificate (1 Photocopy)				
11. Medical Certificate (1 Original Copy)				
12. Self-Stamped Mailing Envelope				
(1 pc)				
13. Long Brown Envelope (1 pc)				
B. FOR SECOND COURSERS				



Accomplished and Duly Signed Notice of Acceptance TSU-REG-SF-14 – (1 Original Copy)	Office of Admission and Registration or download at <a href="https://www.tsu.edu.ph/media/432jmwug/k-notice-of-acceptance.pdf">https://www.tsu.edu.ph/media/432jmwug/k-notice-of-acceptance.pdf</a>
2. Accomplished and Duly Signed Application Form for Admission TSU-REG-SF-12 - (1 Original Copy)	Office of Admission and Registration or download at <a href="https://www.tsu.edu.ph/media/skgbckmq/b-application-form-for-admission-graduate-school-prof-ed-takers-2nd-courser-and-transferees.pdf">https://www.tsu.edu.ph/media/skgbckmq/b-application-form-for-admission-graduate-school-prof-ed-takers-2nd-courser-and-transferees.pdf</a>
Accomplished and Duly Signed     Admission Slip TSU-REG-SF-05 –     (1 Original Copy)	Office of Admission and Registration
<ul> <li>4. Transfer of Credentials or Honorable Dismissal (1 Original Copy)</li> <li>5. Official Transcript of Records (TOR) or Duly Signed (by Registrar) Copy of Grades Used for Evaluation – (1 Original Copy)</li> </ul>	Previous School or University
<ol> <li>6. 2x2 Colored Pictures on White         Background Taken Within the Last Six         (6) Months - (2 Original Copies)</li> <li>7. Philippine Statistics Authority (PSA) –         Birth Certificate (1 Photocopy)</li> <li>8. Self-Stamped Mailing Envelope (1 pc)</li> <li>9. Medical Certificate (1 Original Copy)</li> <li>10. Long Brown Envelope (1 pc)</li> </ol>	The client will provide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Transferees: Proceed to the College Dean of the chosen course to secure his/her signature on the Notice of Acceptance form and Accreditation form.	1. For Transferees: Receives and checks the Notice of Acceptance and Accreditation form if properly filled-out and signs on the College Dean section.  Note: If with unaccomplished form/s, return the form/s to the applicant.	None	2 hours	College Clerk College & Dean College
For 2 <sup>nd</sup> Coursers: Proceed to the college of the chosen course to secure the approval of the College Dean	For 2 <sup>nd</sup> Coursers: Receives and checks the Notice of Acceptance Form if properly filled-out; and signs on the	None	2 hours	College Clerk College & Dean College



on the Notice of Acceptance.	College Dean section.			
	Note: If with unaccomplished form, return the form to the applicant.			
2. Submit the accomplished and duly signed forms with other related documents to the Office of	2. For Transferees: Receives and evaluates the completeness of documents presented.	None	45 minutes	Staff-in-Charge Office of Admission and Registration
Admission and Registration.	For 2 <sup>nd</sup> Coursers: Receives and evaluates the completeness of documents presented and encodes the name of the student in the Enrollment System.	None	45 minutes	Staff-in-Charge Office of Admission and Registration
	Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the applicant.			
3. For Transferees: Receives the Payment Slip.	3. For Transferees: Issues Payment Slip for the Validation / Accreditation Fee.	None	3 minutes	Staff-in-Charge Office of Admission and Registration
For 2 <sup>nd</sup> Coursers: Receives the Admission Slip with Student Number.	For 2 <sup>nd</sup> Coursers: Issues Admission Slip with Student Number.	None	15 minutes	Staff-in-Charge Office of Admission and Registration



4. For Transferees: Proceed to the Cashiering Unit to settle the Validation / Accreditation Fee.	4. For Transferees: Processes the payment and issues Official Receipt.	For SUC - Php 20.00 per page  For Non SUC Php 20.00 per subject	1 hour	Staff-in-Charge Cashiering Unit
For 2 <sup>nd</sup> Coursers: Proceed to the Enrollment Area of the College.	For 2 <sup>nd</sup> Coursers: Processes Temporary Enrollment of the student subject to presented Admission Slip with Student Number.	None	1 hour	Faculty-in- Charge College
5. For Transferees: Submit the Official Receipt and Validation / Accreditation to the Office of Admission and Registration.	5.1.1 For Transferees: Receives the submitted Official Receipt and encodes the name of the student in the Enrollment System.	None	1 hour	Staff-in-Charge Office of Admission and Registration
	5.1.2 Encodes the credited subjects and issues Admission Slip.	None	30 minutes	Staff-in-Charge Office of Admission and Registration
For 2 <sup>nd</sup> Coursers: Proceed to the Cashiering Unit to settle the required fees.	5.2 For 2 <sup>nd</sup> Coursers: Processes the payment and issues Official Receipt.	Prof. Ed - Php 260.00 per unit  Day Class – Php 200.00 per unit  Evening Class – Php	1 hour	Staff-in-Charge Cashiering Unit



		260.00		
		per unit		
6. For Transferees: Proceed to the college for the enrollment.	6. For Transferees: Processes Temporary Enrollment of the student subject to the presented Admission Slip with Student Number.	None	1 hour	Faculty-in- Charge College
For 2 <sup>nd</sup> Coursers: Proceed to Office of Management Information Systems for the creation of Office 365 Account and log in to the student portal (https://student.t su.edu.ph/) for the checking of enrolled subjects and viewing of Certificate of Registration.	For 2 <sup>nd</sup> Coursers: Creates Office 365 Account and provide temporary login credentials to the enrollee.	None	2 hours	Staff-in-Charge Office of Management Information Systems
7. For Transferees: Proceed to Office of Management Information Systems for the creation of Office 365 Account and log in to the student portal (https://student.t su.edu.ph/) for the checking of enrolled subjects and viewing of Certificate of Registration.	7. For Transferees: Creates Office 365 Account and provide temporary login credentials to the enrollee.	None	2 hours	Staff-in-Charge Office of Management Information Systems
	FOR TRANSFEREES:	Tuition Fee = Amount per	8 Hours & 18 Minutes	



	Page or Subject X Number of Page or Subject Submitt		
TOTAL FOR SECOND COURSERS:	ed Tuition Fee = Amount per Unit X Number of Units Enrolled	7 Hours	

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



### 3. Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE)

This service allows qualified students to enroll in Tarlac State University's Graduate School Programs such as Master of Arts and Master of Science, Doctorate Degrees and Juris Doctor Degree.

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for the receiving of documents and admission of the student. On the other hand, the Colleges are responsible for the pre-assessment and the Office of Management Information Systems is responsible for the creation of Office 365 account during the enrollment period.

Office or Division:	Office of the Admission and Registration (OAR)			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:	G2G – Government to Government			
Who may avail:	All Incoming Graduate School Enrollees			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
A. FOR PROFESSI	ONAL EDUCATION TA			
1. Transfer Credent	als / Honorable	Previous School / University		
Dismissal (1 Origi	nal Copy)			
2. Official Transcript	of Records (TOR)			
	y Registrar) Copy of			
Grades Used for	Evaluation			
(1 Original Copy)				
3. 2x2 Colored Pictu		The client will provide		
	Name, Middle Name)			
(2 Original Copies	,			
4. TSU Psychologic	al Test Result	Student Affairs Services – Testing, Evaluation		
(1 Original Copy)		and Monitoring Services Unit		
	5. Accomplished and Duly Signed Office of Admission and Registration or			
	TSU-REG-SF-12 –	download at		
(1 Original Copy)		https://www.tsu.edu.ph/media/skgbckmq/b-		
		application-form-for-admission-graduate-		
		school-prof-ed-takers-2nd-courser-and-		
6 Assamplished on	d Duly Cianad	transferees.pdf Office of Admission and Registration		
6. Accomplished an	, ,	Office of Admission and Registration		
Admission Slip <i>TS</i> (1 Original Copy)	30-REG-3F-03-			
7. Accomplished an	d Duly Signed	Office of Admission and Registration or		
Notice of Accepta		download at		
•	· (1 Original Copy)	https://www.tsu.edu.ph/media/432jmwug/k-		
7007.2007.77	( · o · · g · · · a · o o p y )	notice-of-acceptance.pdf		
8. Philippine Statisti	cs Authority (PSA)	The client will provide		
Birth Certificate (1	• , ,	•		
	9. For Female Married Student –			
Philippine Statistic	hilippine Statistics Authority (PSA) –			
Marriage Certifica	ite (1 Photocopy)			
10. Self-Stamped M	ailing Envelope			
(1 pc)				
11. Medical Certifica				
	and 1 Photocopy)			
12. Long Brown Env	velope			
(1 pc)				



13. Official Receipt or Deposit Slip (for	Cashiering Unit or Bank
Online and Bank Payment) of the	
Tuition and Miscellaneous Fees –	
(1 Original Copy and 1 Photocopy)	
B. FOR MASTERAL AND DOCTORAL	
Transfer of Credential or Honorable	The client will provide
Dismissal (1 Original Copy)	'
2. Official Transcript of Records (TOR)	
or Duly Signed (by Registrar) Copy of	
Grades Used for Evaluation	
(1 Original Copy)	
3. 2x2 Colored Picture with Name Tag	
(Last Name, First Name, Middle Name)	
(2 Original Copies)	
4. Philippine Statistics Authority (PSA) –	
Birth Certificate	
(1 Original Copy and 1 Photocopy)	
5. For Female Married Student –	
Philippine Statistics Authority (PSA) –	
Marriage Certificate	
(1 Original Copy and 1 Photocopy)	
6. Self-Stamped Mailing Envelope	
(1 pc)	
7. Medical Certificate	
(1 Original Copy and 1 Photocopy)	
8. Accomplished and Duly Signed	Office of the Admission and Registration or
Application Form TSU-REG-SF-12 –	download at
(1 Original Copy)	https://www.tsu.edu.ph/media/skgbckmq/b-
	application-form-for-admission-graduate-
	school-prof-ed-takers-2nd-courser-and-
	<u>transferees.pdf</u>
Accomplished and Duly Signed	Office of Admission and Registration or
Notice of Acceptance	download at
TSU-REG-SF-14 - (1 Original Copy)	https://www.tsu.edu.ph/media/432jmwug/k-
	notice-of-acceptance.pdf
10. Official Receipt or Deposit Slip (for	Cashiering Unit or Bank
online and bank payment) of the	
Tuition and Miscellaneous Fees –	
(1 Original Copy and 1 Photocopy)	
C. FOR JURIS DOCTOR	
Transfer of Credential or Honorable	The client will provide
Dismissal (1 Original Copy)	
2. Official Transcript of Records (TOR)	
or Duly Signed (by Registrar) Copy of	
Grades Used for Evaluation	
(1 Original Copy)	
3. 2x2 Colored Picture with Name Tag	
(Last Name, First Name, Middle Name)	
(2 Original Copies)	
4. Philippine Statistics Authority (PSA) –	
Birth Certificate	
(1 Original Copy and 1 Photocopy)	
5. For Female Married Student –	
Philippine Statistics Authority SA) –	
Marriage Certificate	
(1 Original Copy and 1 Photocopy)	
( ) Original Copy and 1 i hotocopy)	



6. Self-Stamped Mailing Envelope	
(1 pc)	
7. Medical Certificate	
(1 Original Copy and 1 Photocopy)	
8. Accomplished and Duly Signed	Office of Admission and Registration or
TSU-REG-SF-29 - (1 Original Copy)	download at
	https://www.tsu.edu.ph/media/bpqelbo4/e-
	application-for-admission-school-of-law.pdf
9. PhilSAT Result or Certificate of	Legal Education Board / Dean's Office
Exemption (1 Original Copy)	
10. Juris Doctor's Additional Required	Office of Admission and Registration –
Subjects:	College-in-Charge
English – 18 Units	
Social Science – 18 Units	
Math – 6 Units	
11. Official Receipt or Deposit Slip (for	Cashiering Unit or Bank
Online and Bank Payment) of the	
Tuition and Miscellaneous Fees –	
(1 Original Copy and 1 Photocopy)	
	FFFO TO DECOFOCING DEPOCH

(1 Original Copy and 1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the college of the chosen course, with the complete set of documents, to inform intention to enroll.	1.1 Conducts initial screening in the chosen college.  Note: If the applicant passed the initial screening, proceed to the Office of Admission and Registration for the submission of requirements.  Note: If failed, applicant is not allowed to enroll.	None	1 hour	<i>Dean</i> College
	1.2 Forwards list of applicants to Office of Administration and Registration	None	1 working day	<i>Clerk</i> College
2. For Walk-In:	2.1.1 For Walk-In:	None	20 minutes	Staff-in-Charge
Submit the needed requirements to the Office of Admission and Registration via drop off or thru courier addressed to Registrar,	Receives and checks completeness of the submitted requirements.  Note: If incomplete requirements, accept the			Office of Admission and Registration



				1906
Tarlac State	submitted			
University,	documents and			
Romulo	issue promissory			
Boulevard, San	note duly signed			
Vicente, Tarlac	by the applicant.			
City, Tarlac,				
2300.	2.1.2 For Online:			
Philippines	Downloads and			
i illippilies	receives the			
For Online:	submitted	None	1 hour	Chairperson
Send the	electronic copies	None	i iloui	College
needed	of the documents.			College
	or the documents.			
requirements to	Niete i lé in en mandete			
the college	Note: If incomplete			
email.	requirements,			
	accept the			
College of	submitted			
Business and	documents and			
Accountancy	issue promissory			
cba_dean@tsu.	note duly signed			
<u>edu.ph</u>	by the applicant.			
(045) 606 8172	2.2.1 For Walk-In:	None	30 minutes	Staff-in-Charge
	Encodes the			Office of
College of	name of the			Admission and
Engineering	students in the			Registration
and	Enrollment			
Technology	System and			
cet_dean@tsu.e	processes			
<u>du.ph</u>	temporary			
(045) 606 8175/	enrollment subject			
(045) 606 8179	to the submission			
	of the complete			
College of	physical copies of			
Public	requirements.			
Administration				
and	2.2.2 For Online:			
Governance	Processes the			
cpag_dean@tsu	temporary	None	30 minutes	College Clerk
<u>.edu.ph</u>	enrollment subject			College
(045) 606 8177	to the submission			
	of the complete			
College of Arts	physical copies of			
and Social	requirements.			
Sciences				
cass_dean@tsu				
.edu.ph				
(045) 606 8171				
School of Law				
sl_dean@tsu.ed				
<u>u.ph</u>				
(045) 606 8176				
College of				
Teacher				
Education				
Luucation				



				1900
cted_dean@tsu. edu.ph (045) 606 8174				
College of Science cs_dean@tsu.e du.ph (045) 606 8178				
College of Criminal Justice Education ccje_dean@tsu. edu.ph				
College of Architecture and Fine Arts cafa_dean@tsu. edu.ph (045) 606 8170				
College of Computer Studies ccs_dean@tsu.e du.ph (045) 606 8173				
3. For Walk-In: Receives admission slip.	3.1.1 <b>For Walk-In:</b> Issues the Admission Slip with the Student Number.	None	15 minutes	Staff-in-Charge Office of Admission and Registration
For Online: Receives assessment form.	3.1.2 <b>For Online:</b> Issues assessment form via email.	None	1 working day	College Clerk College
4. For Walk-In: Present the admission slip to the college for enrollment and wait for the issuance of assessment form.	4.1 For Walk-In: Processes the pre-registration or enrollment of the applicant and issues assessment form.	None	30 minutes	Faculty-in- Charge College
For Online: Settle the Tuition and Miscellaneous Fees thru		For Masteral - Php 800.00 per unit		-



		1	1	1900
online payment				
or bank		For		
deposit.		Doctoral		
,		– Php		
Note: If you opt		1,000.00		
to pay online,		per unit		
you may check		por anic		
out "payment"				
in the student				
portal and use				
a credit card to				
pay off your				
fees.				
Note: If it is				
through bank				
payment, you				
may then walk				
into any DBP				
branch and				
deposit your				
payment using				
the following				
account details:				
account actano.				
Account				
Name: TSU -				
SPECIAL				
BUDGET				
Account				
Number:				
00000060-5501				
For bank				
deposit,				
scanned your				
deposit slip				
with your name				
and reference				
number then				
send to the				
chairperson for				
submission to				
the cashiering				
unit.				
Note: Verifying				
your payment				
will take				
several days				
due to the need				
of updating the				
TSU bank				
account.				
5. For Walk-In:	5.1.1For Walk-In:	For	1 hour	Staff-in-Charge
		Masteral		Cashiering Unit
	<u> </u>	1	<u>I</u>	



Proceed to the Cashiering Unit to settle Tuition and Miscellaneous Fees.  For Online: Email Office of Management Information Systems at miso@tsu.edu.ph for the creation of Office 365 Account and log in to the student portal https://student.tsu.edu.ph/ for the checking of enrolled subjects and viewing of Certificate of Registration.	Receives the payment and issues Official Receipt.  5.1.2For Online: Creates Office 365 Account and provides temporary login credentials to the enrollee.	- Php 800.00 per unit For Doctoral - Php 1,000.00 per unit None	5 hours	Staff-in-Charge Office of Management Information Systems
6. For Walk-In: Proceed to Office of Office of Management Information Systems for the creation of Office 365 Account and log in to the student portal <a href="https://student.t">https://student.t</a> su.edu.ph/ for the checking of enrolled subjects and viewing of Certificate of Registration.	6. For Walk-In: Creates Office 365 Account and provides temporary login credentials to the enrollee.	Amount per Unit	2 hours  1 Working Day, 5 Hours &	Staff-in-Charge Office of Management Information Systems
TOTAL FOR WALI	K-IN TRANSACTION:	X Number	35 Minutes	



	of Units Enrolled		
TOTAL FOR ONLINE TRANSACTION:	Amount per Unit  X Number of Units Enrolled	2 Working Days, 7 Hours & 30 Minutes	

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



# 4. Enrollment Procedure for Incoming 2<sup>nd</sup> Year to 4<sup>th</sup> Year Regular Students (WALK-IN & ONLINE)

This service allows incoming  $2^{nd}$  year to  $4^{th}$  year regular students to enroll subjects according to their courses.

Note: This is a multi-stage process. The Colleges are only responsible for the pre-registration. On the other hand, the Office of Management Information Systems is responsible for the tagging of subjects of the qualified students during the enrollment period.

Office or Division:	Office of Admission ar	nd Registra	tion (OAR)	
Classification:	Complex			
Type of	G2C – Government to	Citizon		
Transaction:	G2C	Citizen		
	Incoming 2nd Voor to	1th Voor TS	I I Studente	
Who may avail:	Incoming 2 <sup>nd</sup> Year to 4 REQUIREMENTS	t <sup>m</sup> feal 13		CUDE
	REQUIREMENTS	The elient	WHERE TO SE	CURE
1. TSU Student ID	1 C d C)	The client	will provide	
	or 1 Scanned Copy)	0.11		. 01 - 1
2. Accomplished Er		College D	ean or Departmer	it Chairperson
(1 Original Copy	or 1 Scanned Copy)		PROCESSING.	DEDOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In:	1.1 For Walk-In:	None	1 working day	Faculty
Present the	Conducts pre-			In-Charge
Student ID and	registration /			College
Submit the	enrollment.			
document to the				
assigned person	1.2 Tagging of free	None	4 working days	Staff-in-Charge
in the enrollment	Tuition.			Office of
area.				Management
				Information
For Online:				Systems
Log-in to				
http://student.tsu				
<u>.edu,ph</u> (Student				
Portal)				
to create				
assessment.				
Note: The steps				
for online self-				
assessment is				
posted at the				
TSU Facebook				
page or				
visit https://www				
.tsu.edu.ph/medi				
a/gstlabqb/how-				
to-register.pdf.				
2. Log-in to	2. For Walk-In:	None	30 minutes	Faculty
http://student.tsu	Informs the	140110		In-Charge
<u>.edu,ph</u> (Student	student to verify			College
Portal) to verify	the status of			355g0
if the subject is	enrollment			
enrolled and				



tagged successfully and for viewing the Certificate of Registration.	through the student portal.			
For Walk-In: Note: If unsuccessfully tagged, return to the tagging station.				
For Online: Note: If unsuccessfully tagged, contact the Department Chairperson for verification.				
	TOTAL:	None	5 Working Days & 30 Minutes	

<sup>\*</sup>The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.



## 5. Enrollment Procedure for Incoming 2<sup>nd</sup> Year to 4<sup>th</sup> Year Irregular Students

This service allows incoming  $2^{nd}$  year to  $4^{th}$  year irregular students to enroll subjects according to their courses.

Note: This is a multi-stage process. The Colleges are only responsible for the preregistration. On the other hand, the Office of Management Information Systems is responsible for the tagging of subjects of the qualified students during the enrollment period.

Office or	Office of Admission and Registration (OAR)				
Division:					
Classification:	Complex				
Type of	G2C – Government to	Citizen			
Transaction:					
Who may avail:	Incoming 2 <sup>nd</sup> Year to 4 <sup>th</sup> Year Irregular TSU Students				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
1. TSU Student ID (	1 Original Copy)	The client will provide			
2. Accomplished En	rollment Form	College Dean or Department Chairperson			
(1 Original Copy)			·		
3. If there is no ava	ilable slot, Duly	Office of the Vice President for Academic			
Signed Request to	o Open Subject/s	Affairs or download at			
TSU-VPA-SF-17	(1 Original Copy)	https://ww	w.tsu.edu.ph/med	ia/rdvhozl5/reque	
		-	-subject.docx	-	
4. Special Requirer	ment for Students				
with Dismissal S		·			
Reconsideration A	-				
University Preside	ent (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Student ID and submit the document to the assigned person in the enrollment	1.1 Receives the submitted documents and evaluates student's credentials.	None	4 hours	Faculty-in- Charge College
area.	1.2 Conducts pre-registration to determine if there are available slots for the subject/s.  Note: If there is an available slot, conduct enrollment.	None	3 hours	Faculty-in- Charge College
	1.3 Informs the students regarding the unavailability of the subject/s and instruct to fill-out and have	None	10 minutes	Faculty-in- Charge College



_			1	
	the Request to Open Subject Form be signed by the respective signatories.			
2. If there is no available slot, submit the duly signed Request to Open Subject/s Form to the assigned person in the enrollment area.	2.1 Receives and verifies the submitted duly signed form.  Note: If submitted documents are incomplete, return and inform the lacking.	None	3 hours	Faculty-in- Charge College
	2.2 Opens the requested subject/s.	None	2 hours	Faculty-in- Charge College
	2.3 Add the requested subject to the pre-assessed registration.	None	3 hours	Faculty-in- Charge Mother College
	2.4 Tagging of free tuition.	None	4 working days	Staff-in-Charge Office of Management Information Systems
3. Log-in to <a href="http://student.tsu.edu,ph">http://student.tsu.edu,ph</a> (Student Portal) to verify if the subject is enrolled and tagged successfully and for viewing the Certificate of Registration.	3. Informs the student to verify the status of enrollment through the student portal	None	30 minutes	Faculty-in- Charge College
Note: If unsuccessfully tagged, return to the tagging station.				
TOTAL WIT	HOUT REQUEST TO OPEN SUBJECT:	None	4 Working Days, 7 Hours & 30 Minutes	
TOTAL WITH	REQUEST TO OPEN SUBJECT:	NOHE	5 Working Days, 5 Hours & 40 Minutes	

<sup>\*</sup>The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.



\*The minimum number of students required to request to open a subject/s is 35 for laboratory subjects and 40 for lecture subjects.

\*Subjects offered during the 1<sup>st</sup> semester of the academic year cannot be requested for reopening during the mid-year class.

\*The letter for reconsideration is subject to approval of the University President and to existing implementing rules and regulations on dismissal.

\*The evaluation of students records for purpose of retention is guided by the following standards:

- Warning: Students with a failure rate of 25%—49% of any number of academic units will have a deduction of 3 units from the normal load.
- Probation: Students with a failure rate of 50%—75% with 6 academic units or more are permitted to enroll 15 units only.
- Dismissal from the college: Students with a failure rate of 76%—100% with 9 academic units are not permitted to enroll in the college.
- Permanent disqualification from the university: Students with a failure rate of 100% are not permitted to enroll in any colleges within the university.



#### 6. Enrollment Procedure for Cross Enrollees Within the University

The service allows students to enroll subjects or take units to other colleges within the University.

Note: This is a multi-stage process. The Colleges (Receiving) are only responsible for the registration, while the Office of Management Information Systems is responsible for the tagging of subjects of the qualified students during the enrollment period. The Mother College (Releasing) is responsible for signing the requirements to cross-enroll.

Office or Division:	Office of Admission ar	nd Registrat	ion (OAR)	
Classification:	Complex			
Type of	G2C – Government to	Citizen		
Transaction:				
Who may avail:	All TSU Students			
	F REQUIREMENTS		WHERE TO SEC	CURE
1. TSU Student ID		The client v	will provide	
	Cross Enrollee Form		ean or Department	t Chairperson
(1 Original Copy				
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	<b>BE PAID</b>	TIME	RESPONSIBLE
1. Inquire verbally to the receiving college if there is available slot for the subject to be enrolled.	Informs if there is an available slot or none.	None	2 hours	Faculty-in- Charge Receiving College
2. Proceed to the Mother College to get the Cross Enrollee Form.	2. Provides the Cross Enrollee Form.	None	30 minutes	Department Chairperson Mother College
3. Accomplish the Cross Enrollee Form, then, ask the Mother College (Dean) permission and have the requirements signed.	3. Allows the student to take units to the other college and signs all the needed documents.	None	1 hour	Dean Mother College
4. Proceed to the Receiving College; present the requirements; and have Cross Enrollee Form signed.	4. Grants a permission to the client to cross-enroll and signs the cross-enrollee form.	None	3 hours	<i>Dean</i> Receiving College
5. Proceed to the	5.1 Conducts	None	3 hours	Faculty-in- Charge



Mother College for the assessment.	assessment of the subject/s and registration.			Mother College
	5.2 Tagging of free tuition.	None	4 working days	Staff-in-Charge Office of Management Information Systems
6. Log in to student portal (https://student .tsu.edu.ph/) to verify if the subject is enrolled and tagged successfully and for viewing the Certificate of Registration.	6. Informs the student to verify the status of enrollment through the student portal.	None	30 minutes	Faculty-in- Charge Mother College
	TOTAL:	None	5 Working Days	

<sup>\*</sup>The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.



## 7. Bulk Enrollment Procedure for Incoming 2<sup>nd</sup> Year to 4<sup>th</sup> Year Regular Students

This service allows incoming regular 2<sup>nd</sup> year to 4<sup>th</sup> year regular students who confirms their intention to enroll for the coming semester.

Note: This is a multi-stage process. The Colleges are only responsible for the preregistration. On the other hand, the Office of Management Information Systems is responsible tagging of free tuition during the enrollment period.

Office or Division:	Office of the Admission and Registration (OAR)			
Classification:	Highly Technical			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Incoming Regular 2 <sup>nd</sup> Year to 4 <sup>th</sup> Year TSU Students			
	REQUIREMENTS WHERE TO SECURE			CURE
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to https://student.ts u.edu.ph	1.1 Conducts pre- registration or enrollment.	None	1 working day	Faculty In-Charge College
(student portal) to confirm the intention to enroll.	1.2 Tagging of free tuition.  Note: Tagging of free tuition is done by bulk.	None	7 working days	Staff In-Charge Office of Management Information Systems
2. Log in to the student portal (https://student.t su.edu.ph/) for the checking of enrolled subjects and viewing of Certificate of Registration.  Note: If unsuccessfully tagged, proceed	2. Informs the student via College Facebook page to verify the status of enrollment thru the student portal.	None	1 working day	College
to Accounting Unit.	TOTAL:	None	9 Working	
	IOIAL:	NOHE	Days	

<sup>\*</sup>The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.



### 8. Enrollment Procedure for Graduating Students with Overloading or Waiving of Pre-Requisite Subjects (WALK-IN and ONLINE)

This service allows graduating students to enroll with overloading units or waving of prerequisite.

Note: This is a multi-stage process. The Colleges are only responsible for the preregistration and advising. On the other hand, the Office of Management Information Systems is responsible tagging of free tuition during the enrollment period.

Office or Division		n and Re	gistration (OAR)	
Classification:	Walk In – Simple			
Type of	Online – Complex G2C – Governmer	nt to Citize	n a	
Transaction:	OZO – Governine	it to Onize	511	
Who may avail:	TSU Graduating S	tudents		
_	REQUIREMENTS		WHERE TO SE	CURE
	ades or 1 Scanned Copy)	The clie	nt will provide	
	or 1 Scanned Copy)	0.00		
	verloading Request e-Requisite Form	Downloa		
	or 1 Scanned Copy)	overload	ww.tsu.edu.ph/meding-of-subjects-foequisites.pdf	
4. For Students with Approved Overloading Request - Accomplished Request to Open Subject TSU-VPA-SF-17		Office of Affairs o https://w	the Vice Presider or Download at oww.tsu.edu.ph/me	edia/rdvhozl5/req
	or 1 Scanned Copy)	uest-to-open-subject.docx		
(1 Oliginal Oopy	or r ocarrica copy)	FEES	DD 00E00ING	DEDOON
CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit all the needed requirements including the accomplished application request form for overloading.	1.1 For Walk-In: Receives and verifies the completeness of the submitted documents.	None	4 hours	Faculty-in- Charge College
For Online: Send all the needed requirements via email to the respective college.	For Online: Receives, downloads, and verifies the completeness of the submitted documents.  Note: If submitted documents are		1 working day	



College of	lacking, return and			
Architecture	inform the lacking.			
and Fine Arts cafa dean@ts u.edu.ph (045) 606 8170	1.2 Signs the overloading request form.	None	4 hours	Department Chairperson College Dean College
College of Arts and Social Sciences cass dean@ts u.edu.ph (045) 606 8171				Director Office of Admission and Registration
College of Business and Accountancy cba_dean@ts u.edu.ph (045) 606 8172				
College of Computer Studies ccs.dean@tsu .edu.ph (045) 606 8173				
College of Criminal Justice Education ccje_dean@ts u.edu.ph				
College of Engineering cet_dean@tsu .edu.ph (045) 606 8175/ (045) 606 8179				
College of Education cted dean@ts u.edu.ph (045) 606 8174				
College of Public				



		1		
Administration n and Governance cpag dean@t su.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				
2. Seek approval to the concerned signatory/ies.	2. Approves the Request.	None	4 hours	Vice President Office of the Vice President for Academic Affairs
3. For Online:  Receive  notification  regarding the  status of the  request.	3. For Online: Informs the student on the approval of the overloading request form.	None	4 hours	Faculty-in- Charge College
4. For Walk-In: Proceed to the faculty-in-charge for the advising of subjects to be enrolled.	4. Advises and determines the schedule to be given to the student.	None	4 hours	Faculty-in- Charge College
For Online: Email the faculty-in- charge or the College regarding the advising of the subjects to be enrolled.				
5. Submit duly signed Request to Open	5.1 Receives and evaluates submitted document.	None	10 minutes	Faculty-in- Charge College
Subject/s.	5.2 Encodes the requested subject/s.	None	10 minutes	Faculty-in- Charge College



6. For Walk-In: Proceed to the enrollment area for the advising and assessment of	6.1 Advises and assesses student; and tags requested subject/s to be enrolled.	None	4 hours	Faculty-in- Charge College
requested subject/s.  For Online: Email faculty in-charge for the advising and assessment.  Note: Student may check their Student Portal (https://student.	6.2 Tagging of free tuition.	None	4 hours	Staff-in-Charge Office of Management Information Systems
tsu.edu.ph/).	OTAL FOR WALK-IN TRANSACTION:		2 Working Days, 4 Hours, & 20 Minutes	
	TOTAL FOR ONLINE TRANSACTION:	None	3 Working Days, 4 Hours & 20 Minutes	

<sup>\*</sup>The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.



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

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

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.

Office or Division:	Office of Admission	n and Regis	stration (OAR)	
Classification:	Simple		, ,	
Type of	G2C – Governme	nt to Citizen		
Transaction:	All TSU Students			
Who may avail: CHECKLIST OF RI			WHERE TO SEC	CURE
Accomplished With		Office of A	dmission and Reg	
Enrollment/Registra		download a		
TSU-ORA-SF-19 (1	Original Copy)		v.tsu.edu.ph/medi	
			-of-enrollment-and	
<b>CLIENT STEPS</b>	AGENCY	FEES TO	PROCESSING	PERSON
1. Submit the	ACTIONS 1.1 Receives,	BE PAID None	TIME 3 hours	RESPONSIBLE Dean
accomplished	verifies, and	INOHE	3 110015	College
form to the	signs the			Comogo
College Dean for	submitted			
approval.	form.			_
	1.2 Returns the	None	10 minutes	Dean
	signed/ approved form			College
	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	None	3 hours	College-in-
Office of	and evaluates			Charge Office of
Admission and Registration to	the presented form.			Admission and
present the signed	1011111			Registration
form to seek				or
approval from the				Director
Director.				Office of Admission and
				Registration
	2.2 Returns the	None	10 minutes	College-in-
	signed/			Charge
	approved form			Office of
	to the student			Admission and
	and informs the student to			Registration or
	proceed to the			Director
	Accounting			



	Unit for approval.			Office of Admission and Registration
3. Proceed to the Accounting Unit to present the signed form seek	3.1 Checks and evaluates the presented form.	None	3 hours	Staff-in-Charge Accounting Unit
approval.	3.2 Returns the signed/ approved form to the student and informs the student to submit the form to the Office of Admission and Registration.	None	10 minutes	Staff-in-Charge Accounting Unit
4. Submit the duly signed form to the Admission Unit.	4.1 Processes the withdrawal of enrollment / registration.	None	20 minutes	College-in- Charge Office of Admission and Registration
	4.2 Informs the student once the enrollment / registration is successfully withdrawn.	None	10 minutes	College-in- Charge Office of Admission and Registration
	TOTAL:	None	1 Working Day	

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

<sup>\*</sup> One (1) working day is equivalent to 10 hours.



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

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

Office or Division:	Office of Admission a	nd Registrat	ion (OAR)	
Classification:	Simple			
Type of	G2C - Government to	Citizen		
Transaction:				
Who may avail:	Students Who Cannot	t Enroll Durir	ng the Semester	
CHECKLIST OF	F REQUIREMENTS		WHERE TO SEC	CURE
1. Accomplished L	eave of Absence	Downloada	able at	
Form - TSU-RE			<u>edu.ph/media/qhor</u>	nfaoa/j-leave-of-
(1 Original Copy		absence-fo		
	ate, If the Reason for		cal Service Unit, Go	overnment
	ce is Health Related	Physician		
(1 Original Copy		T1 !! (	20	
3. Letter of Intent t		The client v	wiii proviae	
(1 Original Copy	/) 	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. For Walk-In:	1.1 For Online:	None	5 hours	Staff-in-Charge
Go to the	Receives,	140110	o nouro	Office of
College Dean	checks, and			Admission and
for signing of	evaluates the			Registration
recommending	Leave of Absence			
approval.	and required			
	documents.			
For Online:	1.2 For Online:	None	10 minutes	Staff-in-Charge
Scan and	Issues			Office of
send the	assessment slip			Admission and
accomplished Leave of	for the Leave of			Registration
Absence Form	Absence fee.			
with other	1.3 For Walk-In:	None	3 hours	Dean
pertinent	Signs the Leave			College
documents to	of Absence form.			
the College				
Dean, Vice				
President for				
Academic				
Affairs and				
Director of				
Office of Admission and				
Registration.				
Rogistiation.				
Note: The				
Official email				
of Colleges				
and Offices				
can be				
searched on				
the TSU				
Website				
(tsu.edu.ph).				



O. Far: W11. 1	0.4 5 0	DUD	A 1 .	0(-# ' - 0'
2. For Walk-In:	2.1 For Online:	PHP	1 hour	Staff-in-Charge
Go to the Vice	Accepts the	150.00		Cashiering Unit
President for	payment for			
Academic	Leave of			
Affairs for	Absence.			
approval of the	2.2 For Online:	None	30 minutes	Staff-in-Charge
Leave of	Receives the			Office of
Absence	scanned Official			Admission and
Form.	receipt and			Registration
	approved Leave			
For Online:	of Absence form			
Pay for the	to be recorded in			
Leave of				
Absence fee	the system.	Nana	0 haven	Vice Duesident
	2.3 For Walk-In:	None	3 hours	Vice President
thru online or	Signs the Leave			Office of the
onsite (TSU	of Absence			Vice President
Cashier) and	form.			for Academic
send process				Affairs
Leave of				
Absence form				
to Office of				
Admission and				
Registration				
via email				
(ora@tsu.edu.				
ph).				
3. For Walk-In:	3.1 For Walk-In:	None	1 hour	Staff-in-Charge
Go to the	Receives,	None	i iloui	Office of
Office of	·			Admission and
	checks, and			
Admission and	evaluates the			Registration
Registration	Leave			
office for	of Absence and			
assessment of	required			
fee.	documents.			
	3.2 For Walk-In:	None	10 minutes	Staff-in-Charge
	Issues			Office of
	Assessment Slip			Admission and
	for the Leave of			Registration
	Absence fee.			
4. For Walk-In:	4 For Walk-In:	PHP	1 hour	Staff-in-Charge
Pay for the	Accepts the	150.00		Cashiering Unit
Leave of	payment for			
Absence fee	Leave of			
at TSU	Absence.			
Cashier.				
5. For Walk-In:	5. For Walk-In:	None	1 hour	Staff-in-Charge
Go to the	Receives Official	. 40110	i noui	Office of
Admission Unit	Receipt and			Admission and
Aumosion Oill	•			
	approved Leave			Registration
	of Absence form			
	to be recorded in			
_	the system.		0.11 0.40	
T	OTAL FOR WALK-IN	B. 15	9 Hours & 10	
	TRANSACTION:	PHP	Minutes	
	TOTAL FOR ONLINE	150.00	6 Hours & 40	
	TRANSACTION:		Minutes	



### 11. 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.

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.

0.40		15 1 (0.5)	
Office or	Office of Admission and Registration (OAR)		
Division:			
Classification:	Simple		
Type of	G2C - Government to	Citizen	
Transaction:			
Who may avail:	Student Who Complet	ted Their Course	
CHECKLIST OF	F REQUIREMENTS	WHERE TO SECURE	
1. Accomplished A	application for	Office of Admission and Registration or	
Graduation TSU	J-ORA-SF-24	download at	
(1 Original Copy	/)	https://tsu.edu.ph/media/by3l5ouu/g-	
		application-for-graduation-undergraduate.pdf	
2. For Transferee	es - Form 137-A /	Previous School or University	
Official Transcri	pt of Records		
with Remarks "Copy for TSU"			
(1 Original Copy)			
3. 2x2 Colored Picture with Name Tag		The client will provide	
(Last Name, Fir	st Name, Middle		
Name) - (2 Original Copies)			
4. Philippine Statistics Authority (PSA)			
Birth Certificate - (1 Photocopy)			
5. For Female Married Student –			
Philippine Statis	tics Authority (PSA) -		
Marriage Certific	cate (1 Photocopy)		
6. Documentary S	tamps – (2 pcs)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In:	1.1 Receives and	None	1 working day	Staff-in-Charge
Submit the	reviews the evaluation records			Office of Admission and
accomplished	of the student and			
Application Form for	submitted			Registration
Graduation	requirements.			
and other	1.2 Informs the	None	1 hour	Staff-in-Charge
pertinent	student the result	110110		Office of
documents to	of his / her			Admission and
Office of	application.			Registration
Admission and	1.3 Sends	None	1 hour	Staff-in-Charge
Registration.	confirmation of			Office of
	the approved /			Admission and
	disapproved			Registration
	application for			
	Graduation.			



For Online:	1.1 Receives	None	1 hour & 40	
Send the accomplished Application Form for	the accomplished Application Form for Graduation.	None	minutes	
Graduation to Office of Admission and Registration via e-mail (ora@tsu.edu. ph).	1.2 Reviews the evaluation records of the student and the submitted requirements.	None	10 minutes	
Note: Submission of the physical copy/ies of documents depends on the date indicated on the academic calendar.				
2. Receive an email for the approval / disapproval of the application for graduation.	2.1 Endorses the list and total number of candidates for graduation for to the University Academic Council for approval.	None	1 hour	Director Office of Admission and Registration
	2.2 Endorses the list and total number of candidates for graduation to the Board of Regents for approval.	None	1 hour	University Academic Council
	2.3 Provides official list of candidates for graduation to the Business Center in preparation for printing of the programs and diplomas.	None	3 hours	Staff-in-Charge Office of Admission and Registration
Т	OTAL FOR WALK-IN TRANSACTION:	None	6 Hours & 50 Minutes	
	TOTAL FOR ONLINE TRANSACTION:	IAOHE	1 Working Day & 6 Hours	



### 12. Processing of Request for Data

This service allows clients to request their needed student data.

Office or	Office of Admission ar	nd Registration (OAR)	
Division:			
Classification:	Complex		
Type of	G2C - Government to	Citizen	
Transaction:	G2G - Government to Government		
Who may avail:	Some TSU Offices and Students Who Are Enrolled in the University		
CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE	
1. Accomplished I	Request for Data	Office of Admission and Registration or	
Form <i>TSU-ORA-SF-47</i> -		Download at	
(1 Original Cop	(https://tsu.edu.ph/media/fwsdd1dd/p-request-fe		
		data-form.pdf	

		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Go to the College Dean, Data	Signs the Request Data Form.	None	3 hours	<i>Dean</i> College
Privacy Officer, and Office of				Officer Data Privacy Office
Admission and Registration Director for the approval of the				Director Office of Admission and Registration
request.				
2. Submit the accomplished and signed Request for Data Form to	2.1 Receives the fully signed request form and processes the requested data.	None	3 working days	Staff-in-Charge Office of Admission and Registration
the Data Processing In-Charge.	2.2 Sets an appointment date for the claiming of the request.	None	5 minutes	Staff-in-Charge Office of Admission and Registration
3. Receive the requested data.	3. Releases the requested data.	None	2 hours	Staff-in-Charge Office of Admission and Registration
	TOTAL:	None	3 Working Days, 5 Hours & 5 Minutes	



#### 13. Process for Correction / Rectification of Grades (WALK-IN and ONLINE)

u.edu.ph

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

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.

Office or Division:	Office of Admission and Registration (OAR)				
Classification:	Simple				
Type of	G2G – Government to Government				
Transaction:	G2G GGVGHIMGHR to GGVGHIMGHR				
	Teaching Personnel of the University				
	REQUIREMENTS		WHERE TO SEC	CURE	
	Accomplished Form for		Office of Admission and Registration		
Correction / Rec	tification of Grades		_		
TSU-ORA-SF-2	5				
(1 Original Copy	or 1 Scanned Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. For Walk-In:	1. Receives and	None	4 hours	Dean	
Submit the	signs the	INOTIC	+ 110u13	College	
accomplished	submitted form.			College	
form to the	Submitted form.				
College Dean					
for approval.					
ιοι αρριοναι.					
For Online:					
Submit the					
scanned copy					
of the					
accomplished					
document to					
the College					
Dean for					
approval via					
email.					
College of					
Architecture					
and Fine Arts					
cafa_dean@ts					
<u>u.edu.ph</u>					
College of					
Arts and					
Social					
Sciences					
cass_dean@ts					



		T-		
College of Business and Accountancy cba_dean@tsu. edu.ph				
College of Criminal Justice Education ccje_dean@tsu .edu.ph				
College of Computer Studies ccs_dean@tsu. edu.ph				
College of Education cted_dean@tsu .edu.ph				
College of Engineering cet_dean@tsu.edu.ph				
College of Public Administration and				
Governance cpag_dean@ts u.edu.ph				
College of Science cs_dean@tsu.e du.ph				
School of Law sl_dean@tsu.e du.ph				
2. For Walk-In: Proceed to the Admission Unit and submit the signed / approved form.	2.1 Receives and signs the submitted form.	None	4 hours	Staff-in-Charge or Director Office of Admission and Registration
For Online: Submit the signed form to	2.2 Issues the payment slip.	None	10 minutes	Staff-in-Charge Office of Admission and Registration



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	1 hour	Staff Cashiering Unit
For Online: Pay the rectification of grades fee thru online payment, bank, or at the Cashiering Unit.				
Note: If it is thru bank payment, you may then walk into any DBP branch and deposit your payment using the following account details:				
Account Name: TSU – SPECIAL BUDGET Account Number: 00000060-5501				
For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to				



the englateries	T			
the cashiering				
unit.				
Note: Verifying				
your payment				
will take				
several days				
due to the need				
of updating the				
TSU bank				
account.				
4. For Walk-In:	4.1 Verifies the	None	10 minutes	Staff-in-Charge
Proceed to the	Official Receipt			Office of
Admission Unit				Admission and
and present				Registration
the Official	4.2 Processes the	None	10 minutes	Staff-in-Charge
Receipt	rectification of			Office of
	grades in the			Admission and
For Online:	system.			Registration
Send the proof				
of payment to				
the Admission				
Unit via email				
aro- admission@ts				
u.edu.ph .				
5. Log in to	5. Informs the	None	30 minutes	Staff-in-Charge
Faculty	client to verify the			Office of
portal	status of the			Admission and
(https://faculty.t	request to rectify			Registration
su.edu.ph/) to	the grade/s			_
verify if the	through the faculty			
grade/s have	portal.			
been corrected/				
rectified.		DI:-		
T	OTAL FOR WALK-IN	PHP		
	TRANSACTION:	100.00 per	1 Working Day	
	TOTAL FOR ONLINE	Subject/	1 Working Day	
	TRANSACTION:	Course		
1			1	

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



## Office of Student Affairs and Services External Services



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

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

Office or Division:	Office of Student Affairs and Services (OSAS)				
Classification:	Simple				
Type of Transaction:	G2C - Government	to Citizen			
Who may avail:	TSU Board/Bar Exa	mination Placers and TSU Student Awardee			
CHECKLIST OF I	REQUIREMENTS	WHERE TO SECURE			
<ol> <li>Professional Regula (PRC) Certificate of Amended/Updated Resolution No. 62, (1 Duplicate Copy)</li> </ol>	r Any of the Same s. 2015	The client will provide			
<ol> <li>Invitation Letter/ E</li> <li>(1 Original Copy)</li> <li>Certificate or Certi</li> <li>Claims (1 Original Company)</li> </ol>	fications Supporting				

Olainio (1 Origina	··				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit complete requirements.	1.1 Receives, verifies submitted document/s.	None	3 minutes	Staff-in-Charge Office of Student Affairs and Services	
	1.2 Verifies / assets submitted documents.	None	5 minutes	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	Staff-in-Charge Office of Student Affairs and Services	
2. Receives incentives from TSU.	2. Releases incentives to Various Student Awardee or Alumni Board Passer.	None	1 hour	Staff-in-Charge Cashiering Unit	
	TOTAL:	None	1 Working Day, 1 Hour & 8 Minutes		



## Office of Student Affairs and Services Internal Services



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

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

Office or Division:	Office of Student Affairs and Services (OSAS)				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	TSU Board/Bar Exa	mination Placers and TSU Student Awardee			
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE			
1. Professional Regula (PRC) Certificate of Amended/Updated Resolution No. 62, (1 Duplicate Copy)	r Any of the Same	The client will provide			
Invitation Letter/ E     (1 Original Copy)     Certificate or Certi     Claims (1 Original Company)	fications Supporting				

Olainio (1 Origina					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit complete requirements.	1.1 Receives, verifies submitted document/s.	None	3 minutes	Staff-in-Charge Office of Student Affairs and Services	
	1.2 Verifies / assets submitted documents.	None	5 minutes	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	Staff-in-Charge Office of Student Affairs and Services	
2. Receives incentives from TSU.	2. Releases incentives to Various Student Awardee or Alumni Board Passer.	None	1 hour	Staff-in-Charge Cashiering Unit	
	TOTAL:	None	1 Working Day, 1 Hour & 8 Minutes		



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

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

Office or Divinion	Office of Childent Af	faire and Caminas (OCAC)			
Office or Division:		fairs and Services (OSAS)			
Classification:	Highly Technical	( O'C			
Type of	G2C - Government				
Transaction:	G2B - Government to Business Entity/ies				
Who may avail:	TSU Students and F				
	REQUIREMENTS	WHERE TO SECURE			
	ZATION & ACCIDEN				
Hospital Statemer	nt of Account	The client will provide			
(1 Original Copy)					
2. Itemized Charge S	Slip Expenses				
(1 Original Copy)					
3. Original Official R	-				
Prescription of Me	dicine/s				
(1 Original Copy)					
4. Detailed Accident	Incident Report				
(1 Original Copy)					
5. Medical/Hospital (					
the Following Test	t Results:				
a. X-Ray Result					
b. CT Scan Result					
c. Ultrasound and	,.				
d. Other Related E	xamination				
(1 Original Copy)	- D				
6. Police Investigation	n Report				
(1 Original Copy) 7. Driver's License a	nd LTO OD				
(1 Certified True C					
8. Accomplished No		Office Of Student Affairs and Service			
Hospitalization Ac		Director's Office			
(1 Original Copy)	oldoni	Bircolor 3 Office			
9. Accomplished Cla	im Form				
(1 Original Copy)					
B. FOR DEATH CLA	AIM				
Philippine Statistic		The client will provide			
Birth Certificate	(1.01.1)	The short time provides			
(1 Certified True C	Copy)				
2. Duly Authenticate					
by the Civil Regist					
Registry No. and I					
(1 Original Copy)					
3. <i>If Single,</i> Marriag	e Contract of				
Parents (1 Certifie					
4. <i>If Married,</i> Marria					
(1 Certified True C	=				
5. Funeral Expenses					
(1 Original Copy)	•				
6. Statement of Witn	ess				
(1 Original Copy)					
7. Accomplished No	tice of Incident:	Office Of Student Affairs and Service			
Death (1 Original		Director's Office			
8. Accomplished Cla					



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



# Guidance and Counseling Unit External Services



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

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

Office or Division	Guidance and Coun	selina I Init (	GCII)			
Classification:		Simple				
Type of	,	. 0				
Transaction:	G2C - Government	to Citizen				
Who may avail:	TSU Shifting Students and Returnees					
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE		
1. Accomplished ar	nd Duly Signed	Office of A	dmission and Reg	istration or		
Shifting / Returne	ee Form	download a	at			
TSU-ORA-SF-13	3 (1 Original Copy)	https://www	<u>v.tsu.edu.ph/medi</u>	a/3bpl3ifq/h-		
			-form-for-shifter.p			
2. Report of Grades		The client	will provide (from	Student Portal)		
(1 Original Copy	and 1 Photocopy)					
<b>CLIENT STEPS</b>	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
4. Dunnand	4 . W. a la a una a a . tha a	BE PAID	TIME	RESPONSIBLE		
1. Proceed	1. Welcomes the	None	10 minutes	Guidance		
to the nearest Guidance and	client, gathers information, and			Counselor / Associate		
	informs the client			Guidance		
Counseling office.	about the process			Counselor		
Office.	and test.			Guidance and		
	and lest.			Counseling Unit		
2. Answer the	2.1 Administers the	None	30 minutes	Guidance		
Vocational	Vocational	140110	00 1111114103	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 /		
	client's			Associate		
	requirements			Guidance		
	and attaches			Counselor		
	additional			Guidance and		
	documents			Counseling Unit		
	needed by the client and the					
	other offices.					
	2.4 Discusses with	None	10 minutes	-		
	the client the	INOITE	าง กากเนเธอ			
	career profile					
	results and					
	identifies interest					



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



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

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

Office or Division:	Guidance and Counseling Unit (GCU)				
Classification:	Complex				
Type of	G2C - Government to	o Citizen			
Transaction:					
	TSU Students and Alumni				
	REQUIREMENTS		WHERE TO SEC	CURE	
A. FOR SCHOLARS		T			
Certificate of Reg	` ,	The client	will provide		
	D (1 Original Copy)				
	ENT AND BOARD EXA				
1. Transcript of Reco		Office of A	dmission and Reg	istration	
(1 Original Copy);		000			
2. Accomplished Stu	ident Clearance	Office of A	dmission and Reg	istration	
(1 Original Copy)					
C. FOR TRANSFER		O(() ( A	1	to to a Character	
1. Honorable Dismis		Office of A	dmission and Reg	istration	
Credentials (1 Ori		O#: + A	duninaina and Dan	intuntinu	
2. Accomplished Stu	ident Clearance	Office of A	dmission and Reg	Istration	
(1 Original Copy)	1 CAC SE 20	Cuidonos	and Counceling H	o i t	
3. Payment Slip <i>TSU</i>	J-GAU-SF-28	AC-SF-28 Guidance and Counseling Unit		nit	
(1 Original Copy)		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Message the	1.1 Receives	None	3 working days	Associate	
Official	request and	IVOIC	o working days	Guidance	
Facebook page	verifies the			Counselor	
of the Guidance	submitted			Guidance and	
and Counseling	requirements of			Counseling Unit	
Unit,	the client and				
(https://www.fac	processes the				
ebook.com/TSU	request.				
GuidanceAndCo	1.2 Sends the	None			
unselingUnit)	proof of				
and fill out the	appointment to				
link provided	the email				
and upload	address				
scanned	provided by the				
documents	requesting client.				
based on					
his/her request.					
2. Proceed to the	2. Provides payment	None	3 minutes	Associate	
Main Campus-	slip.			Guidance	
Guidance and				Counselor	
Counseling				Guidance and	
Office and				Counseling Unit	
present the					
proof of					
appointment to					
process his/her request.					
	Î	Ī	İ	i l	



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



## **Guidance and Counseling Unit**

**Internal Services** 



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

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

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



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



#### 2. 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: Classification:	Guidance and Counseling Unit (GCU) Complex			
Type of Transaction:	G2C - Government to	o Citizen		
	TSU Students and A	lumni		
	REQUIREMENTS		WHERE TO SEC	CURE
A. FOR SCHOLARS				
1. Certificate of Regi	stration (COR) or	The client	will provide	
TSU ID (1 Origina				
	ENT AND BOARD EXA			
1. Transcript of Records  Office of Admission and Registration				istration
(1 Original Copy);		Office of A	dmission and Dag	intration
(1 Original Copy)	Student Clearance Office of Admission and Registration			istration
C. FOR TRANSFERRING PURPOSES				
Honorable Dismissal / Transfer     Office of Admission and Registration				
Credentials (1 Orig				
2. Accomplished Stu				istration
(1 Original Copy)				
3. Payment Slip TSU				nit
(1 Original Copy)				DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Message the Official Facebook page of the Guidance and Counseling Unit, (https://www.facebook.com/TSUGuidanceAndCounselingUnit) 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	Staff Cashiering Unit
4. Present Official Receipt and receives the Certificate of Good Moral Character.	4. Checks Official Receipt and releases the Certificate of Good Moral Character.	None	8 minutes	Associate Guidance Counselor Guidance and Counseling Unit
5. Fill out the logbook.	5. Instructs client to fill out the logbook.	None	2 minutes	Associate Guidance Counselor Guidance and Counseling Unit
	TOTAL:	PHP 20.00	3 Working Days & 28 Minutes	



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

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

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



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



## Career Education and Job Placement Services External Services



#### 1. 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 Division:	Career Education and	Job Placem	nent Services (CE	EJPS)
Classification:	Simple			
Type of	G2B – Government to	Rusiness F	ntity/ies	
Transaction:		Dusiness L	Titity/IC3	
	Company/ies, Agency	/ies, and Ins	stitution/s	
_	REQUIREMENTS		WHERE TO SEC	URE
1. Company Accre			cation and Job P	
Form TSU-CJS-	-SF-01		request forms vi	
(1 Original copy		@jobplacem	<u>nent@tsu.edu.ph</u>	
2. Company Accre	ditation Terms of			
Reference				
` ' '	/ / Scanned Copy)			
3. Job Posting / Gr				
Resume Reque				
TSU-CJS-SF-03				
	/ / Scanned Copy)			
4. CCR_CR_CF_F	•			
TSU-CJS-SF-10				
, , ,	Roadshow, and For			
Career Fair Form	,			
	/ / Scanned Copy)	I' (	*11 * 1	
	for Industry- Academe	ne client w	ılı provide	
Partnership	y / Soonnad Cany)			
	y / Scanned Copy)	-		
6. BIR Certificate of (BIR Form 2303)	•			
`	// / / Scanned Copy)			
	DTI Registration Form			
	/ / Scanned Copy)			
8. PhilJobNet Regi		-		
	/ Scanned Copy)			
9. Company / Insti		1		
	eiving Copies, for OUP			
and CEJPS)	g 00p100, 101 001			
,		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	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.	None	10 minutes	Career Specialist Staff & Section Head Career Education and Job Placement Services
'	Note: If incomplete requirements, inform the company to complete the requirements.			
	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	



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

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

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

Office or Division: Career Education and Job Placement Services (CEJPS)

Office of Division.	Career Education and Job Flacement Services (CEJF3)			
Classification:	Complex			
Type of	G2B – Government to	Business E	Entity/ies	
Transaction:			- -	
	Company/ies, Agency	/lies, and In	stitution/s	
CHECKLIST OF I			WHERE TO SEC	URE
1. CCR_CR_CF_Reg		Career Edu	ucation and Job P	
TSU-CJS-SF-10			or request forms vi	
(For Company Ro			ment@tsu.edu.ph	
Career Fair Form)				
(1 Original Copy / S	Scanned Copy)			
2. Letter for Career Fa		The client v	will provide	-
Recruitment Activity				
Development Webi	•			
•	o, Career Roadshow			
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
•	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
	A			
	Note: If incomplete			
	requirements,			
	inform company to			
	complete the			
	requirements.			
	1.2 Endorses the	None	1 working day	President
	request of the			Office of the
	company.			University
	The President			President
	endorses the			
	company's			Vice President
	request to the			Office of the
	Student Affairs			Vice President
	Office and will be			for Academic
	forwarded to the			Affairs
	CEJPS Unit.			0/2.5:
	NI-1 A			OIC-Director
	Note: A regret			
	letter will be			



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



#### 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	I Joh Place	ment Services (CF	IPS)
Classification:	Simple	1 000 1 1000	inchi ocivioca (oc	-01 0)
Type of	G2B – Government to	Rusiness	Entity/ies	
Transaction:	OZD GOVERNMENT TO	Dusiness	Littly/103	
Who may avail:	Company/ies, Agency	/ies. and Ir	nstitution/s	
	REQUIREMENTS	,	WHERE TO SEC	CURE
		Career Ed	ucation and Job Pl	
Request form TS	3		or request forms via	
(1 Original Copy /	Scanned Copy)	@jobplace	ment@tsu.edu.ph	
2. Letter of Request	for Job Posting and	The client	will provide	
Graduate Listing			•	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	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.  Note: A regret letter will be issued if the company failed to comply with the requirements.	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



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



## Testing, Evaluation and Monitoring Services Unit External Services



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

This service allows incoming first year college students to apply for TSU College Admission Test (CAT).

Office or Division:	Testing, Evaluation, a	nd Monitori	ing Services Unit (	TEMSU)
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Transaction:				
Who may avail:	Incoming TSU Freshn	nen Studen	ts	
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. A Digital Image /	Scanned	The client	will provide	
1.77" x 1.37" (For	mal Passport-Size		-	
Photo) on a White	Background with			
Name Tag.				
Format: (DELA C	RUZ, JUANA CRUZ)			
(1 Electronic Copy	y)			
2. Digital Image / So	anned Front and			
Back Page of For	m 138 Grade 11 /			
Grade 12 / (Repo	rt Card) / ALS Rating			
	(1 Electronic Copy)			
3. Digital Image / So	canned Front Page of			
	tics Authority (PSA)			
	(1 Electronic Copy)			
	anned Front Page of			
	d Moral Character –			
(1 Electronic Copy				
5. Digital Image / So				
Income Tax Retur				
Certificate of Indig	, ,			
(1 Electronic Copy		D 1 1		
6. Accomplished TS	U-CAT Online	Downloadable at <i>cat.tsu.edu.ph</i>		
Application Form		FEES TO PROCESSING PERSON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	RESPONSIBLE
1. Create an online		None	20 working	Staff-in-Charge
account at CAT	applications via		days	Testing,
website	CAT portal and			Evaluation, and
(cat.tsu.edu.ph)	evaluates all the			Monitoring
Fill-out the	submitted			Services Unit
online	requirements.			
application form;	Nata Harris			
upload and submit all the	Note: If submitted			
	requirements are			
requirements.	incomplete, a notification will be			
Note: The client	sent informing the			
needs a valid	need for			
email address	resubmission of			
for the filing of	application.			
application and	аррисацон.			
for receiving				
notifications				
าเบเเเเนสแบกร				



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

<sup>\*</sup>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
- o Administration of CAT- 2.5 months
- o Posting End of May of every Academic Year



## 2. Process of Administering Tarlac State University – College Admission Test (TSU-CAT) for Incoming Freshmen Students

This service allows incoming first year college students to take the TSU College Admission Test.

Office or Division:	Testing, Evaluation, and Monitoring Services Unit (TEMSU)				
Classification:	Highly Technical				
Type of	G2C - Government to Citizen				
Transaction:					
Who may avail:	Incoming TSU Freshmen Students				
	REQUIREMENTS		WHERE TO SE		
1. TSU-CAT Test Pe	Permit Downloadable at <u>cat.tsu.edu.ph</u>			u.ph	
(1 Original Copy)	(2)				
2. Lead Pencil No. 2		The client will provide			
3. Valid ID (1 Origina	al Copy)	EEEO TO	DDOCESSING	DEDCON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to the waiting / assembly area, receive the assigned seat number, and proceed to the	1.1 Checks the attendance sheet of examinees and gives the assigned seat number to the applicants.	None	10 minutes	Staff-in-Charge Testing, Evaluation, and Monitoring Services Unit	
designated seat.	1.2 Assists the examinees to their respective seats and provides testing instructions, and additional announcements.	None	10 minutes		
2. Take the College Admission Test.	2.1 Administers the College Admission Test.	None	50 working days	Staff-in-Charge Testing, Evaluation, and	
	2.2 Checks the test papers.	None		Monitoring Services Unit	
	2.3 Encodes scores or ratings at Databank Management System.	None			
3. View the results by logging in to CAT Website (cat.tsu.edu.ph) by providing the following details:  Application No.: Registered E-mail Address:	3. Posts CAT results.  Note: The schedule of posting of the official results is dependent on the approval of TSU Administration. The Office of	None	10 minutes	Staff-in-Charge Testing, Evaluation, and Monitoring Services Unit  Staff-in-Charge Office of Public Affairs	



Facebook Page.  TOTAL:	None	50 Working Days and 30 Minutes	
Public Affairs will post an announcement of the TSU-College Admission Test result on Tarlac State University			

<sup>\*</sup>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 activities of the unit.

#### Approved Calendar of Activities:

- Receiving and Reviewing of Online Application 2 months
- o Administration of CAT- 2.5 months
- o Posting End of May of every Academic Year



## 3. 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:	Testing, Evaluation, and Monitoring Services Unit (TEMSU)				
Classification:	Complex				
Type of	G2C - Government to Citizen				
Transaction:					
Who may avail:	Transferee Students				
	REQUIREMENTS WHERE TO SECURE				
1. Accomplished Ad	•			gistration	
(1 Original Copy)	<del>.</del> .	<b>-</b>			
2. Accomplished Ap		Testing, Evaluation, and Monitoring Services			
Transferees (1 O	Igiriai Copy)	Unit FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Secure and fill out Admission Slip; and present to the Testing, Evaluation and Monitoring Services Unit.	1.1 Checks the presented Admission Slip.	None	5 minutes	Staff-in-Charge Testing, Evaluation, and Monitoring Services Unit	
2. Obtain, fill out and submit	2.1 Issues blank Application Form.	None	2 minutes	Staff-in-Charge Testing, Evaluation, and	
Application Form.	2.2 Receives and evaluates accomplished Application Form.  Note: If Application Form is not properly filled out, return to the applicant.	None	4 minutes	Monitoring Services Unit	
	2.3 Issues test permit and inform schedule of 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.		
3. Proceed to the Testing Area on the scheduled	3.1 Administers the Psychological Test.	None	45 minutes	Staff-in-Charge Testing, Evaluation, and	
date of the exam; present	3.2 Checks and	None	3 hours	Monitoring Services Unit	



	TOTAL:	None	3 Working Days, 5 Hours & 3 Minutes	
Receive the     Psychological     Test Result.	4. Prepares and releases result of Psychological Test.	None	1 hour	Staff-in-Charge Testing, Evaluation, and Monitoring Services Unit
test permit, and take the Psychological Test.	evaluates Psychological Test Result.			



## 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 Transaction:	G2C - Government to Citizen			
	TSU Students			
	REQUIREMENTS		WHERE TO SEC	URE
1. Accomplished F TSU-EED-SF-0				<u>SUEconomicEnter</u>
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.	1.1 For Walk-In: Welcomes the client, provides the duplicate copy of the Request Form, and sets schedule for preliminary interview.  For Online: Sends confirmation email with the scheduled time and date of the preliminary interview, along with the Zoom or Google Meet Link.  1.2 Forwards the accomplished Request Form to Section Head for review and evaluation.	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 the Coaching Logbook.	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



	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	3.1 Ends the career coaching session and gives the client a copy of the of the findings/ assessment.	None	5 minutes	Section Head, Technical Staff Economic Enterprise Development Unit
copy for walk- in and via email for online).	3.2 Forwards the original copy of the fully accomplished Request Form to Technical Staff for filing.			
	TOTAL:	None	2 Working Days & 50 Minutes	



## Student Development Services Unit External Services



#### 1. Processing of Student Clearance

This process is expedited for the alumni, newly graduated and transferring students to claim their official Transcript of Records.

Note: Student Development Services is just one of the signatories on the student clearance.

Office or	Student Development Services Unit (SDSU)			
Division: Classification:	Simple			
Type of	G2C – Government to	Citizon		
Transaction:	O20 – Government to	Ollizen		
Who may avail:	Students Enrolled in the University, Alumni, Doctor and Master 's			
	Degree Students, and Transferring Students			
	F REQUIREMENTS WHERE TO SECURE			
·	tudent Clearance Form Office of Admission and Registration or			
15U-URA-SF-18	(1 Original Copy) download at			
	https://www.tsu.edu.ph/media/aianidjs/l-student-clearance-form.pdf			
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Proceed to	1. Checks if the	None	15 minutes	Staff & Unit
Career	student attended			Head
Education Job	all required			Career
Placement	activities			Education Job
Services Office	organized by			Placement
and present the	Career Education			Services
accomplished	Job Placement			
Student	Services. If with			
Clearance	complete			
Form.	attendance, signs			
	the Student			
Note: For	Clearance Form.			
Doctoral,				
Masteral and	Note: If student			
Transferring	has absent/s,			
<b>students,</b> skip	gives intervention			
this step and	action depending			
proceed to	on the activity not			
Client Step 2.	attended.	Nissa	45	Otaff 0 1 livit
2. Proceed to	2. Checks if the	None	15 minutes	Staff & Unit Head
Student	student has no			
Development Services Office	contemptible			Student
	records or			Development Services
and present the Student	accountability			Services
Clearance	requirements (for			
	Student Discipline			
countersigned	Unit, Student			
by the Career Education Job	Organization Unit and Student			
Placement	Publication Unit			
Services Head.	offices) and signs			
Jeivices i leau.	the Student			
	Clearance Form.			
	Ologianoc i Onn.			



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.			
TOTAL:	None	30 Minutes	

<sup>\*</sup> The total turnaround time considers the waiting time, availability of the signatories and availability of the system.



## Student Development Services Unit Internal Services



#### 1. Processing of Student Clearance

This process is expedited for the alumni, newly graduated and transferring students to claim their official Transcript of Records.

Note: Student Development Services is just one of the signatories on the student clearance.

Office or	Student Development Services Unit (SDSU)			
Division:				
Classification:	Simple G2C – Government to Citizen			
Type of	G2C – Government to	Citizen		
Transaction:	Students Enrolled in t	ho University	v Alumni Doctor	and Master 's
Who may avail:	Students Enrolled in the University, Alumni, Doctor and Master 's Degree Students, and Transferring Students			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			
1. Accomplished Stu	tudent Clearance Form Office of Admission and Registration or			
TSU-ORA-SF-18	8 (1 Original Copy) download at			
	https://www.tsu.edu.ph/media/aianidjs/l-			
			arance-form.pdf	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to	1. Checks if the	None	15 minutes	Staff & Unit
Career	student attended			Head
Education Job	all required			Career
Placement	activities			Education Job
Services Office	organized by			Placement
and present the	Career Education			Services
accomplished	Job Placement			
Student	Services. If with			
Clearance	complete			
Form.	attendance, signs			
	the Student			
Note: For	Clearance Form.			
Doctoral,	Nata Hatudau			
Masteral and	Note: If student			
Transferring	has absent/s,			
<b>students,</b> skip this step and	gives intervention action depending			
proceed to	on the activity not			
Client Step 2.	attended.			
2. Proceed to	2. Checks if the	None	15 minutes	Staff & Unit
Student	student has no	110110	101111111111	Head
Development	contemptible			Student
Services Office	records or			Development
and present the	accountability			Services
Student	requirements (for			
Clearance	Student Discipline			
countersigned	Unit, Student			
by the Career	Organization Unit			
Education Job	and Student			
Placement	Publication Unit			
Services Head.	offices) and signs			
	the Student			
	Clearance Form.			



		1	
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.			
TOTAL:	None	30 Minutes	
1017.21		100	

<sup>\*</sup> The total turnaround time considers the waiting time, availability of the signatories and availability of the system.



Development

Services

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

This process allows students to acquire new RFID as a replacement for lost identification card.

Note: Student Development Services is one of the processing units of this multi-stage service.

Office or	Student Development Services Unit (SDSU)			
Division:				
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Students Enrolled in the	he University	У	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
1. Affidavit of Loss I	D	TSU Law C	Office	
(1 Original Copy of	oy or 1 Photocopy)			
FEED TO DECOMING DEPOSIT				
	AGENCY ACTIONS FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE			DEDCOM
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CLIENT STEPS  1. Submit a	AGENCY ACTIONS  1. Receives and			
		BE PAID	TIME	RESPONSIBLE
1. Submit a	1. Receives and	BE PAID	TIME	RESPONSIBLE Staff
Submit a     copy of Affidavit	Receives and checks the	BE PAID	TIME	RESPONSIBLE Staff Student
Submit a     copy of Affidavit     of Loss for the	Receives and checks the submitted copy of	BE PAID	TIME	RESPONSIBLE Staff Student Development
Submit a     copy of Affidavit     of Loss for the     Request of	Receives and checks the submitted copy of	BE PAID	TIME	RESPONSIBLE Staff Student Development
Submit a     copy of Affidavit     of Loss for the     Request of     RFID Form at	Receives and checks the submitted copy of	BE PAID	TIME	RESPONSIBLE Staff Student Development
1. Submit a copy of Affidavit of Loss for the Request of RFID Form at the Student	Receives and checks the submitted copy of	BE PAID	TIME	RESPONSIBLE Staff Student Development
1. Submit a copy of Affidavit of Loss for the Request of RFID Form at the Student Development	Receives and checks the submitted copy of	BE PAID	TIME	RESPONSIBLE Staff Student Development

RFID Form with

Affidavit of Loss

ID and proceed

to the next processing office.

Form with the

of Loss ID.

submitted Affidavit

TOTAL:

None

3 Minutes



## Student Organization Unit Internal Services



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

The service allows student leaders to prepare their organizations' required documents for each academic year as stipulated in the Student Manual.

Office or Division:	Student Organization	Unit (SOU)		
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to	Citizen		
Who may avail:	Students Enrolled in t	he Universit	V	
	REQUIREMENTS		WHERE TO SEC	CURE
1. Student Organiza	tion's Constitution	The client	will provide	
and Bylaws (1 Ph	otocopy)		·	
2. Student Organiza	tion's Official			
Logo (1 Photocop				
3. Accomplished Ap		Downloada		
Student Organiza			v.tsu.edu.ph/medi	-
	(1 Original Copy)		application-form.de	<u>OCX</u>
4. Statement of Invo	•	Downloada		/01.1 1 140/1
Commitment/ Acc	•		v.tsu.edu.ph/medi	
President of Stud	_		statement-of-comr	
TSU-SOU-SF-02 5. Statement of Invo		Downloada	<u>e-or-involvement.c</u>	JUUX
Commitment/ Acc	· · · · · · · · · · · · · · · · · · ·		เมเ <del>ย</del> aเ v.tsu.edu.ph/medi	a/bbrnugvn/teu-
Adviser of Studen	•		statement-of-com	
TSU-SOU-SF-11	_		e-or-involvement-	-
700000	( · o · · g · · · a · o o p y )		ganization.docx	or the daylest or
6. Information Sheet	t of Student	Downloadable at		
Organization Office	cers	https://www.tsu.edu.ph/media/l5lplibn/tsu-sou-		
TSU-SOU-SF-03		sf-03-information-sheet-of-officers.docx		
	ers TSU-SOU-SF-04	Downloadable at		
(1 Original copy)		https://www	<u>v.tsu.edu.ph/medi</u>	a/t4zosqdn/tsu-
			<u>directory-of-officer</u>	s.docx
8. Directory of Mem		Downloada		
TSU-SOU-SF-12	(1 Original Copy)		v.tsu.edu.ph/medi	
0.0	-ti Declaration		directory-of-memb	<u>ers.docx</u>
	action and Budget for	Downloada		o/goifoodd/tou
Student Organiza TSU-SOU-SF-14			v.tsu.edu.ph/medi gpoa-and-budget-f	_
130-300-31-14	(1 Oligiliai copy)	organizatio	-	ior-student-
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit all	1.1 For Walk-In:	None	3 minutes	Staff
pertinent	Receives the			Student
documents to	accomplished			Organizations
Student	forms and other			Unit
Organizations	requirements.			
Unit or send via				
email	For Online:			
(studentorg@ts	Receives the email			
<u>u.edu.ph</u> ).	of the applicant/s and sends			
	and sends acknowledgment			



			1	
	receipt of the requirements.			
	1.2 Reviews the submitted accomplished forms and other requirements as to completeness.	None	8 working days	Staff Student Organizations Unit
	1.3 Prepares the Certificate of Accreditation.  Note: If incomplete requirements, students' organizations are given one (1) working day to comply.	None	1 working day	Staff Student Organizations Unit
2. Receive the Permit to Operation (for New) or Certificate of Accreditation (for Renewal).	2. Issues the Certificate of Accreditation.	None	1 hour	<i>Head</i> Student Organizations Unit
,	TOTAL:	None	9 Working Days, 1 Hour & 3 Minutes	



## 2. Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES)

The service allows the student leaders to prepare required documents prior to the conduct of their activities.

Office or	Otradant Onnariantiana Hait (OOH)			
Division:	Student Organizations	3 OTHE (300)		
Classification:	Simple			
Type of Transaction:	G2C - Government to	Citizen		
Who may avail:	Students Enrolled in t	he University		
_	REQUIREMENTS		WHERE TO SEC	URE
A. FOR ONLINE AC	CTIVITY:			
Request Form on Activity <i>TSU-SOU</i> (1 Original Copy)		sou-sf-08-re	tsu.edu.ph/media/ quest-letter-on-the	
2. Curriculum Vitae/ Speaker/s (for we related activities), (1 Original Copy)	binars and other if applicable	The client wi		
	ACE ON-CAMPUS AC		4	/ -
1. Request Form on Activity <i>TSU-SOU</i>			tsu.edu.ph/media/ quest-letter-on-the	
(1 Original Copy)	1-31 -00	activity.docx		<del>5-CONDUCT-OI-</del>
	e (for highly physical	The client wi		
activity) (1 Origina				
C. FOR FACE-TO-FACE ON-CAMPUS ACTIVITY				
(Overnight or Durin	(Overnight or During Mondays and Weekends):			
1. Request Form on		https://www.	tsu.edu.ph/media/	<u>/hlwp5q5d/tsu-</u>
Activity TSU-SOU	I-SF-08	·	<u>quest-letter-on-the</u>	e-conduct-of-
(1 Original Copy)		activity.docx		
2. Curriculum Vitae/		The client wi	ill provide	
Speaker/s (for we				
related activities),	п аррисавіе			
(1 Original Copy) 3. Students ID (1 Ph	uotocony)			
4. Certificate of Reg		-		
(1 Photocopy)	ottation			
	e (for highly physical	•		
activity) (1 Origina				
6. Parental Consent	(1 Original Copy)			
7. Parent / Guardian	ID with Three (3)			
	ures (1 Photocopy)			
	eting (1 Photocopy)			
9. Itinerary/Program				
	aculty/Personnel that			
will Accompany th	ne Students			
(1 Original Copy)		FFFS TO DEPOSE DEPOSE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and	1.1 For Online	None	3 minutes	Staff
submit the	Application:			Student
Request Form	Receive the email			Organizations
on the Conduct	of the applicant/s			Unit



	TOTAL:	None	1 Working Days, 4 Hours & 6 Minutes	
the scanned copy of the approved letter via email	and forward the scanned copy to SO/SC via email.			Organization Unit
2. Acknowledge the receipt of	2.Scans the approved letter	None	1 hour	Staff Student
	1.3 Forwards to the OSAS Director for signature.		1 hour	21.5
	Note: If incomplete requirements, student organizations will be given one (1) working days to comply			
	1.2 SOU reviews the submitted accomplished form and other requirements as to completeness and activity details.	None	2 hours	Staff Student Organization Unit/Representa tive of Student Organizations
of Activity and all other requirements (if applicable) to Students Organizations Unit or send via email studentorg@tsu.edu.ph.	and send acknowledgment receipt of the requirements.  For Walk-In Application: Receives the accomplished forms and other requirements		3 minutes	

<sup>\*</sup> Submission of request must be done 3 working days before the scheduled activity.



## 3. Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES)

The service allows the student organizations to prepare required documents prior to the conduct of their activities.

Office or Division:	Student Organizations Unit (SOU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to	Citizen		
Who may avail:	Students Enrolled in t	he University	у	
	REQUIREMENTS		WHERE TO SE	CURE
	equest Letter on the ty TSU-SOU-SF-08		v.tsu.edu.ph/media equest-letter-on-th	
2. Letter of Invitatio	n from Outside	The client v	will provide	
Organization / G	oup, if any			
(1 Photocopy)				
3. Student's ID (1 F	Photocopy Copy)			
4. Certificate of Rec	gistration			
(1 Photocopy Co	py)			
5. Medical Clearand	ce			
(1 Original Copy)				
6. Notarized Parent	al Consent			
(1 Original Copy)				
7. Photocopy of Pa				
with Three Signa				
(1 Photocopy Co				
8. Minutes of the M	eeting			
(1 Photocopy)				
9. Itinerary/Program				
(1 Photocopy Co				
10. Certification of	•			
<u> </u>	eany the Students			
(1 Original Copy)	1			
12. First Aid Kit	ification of a			
Student / Perso				
Also Attend the				
(1 Photocopy)				
	A OFNOV A OFIONO	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and	1.1 For Walk-In:	None	3 minutes	Staff
submit the	Accepts the			Student
Request Letter	submitted			Organizations
on the Conduct	Request Letter on			Unit
of Activity and	the Conduct of			
all the required	Activity and all the			
documents to	required			
the Student	documents.			



Organizations Unit either physically or via email studentorg@tsu. edu.ph.	For Online: Sends an e-mail reply to acknowledge receipt of the said documents.	None	3 minutes	
	1.2 Reviews the submitted requirements as to completeness and activity details (date and role of SO).  *If incomplete requirements, student	None	1 hour	Staff Student Organizations Unit
	organizations will be given one (1) working days to comply.			
	1.3 Upon the evaluation of complete requirements, Sign the Request Letter on the Conduct of Activity (TSU- SOU-SF-08) and forward the request to the OSAS dean for signature.	None	1 hour	
	1.4 Reviews and signs the request 1.5 Upon approval of the request, forwards to Office of the Vice President for Academic Affairs.	None	2 working day	Director Office of Student Affairs and Services
	1.6 Final approval of activity and signing will be at the Office of the Vice President for Academic Affairs.	None	2 working days	Vice President Office of the Vice President for Academic Affairs
	1.7 Upon approval of the request, forward the approved letter to Student			Staff Office of the Vice President for Academic Affairs



	Organizations Unit.			
Receive the forwarded approved request activity	2. Student Organization Unit Staff will forward the approved request activity	None	1 hour	Staff Student Organizations Unit
	TOTAL:	None	4 Working Days, 3 Hours & 6 Minutes	

<sup>\*</sup> Submission of request must be done 3 working days before the scheduled activity.



## **Sports and Development Unit**

**External Services** 



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

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

·				
Office or	Sports and Development Unit (SDU)			
Division:				
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to	Government		
Who may avail:	TSU Student Athletes, and Colleges	TSU Employees, and Other State Universities		
CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE		
A. FOR STUDENT				
1. Valid Identification	on Card (ID)	The client will provide		
(1 Photocopy)	, ,	·		
2. Certificate of Re	gistration (COR)			
(1 Certified True	Copy)			
3. Notarized Paren	tal Consent			
(1 Original Copy	)			
4. Vaccination Card	d (1 Original Copy)			
5. Parents' ID with	Signature			
(1 Original Copy	1 Photocopy)			
6. Report of Grades	S			
(1 Certified	(1 Certified True Copy)			
7. Philippine Statist	tatistics Authority (PSA)			
Birth Certificate				
(1 Original Copy	y and 1 Photocopy)			
8. Medical Certifica	ite (1 Original Copy)	TSU Medical Unit		
9. Eligibility Form (	1 Original Copy)	TSU or Host School		
B FOR FMPLOYE				

### B. FOR EMPLOYEES

None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Sports Director 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	with team captains and coaches for the upcoming sports event and disseminates the information to the players.  2. Receives and verifies the	None	1 working day	Sports and Development Unit  Staff-in-Charge
requirements needed to the Sports and Development Unit.	submitted documents.			Sports and Development Unit
3. Attend initial training.	3.1 Communicates to the athletes to commence their training.	None	365 calendar days	Staff-in-Charge Sports and Development Unit
	3.2 Releases a memo about the list of delegates / participants.	None	1 working day	Staff-in-Charge Sports and Development Unit
	3.3 Conducts meeting with coaches regarding the needs of the players and follows up the list of the players if they are unqualified for the sports event.	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.	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.	6. Deploys the coaches, players, and sports directors.	None	7 calendar days	Staff-in-Charge Motor Pool Unit
7. Receives the allowance.	7. Distributes the players' allowance and monitors the event.	None	2 hours	Staff-in-Charge Sports and Development Unit
	TOTAL:	Instituti onal Contrib ution	390 Days, 10 Hours & 10 Minutes	



#### 2. 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	DU)		
Classification:	Highly Technical				
Type of	G2C - Government to	Citizens			
Transaction:					
Who may avail:	TSU Student Athletes and Other State Universities and Colleges				
	REQUIREMENTS		WHERE TO SE		
1. Valid Identification	n Card (ID)	The client	will provide		
(1 Photocopy)					
2. Certificate of Reg	istration				
(1 Certified True (					
3. Parental Consent	(Notarized)				
(1 Original Copy)	<u></u>				
4. Vaccination Card					
5. Parents' ID with S					
(1 Original Copy 1	Pnotocopy)				
6. Report of Grades	Conv.)				
(1 Certified True (7. Philippine Statistic					
Birth Certificate	3 Authority (FSA)				
	and 1 Photocopy)				
	inal Copy and 1 Photocopy) Il Certificate (1 Original Copy) TSU Medical Unit				
9. Eligibility Form (1		TSU or Ho			
CLIENT STEPS		FEES TO	FEES TO DROCESSING DEPSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Receives	1.1 Submits	BE PAID None		RESPONSIBLE	
1. Receives notification	1.1 Submits complete		TIME		
Receives     notification     about the	1.1 Submits complete documentation of		TIME	RESPONSIBLE Sports Director	
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the		TIME	Sports Director Sports and	
Receives     notification     about the	1.1 Submits complete documentation of medalist to the Host University		TIME	Sports Director Sports and Development	
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a		TIME	Sports Director Sports and Development	
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification		TIME	Sports Director Sports and Development	
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the		TIME	Sports Director Sports and Development	
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		TIME	Sports Director Sports and Development	
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the		TIME	Sports Director Sports and Development	
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		TIME	Sports Director Sports and Development	
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		TIME	Sports Director Sports and Development	
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.		TIME	Sports Director Sports and Development	
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.  Note: Host		TIME	Sports Director Sports and Development	
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.  Note: Host University		TIME	Sports Director Sports and Development	
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.  Note: Host University receives,		TIME	Sports Director Sports and Development	
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.  Note: Host University receives, evaluates, and		TIME	Sports Director Sports and Development	
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.  Note: Host University receives, evaluates, and selects qualified		TIME	Sports Director Sports and Development	
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.  Note: Host University receives, evaluates, and		TIME	Sports Director Sports and Development	
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.  Note: Host University receives, evaluates, and selects qualified players. If there		TIME	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.  Note: Training is conducted wherever the winning team resides.	None	62 calendar days	Staff-in-Charge Sports and Development Unit
4. Attends the sports event.	4.1 Deploys the players and attends the sports event.	None	7 calendar days	Staff-in-Charge 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	Staff-in-Charge Sports and Development Unit
	TOTAL:	None	434 Calendar Days & 6 Hours	



### 3. 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 Division:	Sports and Developme	ent Unit (SDU)
Classification:	Highly Technical	
Type of	G2C - Government to	Citizen
Transaction:	OZO COVOIIIIIONI IO	Ollizon
	TSU Student Athletes	and Other State Universities and Colleges
_	REQUIREMENTS	WHERE TO SECURE
1. Valid Identification		The client will provide
(1 Photocopy)	,	'
2. Certificate of Reg	gistration	
(1 Certified True	Copy)	
3. Parental Consen	t (Notarized)	
(1 Original Copy)		
4. Vaccination Card		
(1 Original Copy)		
5. Parents ID with S	O	
(1 Original Copy		
6. Report of Grades		
(1 Certified True		
7. Philippine Statist	ics Authority (PSA)	
Birth Certificate	and 1 Photocopy)	
	and 1 Photocopy) te (1 Original Copy)	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 Bovelopmont onto
` ` ` ` ` ` ` ` ` ` ` ` ` ` ` ` ` ` ` `	tter from the President	
(1 Original Copy)		
3. Approved Pursue	e Letter	
(1 Original Copy)		
4. Notice of Accepta		
(1 Original Copy)		
5. Invitation Letter,	• •	
(1 Original Copy)		
6. Background of th	ie Event and	
Organizers	nks, if applicable)	
(1 Original Copy)		
7. Certification of a		
Signed by Budge	•	
Accounting Office		
(1 Original Copy)		
8. Breakdown of Ex	penses (Specify	
	rticipant and source of	
funding)		
(1 Original Copy)		
9. Official List of Pa	•	
(1 Original Copy)		
10. Approved Comp	piete Staff Work	



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



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



#### 4. 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.

Classification:Highly TechnicalType ofG2C - Government to CitizenTransaction:G2G - Government to Government	Sports and Development Unit (SDU)			
	ly Technical	Classification: Highly Tech		
Transaction: G2G - Government to Government	- Government to Citiz	Type of G2C - Gove		
	G - Government to Gov	Transaction: G2G - Gove		
TSU Student Athletes, TSU Employees, and Other State	Student Athletes, TSl	Who may avail. TSU Stude		
Who may avail: Universities and Colleges	ersities and Colleges	Universities		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE	UIREMENTS	CHECKLIST OF REQUIREM		
A. FOR STUDENTS		A. FOR STUDENTS		
1. Valid Identification Card (ID) The client will provide	d (ID) The	1. Valid Identification Card (ID)		
(1 Photocopy)		(1 Photocopy)		
2. Certificate of Registration (COR)	on (COR)	2. Certificate of Registration (CO		
(1 Certified True Copy)		(1 Certified True Copy)		
3. Parental Consent (Notarized)	arized)	3. Parental Consent (Notarized)		
(1 Original Copy)		(1 Original Copy)		
4. Vaccination Card (1 Original Copy)	d (1 Original Copy)			
5. Parents' ID with Signature	ure	5. Parents' ID with Signature		
(1 Original Copy and 1 Photocopy)	and 1 Photocopy)			
6. Report of Grades	s			
(1 Certified True Copy)	Copy)			
7. Philippine Statistics Authority (PSA)	thority (PSA)			
Birth Certificate		Birth Certificate		
(1 Original Copy and 1 Photocopy)				

**TSU Medical Unit** 

TSU or Host School

#### **B. FOR EMPLOYEES**

8. Medical Certificate (1 Original Copy)

9. Eligibility Form (1 Original Copy)

None	<del>_</del>	None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive     notification     about incoming     sports event.	1.1 Submits a memo to CHED that the university is the host for the sports event.	None	10 minutes	Sports Director Sports and Development Unit
	1.2 Endorses the agenda to the Office of the University President.	None	30 minutes	Staff-in-Charge Sports and Development Unit
	1.3 Conducts meeting with Regional Directors, then planning afterwards.	None	3 hours	Sports Director Sports and Development Unit
	1.4 Conducts a meeting with Sports Directors and Tournament Managers concerning the	None	3 hours	Staff-in-Charge Sports and Development Unit



			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	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	Staff-in-Charge Sports and Development Unit
	1.8 Collects the institutional contribution to be used during the event.	None	1 working day	Staff-in-Charge Sports and Development Unit
	1.9 Coordinates with other offices about safety, security, vehicle, and other logistic needs.	None	1 working day	Staff-in-Charge Sports and Development Unit
2. Submit all the requirements needed to the Sports Development and Management Unit.	2. Receives and verifies the submitted documents.	None	1 working day	Staff-in-Charge Sports and Development Unit
3. Attend initial training.	3.1 Communicates to the athletes to commence their training.	None	365 calendar days	Staff-in-Charge Sports and Development Unit
	3.2 Releases a memo about the list of delegates/ participants.	None	1 working day	Staff-in-Charge Sports and Development Unit
	3.3 Conducts a meeting with coaches regarding the needs of the players and follows up the list	None	3 hours	Staff-in-Charge Sports and Development Unit



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



### 5. 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 CHED-friendship 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 Development Unit (SDU)				
Division:					
Classification:	Highly Technical				
Type of	G2C - Government to	Citizen			
Transaction:	G2G - Government to	Government			
Who may avail	TSU student athletes,	TSU Employees, and Other State Universities			
Who may avail:	and Colleges				
CHECKLIST OF	F REQUIREMENTS WHERE TO SECURE				
A. FOR STUDENTS	3				
Valid Identification	n Card (ID)	The client will provide			
(1 Photocopy)	,	•			
2. Certificate of Reg	istration (COR)				
(1 Certified True Copy)					
3. Parental Consent	: (Notarized)				
(1 original copy)	,				
4. Vaccination Card	(1 Original Copy)				
5. Parents' or Guard	, 3				
Signature (1 Origi					
B. FOR EMPLOYE	ES				
None		None			

None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Staff-in-Charge Office of the University President
	1.2 Receives a sporting event invitation and relay it to the players and coaches.	None	10 minutes	Sports Director Sports and Development Unit
2. Attend training.	2.1 Informs the players and coaches about the other agenda/s; and instructs the players to start training after preparing the needed requirements.	None	14 working days	Staff-in-Charge Sports and Development Unit
	2.2 Prepares the budget letter for the budget breakdown.	None	1 working day	Staff-in-Charge Sports and Development Unit



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



# **Sports and Development Unit**Internal Services



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

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

Office or	Sports and Development Unit (SDU)				
Division:					
Classification:	Highly Technical				
Type of	G2C - Government to	Citizen			
Transaction:	G2G - Government to	Government			
Who may avail:	TSU Student Athletes,	TSU Employees, and Other State Universities			
Willo Illay avall.	and Colleges				
CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE			
A. FOR STUDENT	S				
1. Valid Identification	on Card (ID)	The client will provide			
(1 Photocopy)					
2. Certificate of Re	gistration (COR)				
(1 Certified True	Copy)				
3. Notarized Paren	tal Consent				
(1 Original Copy	)				
4. Vaccination Card	d (1 Original Copy)				
5. Parents' ID with	Signature				
(1 Original Copy	1 Photocopy)				
6. Report of Grades	S				
(1 Certified	True Copy)				
7. Philippine Statist	tics Authority (PSA)				
Birth Certificate					
(1 Original Copy	and 1 Photocopy)				
8. Medical Certifica	ite (1 Original Copy)	TSU Medical Unit			
9. Eligibility Form (	1 Original Copy)	TSU or Host School			
B. FOR EMPLOYE	ES				

None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Sports Director 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 with team captains and	None	2 hours	Staff-in-Charge Sports and Development Unit



	<del>,</del>			
	coaches for the upcoming sports event and disseminates the information to the players.			
2. Submit all the requirements needed to the Sports and Development 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	Staff-in-Charge Sports and Development Unit
	3.2 Releases a memo about the list of delegates / participants.	None	1 working day	Staff-in-Charge Sports and Development Unit
	3.3 Conducts meeting with coaches regarding the needs of the players and follows up the list of the players if they are unqualified for the sports event.  Note: If unqualified, either find a replacement / substitute of the player or comply to all the requirements.	None	3 hours	Staff-in-Charge Sports and Development Unit
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.	6. Deploys the	None	7 calendar days	Staff-in-Charge Motor Pool Unit



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



#### 2. 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
	REQUIREMENTS		WHERE TO SE	<u> </u>
1. Valid Identification	n Card (ID)	The client	will provide	
(1 Photocopy)	, ,		•	
2. Certificate of Reg	istration			
(1 Certified True (				
3. Parental Consent	(Notarized)			
(1 Original Copy)	<u></u>			
4. Vaccination Card				
5. Parents' ID with S				
(1 Original Copy	Pnotocopy)			
6. Report of Grades (1 Certified True 0	Convi			
7. Philippine Statistic				
Birth Certificate	3 Additionty (1 3A)			
(1 Original Copy a	and 1 Photocopy)			
8. Medical Certificat		TSU Medi	cal Unit	
9. Eligibility Form (1	, , ,	TSU or Ho		
		FEES TO	PROCESSING	PERSON
				I LIVOON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Receives	1.1 Submits			
1. Receives notification	1.1 Submits complete	BE PAID	TIME	RESPONSIBLE
Receives     notification     about the	1.1 Submits complete documentation of	BE PAID	TIME	Sports Director Sports and Development
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the	BE PAID	TIME	Sports Director Sports and
Receives     notification     about the	1.1 Submits complete documentation of medalist to the Host University	BE PAID	TIME	Sports Director Sports and Development
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a	BE PAID	TIME	Sports Director Sports and Development
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification	BE PAID	TIME	Sports Director Sports and Development
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a	BE PAID	TIME	Sports Director Sports and Development
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	Sports Director Sports and Development
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	Sports Director Sports and Development
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	Sports Director Sports and Development
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	Sports Director Sports and Development
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	Sports Director Sports and Development
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.  Note: Host	BE PAID	TIME	Sports Director Sports and Development
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.  Note: Host University	BE PAID	TIME	Sports Director Sports and Development
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.  Note: Host University receives,	BE PAID	TIME	Sports Director Sports and Development
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.  Note: Host University	BE PAID	TIME	Sports Director Sports and Development
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.  Note: Host University receives, evaluates, and	BE PAID	TIME	Sports Director Sports and Development
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.  Note: Host University receives, evaluates, and selects qualified	BE PAID	TIME	Sports Director Sports and Development
Receives     notification     about the     upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.  Note: Host University receives, evaluates, and selects qualified players. If there	BE PAID	TIME	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.  Note: Training is conducted wherever the winning team resides.	None	62 calendar days	Staff-in-Charge Sports and Development Unit
4. Attends the sports event.	4.1 Deploys the players and attends the sports event.	None	7 calendar days	Staff-in-Charge Sports and Development Unit
	4.2 Assists and monitors the assigned event for Region III.	None		51
	4.3 Conducts meeting for the issues, concerns, and updates.	None	2 hours	Staff-in-Charge Sports and Development Unit
	TOTAL:	None	434 Calendar Days & 6 Hours	



#### 3. 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 Division:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of	G2C - Government to Citizen			
Transaction:				
	TSU Student Athletes and Other State Universities and Colleges			
	REQUIREMENTS	WHERE TO SECURE		
1. Valid Identification	on Card (ID)	The client will provide		
(1 Photocopy)	. ,	·		
2. Certificate of Reg	gistration			
(1 Certified True				
3. Parental Consen	,			
(1 Original Copy)				
4. Vaccination Card				
(1 Original Copy)				
5. Parents ID with S	•			
(1 Original Copy				
6. Report of Grades				
(1 Certified True				
7. Philippine Statist Birth Certificate	ics Authority (PSA)			
	and 1 Photocopy)			
	te (1 Original Copy)	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)		op and a state process		
` ` ` ` ` ` ` ` ` ` ` ` ` ` ` ` ` ` ` `	tter from the President			
(1 Original Copy)				
3. Approved Pursue	e Letter			
(1 Original Copy)				
4. Notice of Accepta				
(1 Original Copy)				
5. Invitation Letter,	• •			
(1 Original Copy)				
6. Background of th	ie Event and			
Organizers	nks, if applicable)			
(1 Original Copy)				
7. Certification of a				
Signed by Budge				
Accounting Office				
(1 Original Copy)				
8. Breakdown of Ex				
expenses per pa	rticipant and source of			
funding)				
(1 Original Copy)				
9. Official List of Pa	•			
(1 Original Copy)				
10. Approved Comp				
(CSW) - (1 Origin	nai Copy)			



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



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



#### 4. 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 Division:	Sports and Developm	ent 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	
WIIO IIIay avaii.	Universities and Colle	ges	
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE	
A. FOR STUDENTS	8		
1. Valid Identificatio	n Card (ID)	The client will provide	
(1 Photocopy)			
2. Certificate of Reg	sistration (COR)		
(1 Certified True	Copy)		
3. Parental Consent	t (Notarized)		
(1 Original Copy)			
4. Vaccination Card	(1 Original Copy)		
5. Parents' ID with S	Signature		
(1 Original Copy	and 1 Photocopy)		
6. Report of Grades	<b>;</b>		
(1 Certified True	: Copy)		
7. Philippine Statisti	cs Authority (PSA)		
Birth Certificate			
, , ,	and 1 Photocopy)		
8. Medical Certificat	te (1 Original Copy)	TSU Medical Unit	

TSU or Host School

#### **B. FOR EMPLOYEES**

9. Eligibility Form (1 Original Copy)

None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive     notification     about incoming     sports event.	1.1 Submits a memo to CHED that the university is the host for the sports event.	None	10 minutes	Sports Director Sports and Development Unit
	1.2 Endorses the agenda to the Office of the University President.	None	30 minutes	Staff-in-Charge Sports and Development Unit
	1.3 Conducts meeting with Regional Directors, then planning afterwards.	None	3 hours	Sports Director Sports and Development Unit
	1.4 Conducts a meeting with Sports Directors and Tournament Managers concerning the	None	3 hours	Staff-in-Charge Sports and Development Unit



	a a continuo de			
	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	Staff-in-Charge Sports and Development Unit
	1.8 Collects the institutional contribution to be used during the event.	None	1 working day	Staff-in-Charge Sports and Development Unit
	1.9 Coordinates with other offices about safety, security, vehicle, and other logistic needs.	None	1 working day	Staff-in-Charge Sports and Development Unit
2. Submit all the requirements needed to the Sports Development and Management Unit.	2. Receives and verifies the submitted documents.	None	1 working day	Staff-in-Charge Sports and Development Unit
3. Attend initial training.	3.1 Communicates to the athletes to commence their training.	None	365 calendar days	Staff-in-Charge Sports and Development Unit
	3.2 Releases a memo about the list of delegates/ participants.	None	1 working day	Staff-in-Charge Sports and Development Unit
	3.3 Conducts a meeting with coaches regarding the needs of the players and follows up the list	None	3 hours	Staff-in-Charge Sports and Development Unit



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



# Student Publication Unit Internal Services



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

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

Office or Division:	Student Affairs Servic	es - Student	t Publication Unit (	(SAS-SPU)
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students and College Publications			
	REQUIREMENTS		WHERE TO SEC	CURE
1. Resolution (3 Original Control of the Control of			will provide	
2. Accomplished Re Conduct of Stude TSU-SPU-SF-12			v.tsu.edu.ph/medi request-letter-on-tl	
3. Accomplished and General Plan of A (GPOA) and Bud Publications TSU (3 Original Copie	ction Iget for Student <i>J-SPU-SF-08</i>	Student and College Publication or download at <a href="https://www.tsu.edu.ph/media/q3koorkw/tsu-spu-sf-08-general-plan-of-action-and-budget-for-student-publications.xlsx">https://www.tsu.edu.ph/media/q3koorkw/tsu-spu-sf-08-general-plan-of-action-and-budget-for-student-publications.xlsx</a>		a/q3koorkw/tsu- tion-and-budget-
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements and documents.  Note: The resolution must be signed by both the Editorin-Chief and Adviser.	1. Receives and checks the submitted requirements.  Note: If submitted requirements are incomplete, return and inform the lacking.	None	30 minutes	Staff-in-Charge Student Publication Unit
2. Proceed to Student Publication Unit for the signing of request.	2. Signs the document.	None	3 working days	Head Student Publication Unit
	TOTAL:	None	3 Working Days & 30 Minutes	



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

This service allows students that are part of the publication to express their intent to operate or to renew for the upcoming academic year.

Office or Division:	Student Affairs Servic	es - Student	Publication Unit (	(SAS-SPU)
Classification:	Simple			
Type of	G2C – Government to	Citizen		
Transaction:	TCU Cturdonto on d Co	lla ara Diriblia	_+:	
Who may avail:	TSU Students and Co	llege Public		NIDE .
	REQUIREMENTS	Ctudent Du	WHERE TO SEC	
Request Letter A     Section Head of t		Student Pt	ıblication/College	Publications
Publication Unit	ine Student			
(1 Original Copy	or 1 Duplicate)			
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit a letter	1.1 Receives and	None	3 minutes	Staff
addressed to	checks the			Student
Student	request letter of			Publication Unit
Publication Unit	the submitted.			
asking to operate	1.2 Notifies the client			
for upcoming	regarding the			
academic year.	date and venue			
Note: The	of the meeting			
submission of	and interview of			
letter is during	every College			
the mid-year	Publications and			
period (June-	Student			
July) of the	Publication.			
academic				
calendar only.				
2. Attends the	2. Conducts	None	1 minute	Staff
meeting and	meeting,			Student
interview.	interview, and			Publication Unit
	deliberation.			Editorial Boord
				Editorial Board Staff
				College
				Publication
3. Submit all the	3.1 Checks and	None	10 minutes	Staff
accomplishment	evaluates all the			Student
reports.	submitted			Publication Unit
·	accomplishment			
	reports.			Editorial Board
				Staff
				College
		<b>A</b> 1	40 : .	Publication
	3.2 Grants the client	None	10 minutes	Staff
	a certification to			Student
	operate and			Publication
	official status that their publication			Editorial Board
	must be active for			Staff



one academic year after checking the completeness of the accomplishment reports.			College Publications
TOTAL:	None	24 Minutes	



## 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 Affairs Services - Student Publication Unit (SAS-SPU)			
Classification:	Highly Technical			
Type of	G2C – Government to	Citizen		
Transaction:				
Who may avail:	TSU Students			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. Request Letter to	Publish Issue	Downloada	ble at	
TSU-SPU-SF-24	(3 Original Copies)		<u>/.tsu.edu.ph/media</u> equest-letter-to-pu	
2. Approved Resolu	tion (1 Original Copy)	The client w		DIIOTI IOOGO.GOOX
3. Design and Spec			'	
(3 Original Copies				
4. Approved Genera				
	get TSU-SPU-SF-08			
(1 Original Copy)				
5. Dummy Copy of t	he Issue			
(3 Original Copies	3)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
OLILINI OILI O	ACENOT ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit Dummy	1.1 Receives and	None	3 working days	Staff
Copy of the	evaluates			Student
Issue to the	submitted			Publication Unit
Student Dublication Unit	documents.			
Publication Unit.				
Note: Printing of				
Note: Printing of magazine,				
newspaper, or	1.2 Checks and	None		
folio must be	_	None		
included in the	proofreads the dummy issue for			
Approved	final printing.			
Project	ililai pririting.			
Procurement				
Management				
Plan and				
Approved				
General Plan of				
Action and				
Budget for the				
whole academic				
year.				<b>a</b>
2. Receive	2. Informs client on	None	1 hour	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.				
3. Submit Request Letter to Publish 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	1 working day	Staff Student Publication Unit
4. Submit the soft copy of the final version of the newspaper or magazine, or folio to the selected printing company for printing.	4. Produces hard copies of the newspaper or magazine or folio.	None	3 working days	Printing Company
5. Submit a printed copy of the newspaper / magazine, and folio to the Student Publication Unit before dissemination.	5. Inspects and assesses the printed copies of newspaper or magazine or folio.	None	1 working day	Staff Student Publication Unit
6. Disseminate inspected printed copies within the campus including offices and other strategic areas.	6. Monitors circulation of newspaper or magazine or folio.	None	7 working days	Staff Student Publication Unit
	TOTAL:	None	15 Working Days & 1 Hour	

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



## **Student Discipline Unit**

**External Services** 



### 1. 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.

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.

Office or Division: Student Discipline Unit (SDU)				
Classification:	Simple	11 (020)		
Type of	G2C - Government to	Citizen		
Transaction:				
Who may avail:	Students and Alumni	of Bachelor	of Arts in Psycholo	ogy Program
	REQUIREMENTS		WHERE TO SEC	
1. Transcript of Reco	rd with Remarks	Office of A	dmission and Reg	istration
"For Board Examir	nation Purposes"			
(1 Photocopy)				
2. Official Receipt (1	Original Copy)	Cashiering		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the     Guidance and	1. Validates	None	3 minutes	Associate Guidance
Counseling Unit	Transcript of Records			Counselor
in the Main	presented			Guidance and
Campus and	and issues			Counseling Unit
present the	payment slip.			
Transcript of	p = y = p :			
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	Technical Staff
Student	of Good Moral	1,10110	2	& Section Head,
Discipline Office	Character.			Student
and present the				Discipline Unit
Transcript of				
Records and				
Official Receipt.				
4. Fill out the	4. Instructs client to	None	1 minute	Technical Staff
request for	fill out Certificate			& Section Head,
Certificate of	of Good Moral			Student
Good Moral	Character			Discipline Unit
Character Logbook.	Logbook.			
Logbook.	l	PHP		
	TOTAL:	20.00	21 Minutes	



# Student Discipline Unit Internal Services



## 1. 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.

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.

Office or Division: Student Discipline Unit (SDU)				
Classification:	Simple	(020)		
Type of	G2C - Government to	Citizen		
Transaction:				
Who may avail:	Students and Alumni	of Bachelor	of Arts in Psycholo	ogy Program
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
1. Transcript of Reco	rd with Remarks	Office of A	dmission and Reg	istration
"For Board Examir	nation Purposes"			
(1 Photocopy)				
2. Official Receipt (1	Original Copy)	Cashiering		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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.	0 1 2 2 2 0 2 4 5 2 2 4	NI	0 1 1	To do do do se
3. Proceed to the	Issues Certificate     of Good Moral	None	2 minutes	Technical Staff
Student Discipline Office	Character.			& Section Head, Student
and present the	Onaracter.			Discipline Unit
Transcript of				2.00.p10 01.11
Records and				
Official Receipt.				
4. Fill out the	4. Instructs client to	None	1 minute	Technical Staff
request for	fill out Certificate			& Section Head,
Certificate of	of Good Moral			Student
Good Moral	Character			Discipline Unit
Character	Logbook.			
Logbook.		PHP		
	TOTAL:	20.00	21 Minutes	



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

The service allows students to file complaints and investigation against other students

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical	,		
Type of	G2C - Government to	Citizen		
Transaction:				
Who may avail:	Students Enrolled in t	he Universi		
	REQUIREMENTS		WHERE TO SE	CURE
Accomplished Co.	•		iscipline Unit	
(1 Original Copy)			w.tsu.edu.ph/dow	nloads/for-
0 1 - 11 - 1 D	- 2	students/	da ala lla a I I la it	
2. Letter of Respons		Student D	iscipline Unit	
(1 Duplicate Copy 3. Documented Evid		The stude	ent will provide	
(3 Photocopies)	JEHOE/3	THE Stude	int will provide	
	A OFNOV A OTIONO	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. File a formal	1.1 Accepts the	None	3 minutes	Section Head,
written complaint	complaints and			Student
at the office of	records the			Discipline Unit
Student	necessary			Tachnical Ctaff
Discipline Officer (R202, TSU	information in the logbook (TSU-			Technical Staff, Student
Student Center,	SDU-SF-09).			Discipline Unit
Lucinda	1.2 Coordinate with	None	2 working days	•
Extension	other offices	None	3 working days	Section Head, Student
Campus, Tarlac	(Office of			Discipline Unit
City).	Management			Biooipiirio Oriit
	Information			Technical Staff,
Note: Use only	Systems, Civil			Student
the forms	Security Unit, and			Discipline Unit
provided by SDU. Include	Guidance			
documented	Counseling			
evidence if there	Offices) to trace the whereabouts of			
is any.	the respondent.			
	1.3 Issues notice to	None	3 working days	Section Head,
	defendant			Student
	regarding the			Discipline Unit
	complaint.			-
				Technical Staff,
	Note: Defendant is			Student
	given 3 working			Discipline Unit
	days to respond on			
2. Attend the	the complaint. 2. Schedules a	None	3 working days	Section Head,
scheduled	hearing/ formal	140116		Student
hearing at the	investigation for			Discipline Unit
TSU Student	both parties.			,
Center, Lucinda	Notifies both			Technical Staff,
Extension	parties; minutes of			Student
Campus, Tarlac	the hearing must			Discipline Unit
City.	be filed/recorded.			



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 for a copy of the case's resolution upon being informed by Student Discipline Unit (R202, TSU Student Center,	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.  3.2 The defendant must report at Student Discipline Unit. Student Discipline Unit. to explain the penalties for his/her violative acts.	None	4 working days  3 working days	Section Head, Student Discipline Unit  Technical Staff, Student Discipline Unit
Lucinda Extension Campus, Tarlac City)				
Sity)	TOTAL:	None	16 Working Days & 3 Minutes	

<sup>\*</sup> SDU may however conduct preliminary interview with the complainant on or before the filing of the formal complaint.

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.)

<sup>\*</sup> SDU can conduct preliminary interview to defendant on or before filling his or her answer.

<sup>\*</sup> 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



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

The service allows students to file complaints and investigation against other students (Defendant Denies the Allegations).

Office or Division:	Student Discipline U	nit (SDU)		
Classification:	Highly Technical	,		
Type of	G2C - Government to	o Citizen		
Transaction:				
Who may avail:	Students Enrolled in	the Univers		
	REQUIREMENTS		WHERE TO SE	CURE
Accomplished Co	•		iscipline Unit	
(1 Original Copy)			<u>/w.tsu.edu.ph/dow</u>	nloads/for-
0.1		students/		
2. Letter of Respons		Student D	iscipline Unit	
(1 Duplicate Copy		The activide	مامان بمسم الأنب عمر	
3. Documented Evid		The stude	ent will provide.	
(3 sets Photocop	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Complainant will	1.1 If defendant	None	10 Working	Section Head,
wait for the	denies the		Days	Student
notifications	allegations and			Discipline Unit
coming from	Student			-
Student	Discipline Unit,			Technical Staff,
Discipline Unit	however finds			Student
regarding the	probable guilt,			Discipline Unit
development of	the discipline			Dunalataurt
the case.	committee will		E Working	President
	convene.		5 Working Days from the	Supreme Student Council
	1.2 Investigation		last meeting of	Student Council
	will be		discipline	Dean
	conducted by		committee	Office of
	the committee.			Student Affairs
				and Service
	1.3 Decision will be			
	rendered.			Vice President,
				Office Of The
				Vice President
				for Academic Affairs
2. Complainant will	2. If committee	None	5 Working days	Section Head,
wait for the	finds no	INOTIC	upon receipt of	Student
resolution and	substantial proof		the notification	Discipline Unit
written notice of	against the			
the case once	defendant or if			Technical Staff,
the committee's	the university			Student
decision was	lacks			Discipline Unit
rendered and	jurisdiction,			
will report at the	dismissal of the			President
office of Student	case will be			Supreme
Discipline Unit	done. But if not, written notice to			Student Council
for a copy of the case's	both parties			



resolution upon being informed by Student Discipline Unit (R202, Tarlac State University Student Center, Lucinda Extension	regarding the resolution of the cased will be served.			Dean Office of Student Affairs and Service Vice President, Office Of The Vice President
Campus, Tarlac				for Academic  Affairs
Oity	TOTAL:	None	20 Working Days	7 (1011)

**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)



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

The service allows students to file complaints and investigation against other faculty and university personnel.

Office or Division:	Student Discipline Ur	oit (SDLI)			
Classification:	Complex	iii (ODO)			
Type of	G2C - Government to	n Citizen			
Transaction:	OZO GOVERNINGII II	o onizen			
Who may avail:	Students Enrolled in	the Univers	sitv		
	REQUIREMENTS	THE CHIVETE	WHERE TO SE	CURE	
Accomplished Co		Student D	iscipline Unit		
(1 Original Copy)			w.tsu.edu.ph/dow	nloads/for-	
( ) ( )		students/	•		
2. Letter of Respons	se	Student D	iscipline Unit		
(1 Duplicate Copy	/ Photocopy)		•		
3. Documented Evid	lence/s	The stude	nt will provide.		
(3 sets Photocopy	<u>,                                      </u>				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. File a formal	1. Accept the	None	1 hours &	Section Head,	
written complaint	complaints and		30 minutes	Student	
at the office of	will record the			Discipline Unit	
Student	necessary information to				
Discipline Officer (R202, Tarlac	Student			Technical Staff,	
State University	Discipline			Student	
Student Center,	Logbook,			Discipline Unit	
Lucinda	Complainant			Biooipiii io Oriii	
Extension	Logbook, Case				
Campus, Tarlac	Summary				
City)	Logbook and				
	Student Blotter) *				
Reminder: 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	140116	upon receipt of	Office of The	
from the Student	will forward the		the complaint	Vice President	
Discipline Unit	complaint to		and John Plant	for Academic	
regarding the	Office of The			Affairs	
progress of the	Vice President				
case or for the	for Academic	· · · · · · · · · · · · · · · · · · ·			
schedule of	Affairs if the			Office of The	
hearing to be	defendant is			Vice President	
given by the	faculty or to			for	
Grievance Board	Office of The			Administration	
	Vice President			and Finance	
	for Administration				
	and Finance if				



the defendant is a university personnel. The investigation will be then handled by the Grievance Board			
TOTAL:	None	5 Working Days, 1 Hour, 30 Minutes	

<sup>\*</sup>SDU may however conduct preliminary interview with the complainant on or before the filing of the formal complaint.



#### 5. Procedure for Appeal

The service allows students to file an appeal to the decision of the disciplinary case.

Office or Division:	Student Discipline Ur	nit (SDII)		
Classification:	Highly Technical	11 (000)		
Type of	G2C - Government to	Citizen		
Transaction:				
Who may avail:	Students Enrolled in	the Univers	sity	
	REQUIREMENTS		WHERE TO SE	CURE
Letter of Appeal	·			
(1 Original or Phot		EEEO TO	DDOCECCING	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Defendant or Complainant may appeal to the decision of offices of committee through written form.	1.1 Forward the appeal base from whom decision will be appealed by the defendant or the complainant:	None	10 Working Days from Notice	Technical Staff Student Discipline Unit
	1.2 Student Discipline Unit's decision is appealable to the Dean of Office of Student Affairs and Service within 10 days from notice.			Technical Staff Student Discipline Unit
	1.3 Office of Student Affairs and Service's decision is appealable to the Office Of The Vice President for Academic Affairs within 10 days from notice.			Technical Staff Office Of Student Affairs and Service
	1.4 Office of the Vice President for Academic Affairs decision is appealable to the President within 10 days from notice.			Staff Office of the Vice President for Academic Affairs



the Tarlac State University- Board of Regents within 10 days from notice.	10 Working	President
		Office of the University President
1.5 President's		Staff



## Scholarship and Financial Assistance Unit External Services



### 1. Processing of Financial Assistance Application from Private or Government Provider or Grantor

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

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.

Office or	Scholarship and Financial Assistance Unit (SFAU)				
Division: Classification:	Complex				
	G2C – Government to	Citizon			
Type of Transaction:	G2B – Government to				
Who may avail:	TSU Students	Dusilless			
	F REQUIREMENTS		WHERE TO SE	CURE	
1. Accomplished A	· · · · · · · · · · · · · · · · · · ·	From the S	Scholarship and Fi		
•	(1 Original Copy)	Assistance Unit Office, Scholarship Online			
	( ) 177		System (SOAS)	•	
2. For New Applie	cant - Certification of	The client v			
Barangay Indige	ency (1 Original Copy)				
3. Certification of F	Registration (COR)				
(1 Original Copy					
4. Report of Grade	,	The client v	will provide (from	Student Portal)	
(1 Original Copy		TOURS "	-111.9		
	h Disability (PWD) -	TSU Medical Unit			
Medical Certifica					
	(1 Original Copy)		vill provido		
6. For Person with Disability (PWD) - PWD ID (1 Photocopy)		The client v	wiii provide		
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Log in to TSU Scholarship Online Application System (https://scholar ship.tsu.edu.p h) and fill out the necessary application form.	1. For Walk-In: Provides the Scholarship Application form and the list of other required documents.  Note: This Agency Action is for New Applicants and Applicants for Renewal.  For Online: Receives the email of the	None	10 minutes	Staff Scholarship and Financial Assistance Unit	
Submit filled- out forms to Scholarship	applicant/s.  2.1 For Walk-In: Receives the accomplished		15 minutes	Staff Scholarship and Financial Assistance Unit	



Online Application System.	Scholarship Application forms and other required documents.	
	Note: This Agency Action is for New Applicants and Applicants for Renewal	45
	For Online: Downloads the accomplished Scholarship Application Forms and other required documents.	15 minutes
	Note: This Agency Action is for New Applicants and Applicants for Renewal	
	2.2 Checks the completeness and evaluates the accomplished Scholarship Application forms and other required documents.	3 working days
	Note: The system will not proceed if uploaded / submitted documents are incomplete.	
	2.3 Forwards the evaluated list of applications to the provider/ grantor.	20 minutes
	2.4 Once approved, tags scholarships for deserving students.	1 working day



3. Receive notification of approval or disapproval.	3. Sends notification of approval and disapproval thru electronic mail (registered e-mail or MS Teams of the students).		30 minutes	
	TOTAL:	None	4 Working Days, 1 Hour & 30 Minutes	



# Scholarship and Financial Assistance Unit Internal Services



### 1. Processing of Financial Assistance Application from Private or Government Provider or Grantor

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

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.

Office or	Scholarship and Financial Assistance Unit (SFAU)			
Division: Classification:	Complex			
Type of	G2C – Government to Citizen			
Transaction:	G2B – Government to Business			
Who may avail:	TSU Students			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	
1. Accomplished A	• •		Scholarship and Fi	
TSU-SFA-SF-0	1 (1 Original Copy)	Assistance Unit Office, Scholarship Online		
2 For New Applie	cant - Certification of	Application System (SOAS) The client will provide		
·	ency (1 Original Copy)	THE CHEFT	wiii provide	
	Registration (COR)			
(1 Original Copy	• , ,			
4. Report of Grade	es (ROG)	The client v	will provide (from	Student Portal)
(1 Original Copy	,	_		
	h Disability (PWD) -	TSU Medic	cal Unit	
Medical Certifica	· · · · ·			
(1 Original Copy	h Disability (PWD) -	The client	will provide	
PWD ID (1 Phot		The client will provide		
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE Staff
Scholarship Online Application System (https://scholar ship.tsu.edu.p h) and fill out the necessary application form.	Provides the Scholarship Application form and the list of other required documents.  Note: This Agency Action is for New Applicants and Applicants for Renewal.  For Online:			Scholarship and Financial Assistance Unit
2. Submit filled-	Receives the email of the applicant/s.		15 minutes	Staff
out forms to	Receives the		10 minutes	Scholarship and
Scholarship				·
Contolation	accomplished			Financial



			1906
Online	Scholarship		
Application	Application forms		
System.	and other		
,	required		
	documents.		
	accamente.		
	Note: This		
	Agency Action is		
	for New		
	Applicants and		
	Applicants for Renewal		
	Renewai	15 minutes	
	For Online	15 minutes	
	For Online:		
	Downloads the		
	accomplished		
	Scholarship_		
	Application Forms		
	and other		
	required		
	documents.		
	Note: This		
	Agency Action is		
	for New		
	Applicants and		
	Applicants for		
	Renewal		
		3 working days	
	2.2 Checks the		
	completeness and		
	evaluates the		
	accomplished		
	Scholarship		
	Application forms		
	and other		
	required		
	•		
	documents.		
	Note: The austern		
	Note: The system		
	will not proceed if		
	uploaded /		
	submitted		
	documents are		
	incomplete.		
	0.0 5	20 minutes	
	2.3 Forwards the	20 111111111111	
	evaluated list of		
	applications to the		
	provider/ grantor.		
		1 working day	
	2.4 Once approved,	1 working day	
	tags scholarships		
	for deserving		
	students.		
		· · · · · · · · · · · · · · · · · · ·	



3. Receive notification of approval or	3. Sends notification of approval and disapproval thru		30 minutes	
disapproval.	electronic mail (registered e-mail or MS Teams of the students).			
	TOTAL:	None	4 Working Days, 1 Hour & 30 Minutes	



#### 2. 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 Division:	Scholarship and Financial Assistance Unit (SFAU)				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	TSU Students				
	F REQUIREMENTS		WHERE TO SE	CURE	
1. Letter of Reque	est (1 Original Copy) The client will provide				
2. TSU ID (1 photo	осору)	The client	The client will provide		
OLIENT OTERO	A OFNOV A OTIONO	FEES TO PROCESSING PERSON			
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Send letter of request to Scholarship and Financial Assistance Office email address/MS teams.	1.1 For Walk-In: Receives the letter of request and photocopy of ID of the student/s.  For Online: Receives the email or MS Teams message of the student/s.  1.2 Checks the list of Scholars in the Scholarship and Financial Assistance Unit Masterfile.  1.3. Prepares the requested Certificate.	None	10 minutes	Staff Scholarship and Financial Assistance Unit	
2. Receive the Certificate.	2. Releases and logs in the TSU-SFA-SF-29 (Request of Certification of No Scholarship / Certificate of Scholarship Logbook.		5 minutes	Staff Scholarship and Financial Assistance Unit	
	TOTAL:	None	15 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.

Office or	International, Differently-Abled, Indigenous and Marginalized Student			
Division:	Services (IDIMSS)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Enrolled TSLI Student	rs Who Belong to the IDIMSS Group		
	Enrolled TSU Students Who Belong to the IDIMSS Group  REQUIREMENTS WHERE TO SECURE			
A. FOR INDIGENOU		WIERE TO CESORE		
Certificate of Tribe		The client will provide		
(1 Photocopy)				
2. Accomplished Inc		Indigenous and Marginalized Student		
_	dent 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 pc	•			
B. FOR SOLO PAR				
1. Solo Parent I.D. (		The client will provide		
2. Accomplished Inc		Indigenous and Marginalized Student		
_	dent Services Student	Services Office or download at		
Application Form <i>TSU-IDI-SF-05</i>		http://www.facebook.com/sasidimss		
(1 Original Copy)	rainalizad Ctudant			
3. Accomplished Ma	eet <i>TSU-IDI-SF-04</i>			
(1 Original Copy)	leet 130-101-37-04			
4. 2x2 Picture Taker	n in the Last Siv	The client will provide		
(6) Months (2 pcs		The cheft will provide		
C. FOR PERSON W				
1. PWD I.D. (1 Phot		The client will provide		
2. Accomplished Inc		Indigenous and Marginalized Student		
-	dent Services Student	Services Office or download at		
Application Form		http://www.facebook.com/sasidimss		
(1 Original Copy)				
3. Accomplished Ma	arginalized Student			
	eet TSU-IDI-SF-04			
(1 Original Copy)				
4. 2x2 Picture Taken in the Last Six		The client will provide		
(6) Months (2 pcs)				
D. FOR INTERNATIONAL STUDENTS				
1. Student Visa (1 P	,	The client will provide		
2. Accomplished Inc	•	Indigenous and Marginalized Student		
_	dent Services Student	Services Office or download at		
Application Form TSU-IDI-SF-05		http://www.facebook.com/sasidimss		
(1 Original Copy)				
Accomplished Marginalized Student				



				1906
Personal Data Sheet <i>TSU-IDI-SF-04</i> (1 Original Copy)				
4. 2x2 Picture Taken in the Last Six (6) Months (2 pcs)		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 (http://www.face book.com/sasidi mss) all pertinent documents.	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.  Note: If with incomplete requirements, notify applicants regarding the incomplete requirements and instruct to submit the lacking for completion.	None	5 minutes	Staff Indigenous and Marginalized Student Services
3. Receive Identification Card.	3. Releases Identification Card.	None	8 working days	Staff Indigenous and Marginalized Student Services
	TOTAL:	None	8 Working Days & 15 Minutes	



## 2. Indigenous and Marginalized Student Services Student Consultation and Assistance

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 Client			
Who may avail:	All IDMSS Students			
	REQUIREMENTS		WHERE TO SE	CURE
Indigenous and Marg				
Services Identification			From the requestor	or/ client
OLIENT OTERO	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Present the	1. Verify the	None	3 minutes	Staff
Indigenous and	presented			Indigenous and
Marginalized	Indigenous and			Marginalized
Student	Marginalized			Student
Services	Student			Services
Identification	Services			
Card for	Identification			
verification and	Card and queue			
fill out the	the Indigenous			
Indigenous and	and			
Marginalized	Marginalized			
Student	Student			
Services	Services student			
Consultation and	for consultation			
Assistance	and assistance			
Logbook				
2. Explain the	2. Interview the	None	30 minutes	Head
concern and	Indigenous and			Indigenous and
assistance	Marginalized			Marginalized
needed to the	Student Services			Student
Section head	Student and			Services
	assess the type			
	of assistance			
	needed			
3. Receive advice	3. Provide advice or	None	10 minutes	Head
or endorsement	endorsement to			Indigenous and
to concerned	concerned			Marginalized
office/individual	office/individual			Student
				Services
	TOTAL:	None	43 Minutes	



## Research, Accreditation and Records Unit External Services



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

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

Office or Division:	Research, Accreditation	on and Reco	ords Unit (RARU)		
Classification:	Complex	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				
	REQUIREMENTS WHERE TO SECURE				
1. Accomplished Do					
Form DRF TSU-F	•	download at			
(1 Original Copy)		https://www	w.tsu.edu.ph/medi	a/uo1jcss1/tsu-	
			pdated-word-form	-	
CLIENT STEDS	ACENCY ACTIONS	FEES TO	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	walk-in.				
and Records					
Unit.	1.1.2 Records the				
	document in				
	the Incoming				
	Documents				
	Monitoring				
For Online	Logbook.				
For Online: Send an	1.2.1 For Online:				
electronic copy	Receives and				
of the Document	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.				



	1.3 For Walk-In and Online: Assesses the list of the requested records to determine their availability.  Note: If deemed sensitive and confidential, seek the approval of the Data Privacy	None	2 hours 3 hours	Unit Head Research, Accreditation and Records Unit  Data Privacy Officer Data Privacy Unit
	Officer.  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	Technical Staff & Unit Head 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	
--	------	--	--

<sup>\*</sup>The total turnaround time includes the processing time for request/s in volume.



## Research, Accreditation and Records Unit Internal Services



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

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

Office or Division:	Research, Accreditation	on and Reco	ords Unit (RARU)		
Classification:	Complex	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				
	REQUIREMENTS WHERE TO SECURE				
1. Accomplished Do					
Form DRF TSU-F	•	download at			
(1 Original Copy)		https://www	w.tsu.edu.ph/medi	a/uo1jcss1/tsu-	
			pdated-word-form	-	
CLIENT STEDS	ACENCY ACTIONS	FEES TO	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	walk-in.				
and Records					
Unit.	1.1.2 Records the				
	document in				
	the Incoming				
	Documents				
	Monitoring				
For Online	Logbook.				
For Online: Send an	1.2.1 For Online:				
electronic copy	Receives and				
of the Document	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.				



	1.3 For Walk-In and Online: Assesses the list of the requested records to determine their availability.  Note: If deemed sensitive and confidential, seek the approval of the Data Privacy	None	2 hours 3 hours	Unit Head Research, Accreditation and Records Unit  Data Privacy Officer Data Privacy Unit
	Officer.  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	Technical Staff & Unit Head 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

<sup>\*</sup>The total turnaround time includes the processing time for request/s in volume.



## Office of TSU National Service Training Program External Services



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

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

Office or Division:	Office of TSU Nationa	Office of TSU National Service Training Program			
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	All TSU NSTP Gradua	ates			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			CURE	
1. Request letter from	•	The client v	will provide		
( <b>If Enrolled)</b> (1 Or					
2. Serial Number Red	equest Form Office of TSU National Service Training			ce Training	
(1 Original Copy)	) Program				
FOR ALUMNI:		T			
1. Transcript of Reco	ords	The client v	will provide		
(1 Photocopy)	. –	000 000	0111111111111	<del>-</del>	
2. Serial Number Red	quest Form		SU National Servi	ce I raining	
(1 Original Copy)		Program	PROCECCINO	DEDCON	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. If Enrolled:	1.1 Receives and	None	1 hour &	Clerk	
Submit a letter	examines the	None	15 minutes	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				
and fill out	1.2 If verified true	None	1 hour &	Clerk,	
National Services	and correct, the	None	30 minutes	Director	
Training Program	Director signs		oo minates	National	
request form.	the form. If			Services	
	unverified, the			Training	
For Alumni:	agency will not			Program Office	
Submit the	release serial			o o	
transcript of	number to the				
records and fill	client.				
out National					
Services Training Program request					
form.					
2. Receive the	2. Seals the	None	15 minutes	Clerk	
document	document and	140110	10 111111111111111111111111111111111111	National	
requested.	release to the			Services	
1	client.			Training	
		1			
TOTAL: None 3 Hours					



# Office of TSU National Service Training Program Internal Services



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

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

Office or Division:	Office of TSU Nationa	Office of TSU National Service Training Program			
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	All TSU NSTP Gradua	ates			
CHECKLIST OF	REQUIREMENTS WHERE TO SECU			CURE	
1. Request letter from		The client v	will provide		
( <b>If Enrolled)</b> (1 Or					
2. Serial Number Red	quest Form		SU National Servi	ce Training	
(1 Original Copy)		Program			
FOR ALUMNI:					
1. Transcript of Reco	rds	The client v	will provide		
(1 Photocopy)	. <del></del>	O	0111111111111	<del>-</del>	
2. Serial Number Red	quest Form		SU National Servi	ce I raining	
(1 Original Copy)		Program	DDOCECCING	DEDCON	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. If Enrolled:	1.1 Receives and	None	1 hour &	Clerk	
Submit a letter	examines the	None	15 minutes	National	
from the current	form and verify		10 1111110100	Services	
school registrar	its veracity vis-a-			Training	
requesting for a	vis submitted			Program Office	
serial number	documents				
and fill out	1.2 If verified true	None	1 hour &	Clerk,	
National Services	and correct, the	140110	30 minutes	Director	
Training Program	Director signs		oo minates	National	
request form.	the form. If			Services	
	unverified, the			Training	
For Alumni:	agency will not			Program Office	
Submit the	release serial				
transcript of	number to the				
records and fill	client.				
out National					
Services Training					
Program request form.					
2. Receive the	2. Seals the	None	15 minutes	Clerk	
document	document and	110110	10 1111110100	National	
requested.	release to the			Services	
	client.			Training	
				Program Office	
	TOTAL:	None	3 Hours		



## Office of Library Management and Services External Services



#### 1. Processing of Request to Access the Library by Visiting Researcher

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

Office or	Office of Library Management and Services (OLMS)				
Division: Classification:	Simple		·		
Type of	G2G - Government to	Governmen			
Transaction:	G2C - Government to		ıt		
Who may avail:	All	Onizon			
	REQUIREMENTS		WHERE TO SEC	CURE	
1. Valid ID (1 Origina		The client	will provide		
2. Duly Signed Refe			will provide		
	lac State University				
	1 Original copy)				
3. For Clients from		Cashiering	Unit		
Agencies Withou TSU – Official Red Researcher's Fee					
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	FEES TO	PROCESSING	PERSON	
1 Procent the	1 Varifica the	BE PAID	TIME	RESPONSIBLE	
Present the referral letter at the Circulation Counter of any units of the TSU Library.	Verifies the     presented referral letter.	None	2 minutes	Head and Staff Office of Library Management and Services	
For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Proceed to the cashier to settle Visiting Researcher's Fee and secure the Official Receipt.  Note: New transaction shall be done if the Visiting Researcher	For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Receives the payment and issues the Official Receipt.	Php 50.00 per head	5 minutes	Staff-in-Charge Cashiering Unit	
revisits the TSU library on the following day/s.  2. Log the name on the Visitor's Logbook TSU- LMS-SF-29.	2. Performs reference procedures to identify needed	None	5 minutes	Head and Staff Office of Library Management and Services	



negotiate the query/ies and identifies possible information sources using the Online Public Access Catalogue.	
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.  3. State and negotiate the query/ies.  3. State and negotiate the query/ies.  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	
from Non - Government Agencies Without MOA/MOU with TSU: Present the Official Receipt of payment of Visiting Researcher's Fee at the Circulation Counter.  3. State and negotiate the query/ies.  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  5 minutes H O' I minutes O' I minut	
Government Agencies Without MOA/MOU with TSU: Present the Official Receipt of payment of Visiting Researcher's Fee at the Circulation Counter.  3. State and negotiate the query/ies.  Government Agencies Without MOA/MOU with TSU: Verifies the Official Receipt presented and performs reference procedures to identify needed information sources.  None  5 minutes  Procedures Pr	
Agencies Without MOA/MOU with TSU: Present the Official Receipt of payment of Visiting Researcher's Fee at the Circulation Counter.  3. State and negotiate the query/ies.  Agencies Without Agencies Without MOA/MOU with TSU: Verifies the Official Receipt presented and performs reference procedures to identify needed information sources.  None  5 minutes  H Original Receipt presented and performs reference procedures to identify needed information sources.	
Without MOA/MOU with TSU: Present the Official Receipt of payment of Visiting Researcher's Fee at the Circulation Counter.  3. State and negotiate the query/ies.  3. Analyzes query/ies and identifies possible information sources using the Online Public Access Catalogue.	
MOA/MOU with TSU: Present the Official Receipt of payment of Visiting Researcher's Fee at the Circulation Counter.  3. State and negotiate the query/ies.  3. Analyzes query/ies.  Without MOA/MOU with TSU: Verifies the Official Receipt presented and performs reference procedures to identify needed information sources.  None  5 minutes Official Receipt presented and performs reference procedures to identify needed information sources.	
the Official Receipt of Payment of Visiting Researcher's Fee at the Circulation Counter.  3. State and negotiate the query/ies.  TSU: Verifies the Official Receipt presented and performs reference procedures to identify needed information sources.  None  5 minutes H Original Payment of Original Receipt presented and performs reference procedures to identify needed information sources.  None  5 minutes H Original Physical P	
Receipt of payment of Visiting performs Researcher's reference procedures to identify needed information sources.  3. State and negotiate the query/ies.  3. Analyzes query/ies and identifies possible information sources using the Online Public Access Catalogue.	
payment of Visiting performs Researcher's reference Fee at the procedures to identify needed information sources.  3. State and negotiate the query/ies.  3. Analyzes None 5 minutes Horizon identifies possible information sources using the Online Public Access Catalogue.	
Visiting Researcher's Fee at the Circulation Counter.  3. State and negotiate the query/ies.  Condine Public Access Catalogue.	
Researcher's Fee at the Circulation Counter.  3. State and negotiate the query/ies.  3. Analyzes information sources.  3. Analyzes query/ies and identifies possible information sources using the Online Public Access Catalogue.	
Fee at the Circulation identify needed Counter.  3. State and negotiate the query/ies.  Conline Public Access Catalogue.	
Circulation Counter.  3. State and negotiate the query/ies.  3. Analyzes query/ies and identifies possible information sources using the Online Public Access Catalogue.	
Counter. information sources.  3. State and negotiate the query/ies and identifies possible information sources using the Online Public Access Catalogue.	
sources.  3. State and negotiate the query/ies and identifies possible information sources using the Online Public Access Catalogue.	
3. State and negotiate the query/ies.  3. Analyzes None 5 minutes Horizon Sources using the Online Public Access Catalogue.	
negotiate the query/ies and identifies possible information sources using the Online Public Access Catalogue.	Hood and Ctaff
query/ies. identifies possible information sources using the Online Public Access Catalogue.	Head and Staff
information sources using the Online Public Access Catalogue.	Office of Library
sources using the Online Public Access Catalogue.	Management and Services
Online Public Access Catalogue.	and Services
Access Catalogue.	
Catalogue.	
	Head and Staff
to the query/ies. information O	Office of Library
	Management
client.	and Services
Note: if answer/s	
to the query/ies	
cannot be found,	
inform the client.	Head sad Of "
	Head and Staff
	Office of Library
	Management and Services
reference	and Oct VICES
purposes.	
TOTAL: None 15 Minutes	
TOTAL FOR VISITOR'S FROM NON - Php GOVERNMENT AGENCIES 50.00 per 20 Minutes WITHOUT MOA/MOU WITH TSU: Head	



## Office of Library Management and Services Internal Services



#### 1. Processing of Request to Borrow Information Materials

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			
	REQUIREMENTS WHERE TO SECURE				
1. Valid TSU ID (1	Original Copy)	The client	The client will provide		
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Present the information material/s for check-out, together with a valid ID, at the Circulation Counter.	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 TSU-LMS-SF- 06 with the needed details.	2.1 Checks 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		



### 2. 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.

Office or Division:	Office of Library Management Services (OLMS)				
Classification:	Simple				
Type of	G2C - Government to	Citizen			
Transaction:	G2G - Government to Government				
Who may avail:	TSU Students and Em	ployees			
CHECKLIST OF	F REQUIREMENTS WHERE TO SECURE				
A. FOR TSU STUDI	ENTS				
Valid Certificate of	f Registration	The client v	will provide		
(1 Electronic Cop					
B. FOR TSU EMPL					
1. Valid TSU ID (1 E	lectronic Copy)	The client v			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Search through the Online Public Access Catalog (http://library.tsu.edu.ph/) for relevant information	1.1 Receives the request and validates the identity of the client and checks the availability of information material/s.	None	2 minutes	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 (https://www.facebook.com/TarlacStateUniversityLibrary), or	1.3 Scans the item and informs the client of copyright restrictions.	None	1 hour	Head and Staff Office of Library Management and Services	
b. Send an email to the official TSU library email address (library@tsu.edu .ph).					



			I	
Note: A scanned				
copy of				
Certificate of				
Registration				
(for TSU				
students) or				
Valid TŚU ID				
(for TSU				
employees)				
must be				
attached on the				
message or				
email for				
validation				
purposes.				
2. Receive the	2. Sends the	None	15 minutes	Head and Staff
scanned copy of	electronic copy to	. 10110	10 11111111100	Office of Library
the request.	the client.			Management
ine requesi.	uio dioni.			and Services
			4 Haur 9 40	and Jervices
	TOTAL:	None	1 Hour & 19 Minutes	
			wiiiutes	

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



#### 3. 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.

Office or				
Division:	Office of Library Mana	agement and	d 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 SEC	CURE
1. Valid TSU ID (1 C		The client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request online through the Official Facebook	1.1 Receives request and checks availability of information material/s.	None	2 working days	Head and Staff Office of Library Management and Services
Messenger of the Office of Library Management Services ( <u>https://www.fac</u>	1.2 Informs the client if the requested information material/s is available or not.	None	3 minutes	Head and Staff Office of Library Management and Services
ebook.com/Tarl acStateUniversit yLibrary), or send an email to the official TSU email address (library@tsu.edu .ph) 2 days before pick-up.	1.3 If information material/s is/are available, schedules a pick- up date.	None	2 minutes	Head and Staff Office of Library Management and Services
2. Pick up the information material/s on the agreed schedule at the	2.1 Validates identity of client thru the presented TSU ID.	None	2 minutes	Head and Staff Office of Library Management and Services
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 TSU-LMS- SF-06 and logbook TSU- LMS-SF-28.	3. Releases the information material/s to the client.	None	2 minutes	Head and Staff Office of Library Management and Services
	TOTAL:	None	2 Working Days & 10 Minutes	



#### 4. Process of Returning Information Materials

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	Governmen	nt	
Who may avail:	TSU Students and En	nployees		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
Borrowed Information Materials			will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.  1.2 If overdue:    Library staff informs the client of the penalty which must be paid at the	Penalty due as per the case of the borrower	5 minutes 2 minutes	Head and Staff Office of Library Management and Services  Head and Staff Office of Library Management and Services
2. Present the Official Receipt of overdue payment to the Library Staff at the Circulation Counter	Cashier's Office.  2. Verify 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
	WITHOUT OVERDUE PENALTY:	None	8 Minutes	
ТОТА	L IF WITH OVERDUE PENALTY:	Penalty Due	10 Minutes	



#### 5. Process of Renewing Borrowed Information Materials

The service allows library clients to renew borrowed books for 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)			
Classification:	Simple		,	,
Type of	G2C - Government to	o Citizen		
Transaction:	G2G - Government to	o Governme	nt	
Who may avail:	TSU Students and E	mployees		
	REQUIREMENTS		WHERE TO SEC	CURE
1. For Renewal at th		The client	will provide	
Counter – Books				
	or Online Renewal Request - Valid		will provide	
Certificate of Regis				
(1 Electronic Copy	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. For Renewal at	1. For Renewal at	None	3 minutes	Head and Staff
the Circulation	the Circulation	110110	o minatos	Office of Library
Counter:	Counter: Scans			Management
Present	the book			and Services
information	or the borrower's			
material/s for	ID in the library			
renewal.	system for			
	renewal and			
	requests the			
	client to rewrite			
	his/her name on			
	the Book Card			
	and indicate the			
	current date.			
	Note: If			
	maximum			
	renewal has			
	been reached,			
	inform the client.			
For Online	For Online	None	3 minutes	Head and Staff
Renewal	Renewal			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, then proceed to			
( <u>library@tsu.edu.</u> <u>ph</u> ) or TSU	Agency Action			
Facebook page	No. 2.2.			
https://www.face	140. 2.2.			
book.com/Tarlac				
StateUniversityLi				
brary.				
Client's Name:				



Student Number:				
2. For Renewal at the Circulation Counter: Fill-out the Book Card / Logbook with the needed information and submit to the	2.1 For Renewal at the Circulation Counter: Receives the filled-out Book Card / Logbook.	None	2 minutes	Head and Staff Office of Library Management and Services
staff.	2.2 For Renewal at Circulation and via Online Requests: Processes the book renewal under the borrower / client's name in the library system.	None	3 minutes	
3. For Renewal at the Circulation Counter: Receive reborrowed information material/s.	3.1 For Renewal at the Circulation Counter: Endorses the reborrowed information material/s and informs the client of the new renewal date.	None	2 minutes	Head and Staff Office of Library Management and Services
For Online Renewal Requests: Be informed of the new renewal date,	For Online Renewal Requests: Inform the client of the new renewal date.  Note: If maximum renewal has been reached, inform the client.	None	3 minutes	
	3.2 For Renewal at the Circulation Counter: Files the book card/s in the filing box.	None	2 minutes	Head and Staff Office of Library Management and Services
	R RENEWAL AT THE ILLATION COUNTER:	None	12 Minutes	
	ONLINE RENEWAL REQUESTS:	None	9 Minutes	



#### **6. 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			
	REQUIREMENTS		WHERE TO SEC	URE
1. Valid TSU ID (1 C	riginal Copy)	The client w		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State query/ies through the Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or send an email to the official TSU email address (library@tsu.edu.ph).  Note: Clarification and negotiation shall be done if needed.	query/ies from the client.	None	15 minutes	Head or Staff Office of Library Management and Services
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.	3.1 Presents to the client the information source.  Note: If answer/s to the query/ies is/are not found, inform the client.	None	3 minutes	Head or Staff Office of Library Management and Services
	3.2 Records query/ies in the logbook <i>TSU-</i> <i>LMS-SF-10</i> and	None	1 minute	Head or Staff Office of Library Management and Services



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

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



#### 7. Processing of Library Clearance

This service allows students and employees to secure library clearance.

Office or Division:	Office of Library Mana	agement and	Services (OLMS)		
Classification:	Simple		,		
Type of	G2C - Government to	Citizen			
Transaction:	G2G - Government to	Governmer	<u>nt</u>		
Who may avail:	TSU Students and En	nployees			
	REQUIREMENTS		WHERE TO SEC	CURE	
A. FOR STUDENTS		Γ			
1. Accomplished Stud			dmission and Regi	stration or	
TSU-ORA-SF-18 (1 Original Copy)		download a			
			v.tsu.edu.ph/media	<u>a/aianidjs/I-</u>	
B. FOR EMPLOYEES	<u> </u>	student-cie	arance-form.pdf		
1. For Plantilla Post		Luman Da	source Dovelenme	ont and	
Clearance Form CS	•		source Developme ent Office of downlo		
(1 Original Copy)	3 I UIIII NO. I		v.tsu.edu.ph/media		
(1 Original Oopy)			ce-form.pdf	<u> </u>	
2. For Non-Teaching	(Job Order) –		source Developme	ent and	
Accomplished Clea			ent Office of download		
·	er) <i>TSU-HRD-SF-45</i>		v.tsu.edu.ph/media		
(1 Original Copy)	•		learance-for-non-to		
		order-r05.p	<u>odf</u>		
	3. For Lecturer (Full Time / Part-Time) –		source Developme		
	Accomplished Clearance for Lecturer		Management Office of download at		
1	me) <i>TSU-HRD-SF-46</i>	https://www.tsu.edu.ph/media/awbhcfaf/tsu-			
(1 Original Copy)		hrd-sf-46-clearance-for-lecturer-full-time-part-			
		time-end-of-contract-r05.pdf			
		EEEG TO	DDOCESSING	DEDSON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
CLIENT STEPS  1. For Students:	AGENCY ACTIONS  1.1 Verifies library				
	1.1 Verifies library accountabilities of	BE PAID	TIME	RESPONSIBLE	
For Students:     Present the     properly filled out	1.1 Verifies library accountabilities of the client from the	BE PAID	TIME	RESPONSIBLE  Head or Staff Office of Library  Management	
For Students:     Present the     properly filled out     Clearance Form	1.1 Verifies library accountabilities of the client from the library system.	BE PAID None	TIME 30 minutes	RESPONSIBLE  Head or Staff Office of Library  Management and Services	
1. For Students:  Present the  properly filled out  Clearance Form  at the Circulation	1.1 Verifies library accountabilities of the client from the library system.  1.2 Without	BE PAID	TIME	RESPONSIBLE  Head or Staff Office of Library  Management and Services  Head or Staff	
For Students:     Present the     properly filled out     Clearance Form	1.1 Verifies library accountabilities of the client from the library system.  1.2 Without Library	BE PAID None	TIME 30 minutes	RESPONSIBLE  Head or Staff Office of Library  Management and Services  Head or Staff Office of Library	
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter.	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library Accountabilities:	BE PAID None	TIME 30 minutes	RESPONSIBLE  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management	
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter.  For Employees:	1.1 Verifies library accountabilities of the client from the library system.  1.2 Without Library Accountabilities: Affixes signature	BE PAID None	TIME 30 minutes	RESPONSIBLE  Head or Staff Office of Library  Management and Services  Head or Staff Office of Library	
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter.  For Employees: Present the	1.1 Verifies library accountabilities of the client from the library system.  1.2 Without Library Accountabilities: Affixes signature on the Clearance	BE PAID None	TIME 30 minutes	RESPONSIBLE  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management	
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter.  For Employees: Present the countersigned	1.1 Verifies library accountabilities of the client from the library system.  1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and	BE PAID None	TIME 30 minutes	RESPONSIBLE  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management	
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter.  For Employees: Present the countersigned Clearance Form	1.1 Verifies library accountabilities of the client from the library system.  1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the	BE PAID None	TIME 30 minutes	RESPONSIBLE  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management	
1. For Students:     Present the     properly filled out     Clearance Form     at the Circulation     Counter.  For Employees:     Present the     countersigned     Clearance Form     to Library Director	1.1 Verifies library accountabilities of the client from the library system.  1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then,	BE PAID None	TIME 30 minutes	RESPONSIBLE  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management	
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter.  For Employees: Present the countersigned Clearance Form	1.1 Verifies library accountabilities of the client from the library system.  1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to	BE PAID None	TIME 30 minutes	RESPONSIBLE  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management	
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter.  For Employees: Present the countersigned Clearance Form to Library Director or request	1.1 Verifies library accountabilities of the client from the library system.  1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then,	BE PAID None	TIME 30 minutes	RESPONSIBLE  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management	
1. For Students:     Present the     properly filled out     Clearance Form     at the Circulation     Counter.  For Employees:     Present the     countersigned     Clearance Form     to Library Director     or request     clearance online	1.1 Verifies library accountabilities of the client from the library system.  1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to	BE PAID None	TIME 30 minutes	RESPONSIBLE  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management and Services	
1. For Students:     Present the     properly filled out     Clearance Form     at the Circulation     Counter.  For Employees:     Present the     countersigned     Clearance Form     to Library Director     or request     clearance online	1.1 Verifies library accountabilities of the client from the library system.  1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to Agency No. 4.2.	BE PAID None	30 minutes  3 minutes	RESPONSIBLE  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management and Services  Head or Staff And Services	
1. For Students:     Present the     properly filled out     Clearance Form     at the Circulation     Counter.  For Employees:     Present the     countersigned     Clearance Form     to Library Director     or request     clearance online	1.1 Verifies library accountabilities of the client from the library system.  1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to Agency No. 4.2.  With Library Accountabilities:	BE PAID None	30 minutes  3 minutes	RESPONSIBLE  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management and Services  Head or Staff Office of Library	
1. For Students:     Present the     properly filled out     Clearance Form     at the Circulation     Counter.  For Employees:     Present the     countersigned     Clearance Form     to Library Director     or request     clearance online	1.1 Verifies library accountabilities of the client from the library system.  1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to Agency No. 4.2.  With Library Accountabilities: Informs client to	BE PAID None	30 minutes  3 minutes	RESPONSIBLE  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management	
1. For Students:     Present the     properly filled out     Clearance Form     at the Circulation     Counter.  For Employees:     Present the     countersigned     Clearance Form     to Library Director     or request     clearance online	1.1 Verifies library accountabilities of the client from the library system.  1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to Agency No. 4.2.  With Library Accountabilities: Informs client to settle his/her	BE PAID None	30 minutes  3 minutes	RESPONSIBLE  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management	
1. For Students:     Present the     properly filled out     Clearance Form     at the Circulation     Counter.  For Employees:     Present the     countersigned     Clearance Form     to Library Director     or request     clearance online	1.1 Verifies library accountabilities of the client from the library system.  1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to Agency No. 4.2.  With Library Accountabilities: Informs client to settle his/her accountabilities at	BE PAID None	30 minutes  3 minutes	RESPONSIBLE  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management	
1. For Students:     Present the     properly filled out     Clearance Form     at the Circulation     Counter.  For Employees:     Present the     countersigned     Clearance Form     to Library Director     or request     clearance online	1.1 Verifies library accountabilities of the client from the library system.  1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to Agency No. 4.2.  With Library Accountabilities: Informs client to settle his/her accountabilities at the Cashiering	BE PAID None	30 minutes  3 minutes	RESPONSIBLE  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management	
1. For Students:     Present the     properly filled out     Clearance Form     at the Circulation     Counter.  For Employees:     Present the     countersigned     Clearance Form     to Library Director     or request     clearance online	1.1 Verifies library accountabilities of the client from the library system.  1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to Agency No. 4.2.  With Library Accountabilities: Informs client to settle his/her accountabilities at	BE PAID None	30 minutes  3 minutes	RESPONSIBLE  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management and Services  Head or Staff Office of Library Management	



2. With Library Accountabilities: Proceed to the Cashiering Unit and/or Supply Office to settle accountabilities.	2. With Library Accountabilities: Receives and processes the payment.	Depends on each client's accounta bility/ies	40 minutes	Staff-in-Charge Cashiering Unit
3. With Library Accountabilities: Proceed to the Circulation Counter and present the Official Receipt of payment.	3. With Library Accountabilities: Verifies the Official Receipt presented.	None	5 minutes	Head or Staff Office of Library Management and Services
4. With Library Accountabilities: Receive the duly	4.1 Affixes signature on the Clearance Form.	None	3 minutes	Head or Staff Office of Library Management and Services
signed Clearance Form and fill out the Clearance Logbook <i>TSU-</i> <i>LMS-SF-12.</i>	4.2 Provides the Clearance Logbook for the client to accomplish.	None	5 minutes	Head or Staff Office of Library Management and Services
	R CLIENT WITHOUT ACCOUNTABILITIES	None	38 Minutes	
TOTAL FOR CLIENT WITH LIBRARY ACCOUNTABILITIES:		Depends on the Compute d Fines or Price of Book, If Lost	1 Hour & 26 Minutes	

<sup>\*</sup>The total turnaround time considers the volume of requests, queue, power availability and internet connectivity.



#### 8. 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 Management and Services (OLMS)			
Classification:	Simple			
Type of	G2C - Government to Citizen			
Transaction:	G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			
1. Valid TSU ID (1 C	Priginal Copy)	The client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present TSU ID at the Circulation Counter/Internet	1.1 Verifies validity of ID.	None	3 minutes	Head or Staff Office of Library Management and Services
Section.	1.2 Scans client's ID using the library RFID and places the ID in the filing box.	None	5 minutes	Head or Staff Office of Library Management and Services
	1.3 Librarian assists/ and or directs the client to the computer workstation.	None	5 minutes	Head or Staff 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	3 minutes	Head or Staff Office of Library Management and Services
	TOTAL:	None	16 Minutes	



#### 9. 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		
	REQUIREMENTS		WHERE TO SEC	CURE
1. Valid TSU ID (1 C	Original Copy) The client will provide			
CLIENT STEPS	AGENCY ACTIONS FEES TO PROCESSING PERSON			
CLILINI SILFS		BE PAID	TIME	RESPONSIBLE
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 Provides the Referral Letter Request Form TSU-LMS-SF-02 to be filled out.	None	2 minutes	Head or Staff Office of Library Management and Services
2. Proceed to the College Dean's office to secure signature.	2. Affixes signature on the Referral Letter Request Form.	None	20 minutes	<i>Dean</i> College
3. Proceed to the Library and submit the signed Referral Letter Request Form to the Library Staff.	3. Receives approved Referral Letter Request Form and encodes information on the referral letter template, print, and affix signature.	None	10 minutes	Head or Staff Office of Library Management and Services
4. Receive the referral letter and log on the Referral Issuance Log TSU-LMS-SF-11.	4. Issues the Referral Letter to the client.	None	2 minutes	Head or Staff Office of Library Management and Services
	TOTAL:	None	37 Minutes	

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



#### 10. Selective Dissemination of Information on Unpublished Materials

This service allows clients to be aware of new theses and dissertation titles available at the library for their research needs.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to		t	
Who may avail:	TSU Students and Em	ployees		
	REQUIREMENTS		WHERE TO SEC	URE
1. Hardbound Thes		The client v	vill provide	
(3 Original Copie	S)	FFFC TO	DDOCECCING	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit copies of their dissertation / thesis at the LMS – Technical Office and	Furnish of Dissertation /	None	3 minutes	Head or Staff Office of Library Management and Services
present the Copy Furnish of Dissertation / Thesis Form TSU-VPA-SF-50	completeness of submitted materials and	None	5 minutes	Head or Staff Office of Library Management and Services
2. Fill out the Library Incoming Unpublished Materials logbook <i>TSU</i> -	2.1 Instructs client to fill out Library Incoming Unpublished Materials logbook TSU-LMS-SF-25.	None	2 minutes	Head or Staff Office of Library Management and Services
LMS-SF-25.	2.2 Compiles list of theses and dissertation submissions to be posted on the bulletin board or via Facebook for information dissemination.	None	2 working days	Head or Staff Office of Library Management and Services
	TOTAL:	None	2 Working Days and 10 Minutes	



### Office of the Vice President for Research, Development and Extension

**Internal Services** 



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

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

Office or	Office of The Vice President for Research, Development and Extension			
Division:	(OVPRDE)			
Classification:	Complex	- 0		
Type of	G2G - Government to	o Government		
Transaction: Who may avail:	Office of the Universi	ity Procident		
		ity President	WHERE TO SEC	LIRE
CHECKLIST OF REQUIREMENTS  1. Endorsement Form TSU-OUP-SF-01 (1 Original Copy)  2. Letter/Request addressed to President (1 Photocopy)		The client wil		ONL
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 Development	1.1 Receives and reviews the contents of the endorsement.	None	2 minutes	Staff Office of the Vice President for Research, Development and Extension
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, Development and Extension
	1.3 Forwards endorsement to the concerned office/s.	None	1 hour	Staff Office of the Vice President for Research, Development and Extension
	TOTAL:	None	3 Working Days, 1 Hour &	

2 Minutes



Development and Extension

#### 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 or Division:	Office of The Vice President for Research, Development and Extension (OVPRDE)						
Classification:	Complex						
Type of Transaction	on: G2G - Government to Government						
Who may avail:	TSU Colleges, Offices and Units						
CHECKLIST OF REQUIREMENTS WHERE TO SECURE							
A. For Request Letter	•						
1. Request Letter (3	The client will provide						
B. For Request to Ser	ve Meals						
Notice of Meeting and/or Approved     Letter/Endorsement (1 Photocopy)		The client will provide					
C. For Travel Order		1					
Approved letter (	1 Original Copy)	The client will provide					
2. Endorsement, if	applicable						
(1 Original Copy)	)						
3. Student Authority	to Travel, if						
applicable (1 Ori							
	nt and Review (IPCR)/ Department (DPCR)/ Office Performance Commitment  The client will provide						
Certificate in Seminars <i>if applicable</i> (1 Original Copy)							
CLIENT STEDS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON			
CLIENT STEPS	AGENCT ACTIONS	BE PAID	TIME	RESPONSIBLE			
1. Submit the requirements to the Office of the Vice President for Research, Development and Extension.	1.1 Receives and reviews the completeness of the submitted documents.  Note: If submitted documents are incomplete, return and inform the lacking.	None	2 minutes	Staff Office of the Vice President for Research, Development and Extension			
	1.2 Signs or acts on the inter-office communication and/or transaction.	None	3 working days	Vice President Office of the Vice President for Research,			



	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, Development and Extension
TOTAL:		None	3 Working Days & 7 Minutes		



### Office of University Research and Development External Services



#### 1. Processing of Request for Statistical Support and Related Services

The service allows TSU employees, students, and external clients to avail of statistical support and related services for their research.

Note: This is a multi-stage process. The Data Analytics Units is responsible for receiving and verifying requirements, and assigning statistician. While the Cashiering Unit is only responsible for processing and receiving of payment.

Office or Division: Classification: Type of Transaction: Who may avail:	Unit (DNU) Simple G2C – Governmen G2G – Governmen TSU Masters Stude TSU Doctorate Stu-	to Government nts (Type A Client) dents (Type B Client) rchers (Type C Client)			
	REQUIREMENTS	Office of De	WHERE TO SEC	_	
Accomplished Appointment Form     TSU-URO-SF-75 - (1Original Copy)		Office of Research Development or download at <a href="https://www.tsu.edu.ph/media/y3tcrubf/tsu-uro-sf-75.docx">https://www.tsu.edu.ph/media/y3tcrubf/tsu-uro-sf-75.docx</a>			
For Type A to C Clients –     Official Receipt of Payment for     Statistical Support and Related     Services     (1 Duplicate Copy or 1 Photocopy)		TSU Cashiering Unit			
Manuscript/Article in .docx or .pdf     Format (1 Electronic Copy)		The client will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
Submit the     electronic copy     of the     manuscript,     including the	1.1 Receives and checks the completeness of the submitted documents.	None	20 minutes	Staff-in-Charge Data Analytics Unit	
survey questionnaire and research data, if available, and the other pertinent requirements to ursc@tsu.edu.p h.  Note: For Type C Clients, proceed to Step	1.2 Assesses the study/paper and determines the statistician in charge.	None	2 working days	Staff-in-Charge Data Analytics Unit	
2. Receive the assessment form containing the fees to be paid.	2. Informs clients about the fees by sending the assessment form.	None	30 minutes	Staff-in-Charge Data Analytics Unit	



3. Pay the corresponding fee to the Cashiering Unit.	3. Receives the payment and issues the Official Receipt.	See table below	1 hour	Staff Cashiering Unit
4. Sends the copy of the Official Receipt via email	4. Receives the copy of the Official Receipt.	None	10 minutes	Staff-in-Charge Data Analytics Unit
5. Receive an email stating the name of the assigned statistician and	5.1 Informs client about the assigned statistician and contact details via email.	None	30 minutes	Staff-in-Charge Data Analytics Unit
contact details.	5.2 Forwards the submitted documents of the client to the assigned statistician.	None	10 minutes	Staff-in-Charge Data Analytics Unit
TOTAL:		See Table Below	2 Working Days, 2 Hours & 40 Minutes	

List of Payment						
Type A	TSU Master's Students	PHP 1,500.00				
Type B	TSU Doctorate Students	PHP 2,000.00				
Type C	TSU Faculty Researchers	Free of Charge				



#### 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.

Note: 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 Accounting Unit is only responsible for assessing and receiving the payment.

	arily respections to the	oocog aa	roconnig are pay				
Office or	Office of the University	y Research	Development – Ar	nalytical Testing			
Division:	Laboratory (ATL)						
Classification:	Highly Technical						
Type of	G2C – Government to						
Transaction:	G2B – Government to		-				
- Tanoaottom	G2G – Government to						
	TSU Faculty Research		-				
	Other Interested Instit		` • •	nt)			
ho may avail:	TSU Graduate Studer			-4-			
	TSU Undergraduate Students and Non-TSU Students						
CHECKI IST OF	(Type D Client)  ECKLIST OF REQUIREMENTS WHERE TO SECURE						
1. For Use of Equi		The client		JUNE			
Printed Journal /		THE CHEFIT	wiii provide				
	ng the Method and						
Conditions-to-be	•						
(1 Original Copy)							
2. For All Client Ty		Analytical Testing Laboratory					
Accomplished Re	equest for Analysis						
TSU-PCL-SF-33	- (1 Original Copy)						
3. For Type A Clie		The client will provide					
Copy of the Rese	•						
•	igned by the Dean						
	1 – (1 Photocopy)						
4. For Type A Clie		The client will provide					
. ,	ce to Proceed signed						
by a Representa							
SF-60 –	arch Office TSU-URO-						
(1 Photocopy)							
(ттпогосору)		EEES TO	DROCESSING	DEDSON			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Proceed to the	1.1 Attends initial	None	1 hour	Staff-in-Charge			
Analytical	meetings with the			Analytical			

CLIENT STEPS	AGENCY ACTIONS	BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Analytical Testing Laboratory facility for an initial meeting or via MS Teams, Messenger, Zoom Teleconferencin g and other	1.1 Attends initial meetings with the client to inform other necessary requirements for the requested laboratory analysis or laboratory services and logs the client's name	None	1 hour	Staff-in-Charge Analytical Testing Laboratory
online platforms.	on the Laboratory Analyses /			



	Service(s) Log (TSU-PCL-SF-42).  1.2 Reviews the request and executes appropriate actions (Approval or Disapproval of request).  If Disapproved: Sends notification of disapproval thru online or via			
	email or informs clients in person.			
2. For the Proponent/s of TSU Approved Research Proposal/s: Submit requirements 3 and 4 to the Analytical Testing Laboratory.  Note: It MUST be explicitly stated in the Line-Item Budget the specific analyses and laboratory service(s)-to-be- requested.  For Type B to D Clients: Proceed to next step.	2. Reviews and files the submitted forms.	None	30 minutes	Staff-in-Charge Analytical Testing Laboratory
3. File the Request for Analysis (TSU-PCL-SF-33) and assessment of the total fees for the requested analysis or laboratory	3.1 Discusses other necessary requirements for the analysis or laboratory services requested and proper sampling and transportation procedures.	None	30 minutes	Staff(s) Analytical Testing Laboratory



services (TSU-PCL-SF-48).	· ·		1 hour	Staff(s) Analytical Testing Laboratory
	3.3 Assess the requested laboratory services	Number of Samples x Fees for each Service * Table of fees attached	4 hours	In-charge of Assessment Accounting Unit
4. Pay assessed analysis and/or service fees at the Cashier and photocopy the receipt or scan the official receipt and send it thru email:  atlnprc@tsu.edu .ph.	4. Accepts, reviews, and archives the photocopy of the receipt or the ecopy of the receipt. Schedule the submission of samples of the Client(s) (thru face-to-face meeting or thru email)	None	30 minutes	Staff(s) Analytical Testing Laboratory
5. Deliver the samples to the Analytical Testing Laboratory with proper sample descriptions and labels.	5.1 Receives and reviews the samples. Conduct the requested services and summarize the results recorded.	None	10 minutes	Staff(s) Analytical Testing Laboratory
Samples must be delivered to the laboratory immediately	5.2 Labels each sample with assigned laboratory sample number.	None	2 hours	Staff(s) Analytical Testing Laboratory
after sampling. Properly sampling procedures must also be followed.	5.3 Conducts the laboratory analysis for various parameters and render requested laboratory service(s).	None	13 working days maximum  Note: 1 day per analysis requested or 2 days per spectrophotom	Staff(s) Analytical Testing Laboratory



			т.	
Physic-Chem samples must be placed in a clean container (preferably glass amber			etric analysis requested.	
glass amber bottle or plastic container, ≥1000mL) and are securely capped.	5.4 Fill-out necessary analysis forms with results from the analyses and/or laboratory	None	1 working day	Staff(s) Analytical Testing Laboratory
Microbiology	services.			
samples must be placed in a sterilized- sample bags (≥400mL). Samples must	5.5 Rechecks and encodes the results in the Results of the Analyses.	None	6 hours	Staff(s) Analytical Testing Laboratory
be transported inside a cooler with internal temperature of ≤6 °C but above freezing.	5.6 Print and sign the Results of the Analyses.	None	1 hour	Staff(s) Analytical Testing Laboratory
6. Receive the printed copy of the Results of the Analyses from the Analytical Testing Laboratory through face-to-face meeting or receive a scanned copy through email.	6. Releases the result to the client(s) by printing the Results of the Analyses and giving it to the Client(s) or scan it and send it to the email address provided by the Client(s).			
3	For face- to face meeting: Return excess samples to the client(s)	None	1 hour	Staff(s) Analytical Testing Laboratory
	If via email: Discuss to the Client(s) the implications of the results and make necessary recommendations thru face-to-face meeting or thru online or via email.	None	2 hours	Staff(s) Analytical Testing Laboratory



TOTAL FOR FACE-TO-FACE:	Number of Samples x Fees for each	15 Working Days, 7 Hours & 40 Minutes	
TOTAL FOR ONLINE:	* Table of fees attached	15 Working Days, 8 Hours & 40 Minutes	

Note: One working day is equivalent to 10 hours.

## **TSU-ATL-NPRC** Schedule of Analysis and Services Fees (Board of Regents Resolution No. 29, s. 2019)

WATER ANALYSIS		TYPE A CLIENTS	TYPE B CLIENTS		TYPE C CLIENTS	
	PH'	YSICO-CHEN	/IICAL	-		
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
pH	₽	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



						1906
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
		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
					1	



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



## Office of University Research and Development

**Internal Services** 



#### 1. Processing of Request for Statistical Support and Related Services

The service allows TSU employees, students, and external clients to avail of statistical support and related services for their research.

Note: This is a multi-stage process. The Data Analytics Units is responsible for receiving and verifying requirements, and assigning statistician. While the Cashiering Unit is only responsible for processing and receiving of payment.

Office or Division:	Office of the Unive	Office of the University Research Development – Data Analytics Unit (DNU)					
Classification:	Simple						
Type of	G2C – Governmen	nt to Citizen					
Transaction:	G2G – Governmen						
Who may avail:	TSU Masters Stude						
	TSU Doctorate Stu						
	TSU Faculty Resea	archers (Type		N. 15-			
	REQUIREMENTS	0(() ( D	WHERE TO SEC				
4. Accomplished A	• •		esearch Developr	nent or download			
130-080-37-7	75 - (1Original Copy)	at	rtau odu ph/modir	a/v2torubf/tou			
		uro-sf-75.do	<u>v.tsu.edu.ph/media</u> ncx	a/y3tcrubi/tsu-			
5. For Type A to	C Clients –	TSU Cashie					
Official Receipt		l co caoriii	Jing Jin				
Statistical Supp	•						
Services							
(1 Duplicate Co	py or 1 Photocopy)						
6. Manuscript/Artic	-	The client v	vill provide				
Format (1 Elect	ronic Copy)						
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON			
		BE PAID	TIME	RESPONSIBLE			
1. Submit the	1.1 Receives and checks the	None	20 minutes	Staff-in-Charge Data Analytics			
electronic copy of the	completeness of			Unit			
manuscript,	the submitted			Offic			
including the	documents.						
survey	1.2 Assesses the	None	2 working days	Staff-in-Charge			
questionnaire	study/paper and		,	Data Analytics			
and research	determines the			Unit			
data, if	statistician in						
available, and	charge.						
the other							
pertinent							
requirements to ursc@tsu.edu.p							
h.							
<u></u>							
Note: For Type							
C Clients,							
proceed to Step							
5							
2. Receive the	2. Informs clients	None	30 minutes	Staff-in-Charge			
assessment	about the fees by			Data Analytics			
form containing	sending the			Unit			
the fees to be	assessment form.						
paid.		<u> </u>					



3. Pay the corresponding fee to the Cashiering Unit.	3. Receives the payment and issues the Official Receipt.	See table below	1 hour	Staff Cashiering Unit
4. Sends the copy of the Official Receipt via email	4. Receives the copy of the Official Receipt.	None	10 minutes	Staff-in-Charge Data Analytics Unit
5. Receive an email stating the name of the assigned statistician and	5.1 Informs client about the assigned statistician and contact details via email.	None	30 minutes	Staff-in-Charge Data Analytics Unit
contact details.	5.2 Forwards the submitted documents of the client to the assigned statistician.	None	10 minutes	Staff-in-Charge Data Analytics Unit
	TOTAL:	See Table Below	2 Working Days, 2 Hours & 40 Minutes	

List of Payment						
Type A TSU Master's Students PHP 1,500.00						
Type B TSU Doctorate Students PHP 2,000.00						
Type C TSU Faculty Researchers Free of Charge						



#### 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.

Note: 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 Accounting Unit is only responsible for assessing and receiving the payment.

Office or Office of the University Research Development – Analytical To	esting			
Division: Laboratory (ATL)				
Classification: Highly Technical				
Type of G2C – Government to Citizen				
Transaction: G2B – Government to Business Entity/les				
G2G – Government to Government				
TSU Faculty Researchers (Type A Client)				
Other Interested Institutions/Agencies (Type B Client)				
Who may avail: TSU Graduate Students (Type C Client)				
TSU Undergraduate Students and Non-TSU Students				
(Type D Client)				
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
5. For Use of Equipment Request/s - The client will provide				
Printed Journal / Research Paper				
Explicitly Indicating the Method and				
Conditions-to-be-Used				
(1 Original Copy)				
6. For All Client Types – Analytical Testing Laboratory				
Accomplished Request for Analysis				
TSU-PCL-SF-33 – (1 Original Copy)	The elient will provide			
7. For Type A Clients – The client will provide Copy of the Research Capsule	The client will provide			
Proposal Form signed by the Dean				
TSU-URO-SF-01 – (1 Photocopy)				
	The client will provide			
Copy of the Notice to Proceed signed	The cheff will provide			
by a Representative from the				
University Research Office TSU-URO-				
SF-60 –				
(1 Photocopy)				
FEES TO DROCESSING DEPO	SON			
CLIENT STEPS AGENCY ACTIONS BE PAID TIME RESPON				
1. Proceed to the 1.1 Attends initial None 1 hour Staff-in-C				
Analytical meetings with the Analy	0			
Testing client to inform Test				
Laboratory other necessary Laboratory				
facility for an requirements for	<i>-</i>			
initial meeting or   the requested				
via MS Teams, laboratory				
Messenger, analysis or				

laboratory

Analyses /

services and logs

the client's name

on the Laboratory

Zoom

Teleconferencin

online platforms.

g and other



	Service(s) Log (TSU-PCL-SF-42).  1.2 Reviews the request and executes appropriate actions (Approval or Disapproval of request).  If Disapproved: Sends notification of disapproval thru online or via			
	email or informs clients in person.			
2. For the Proponent/s of TSU Approved Research Proposal/s: Submit requirements 3 and 4 to the Analytical Testing Laboratory.  Note: It MUST be explicitly stated in the Line-Item Budget the specific analyses and laboratory service(s)-to-be- requested.  For Type B to D Clients: Proceed to next step.	2. Reviews and files the submitted forms.	None	30 minutes	Staff-in-Charge Analytical Testing Laboratory
3. File the Request for Analysis (TSU-PCL-SF-33) and assessment of the total fees for the requested analysis or laboratory	3.1 Discusses other necessary requirements for the analysis or laboratory services requested and proper sampling and transportation procedures.	None	30 minutes	Staff(s) Analytical Testing Laboratory



services (TSU-PCL-SF-48).	3.2 Reviews the Request for Analysis, assign necessary Job # and Sample #s to each sample, and calculate total amount-to-be-paid for analysis (For Type A-C clients).	None	1 hour	Staff(s) Analytical Testing Laboratory
	3.3 Assess the requested laboratory services	Number of Samples x Fees for each Service * Table of fees attached	4 hours	In-charge of Assessment Accounting Unit
4. Pay assessed analysis and/or service fees at the Cashier and photocopy the receipt or scan the official receipt and send it thru email:  atlnprc@tsu.edu .ph.	4. Accepts, reviews, and archives the photocopy of the receipt or the ecopy of the receipt. Schedule the submission of samples of the Client(s) (thru face-to-face meeting or thru email)	None	30 minutes	Staff(s) Analytical Testing Laboratory
5. Deliver the samples to the Analytical Testing Laboratory with proper sample descriptions and labels.	5.1 Receives and reviews the samples. Conduct the requested services and summarize the results recorded.	None	10 minutes	Staff(s) Analytical Testing Laboratory
Samples must be delivered to the laboratory immediately	5.2 Labels each sample with assigned laboratory sample number.	None	2 hours	Staff(s) Analytical Testing Laboratory
after sampling. Properly sampling procedures must also be followed.	5.3 Conducts the laboratory analysis for various parameters and render requested laboratory service(s).	None	13 working days maximum  Note: 1 day per analysis requested or 2 days per spectrophotom	Staff(s) Analytical Testing Laboratory



Physic-Chem			etric analysis	
1			etric analysis	
samples must			requested.	
be placed in a				
clean container				
(preferably				
glass amber				0: "()
bottle or plastic	5.4 Fill-out	None	1 working day	Staff(s)
container,	necessary			Analytical Testing
≥1000mL) and	analysis forms			Laboratory
are securely	with results from			
capped.	the analyses			
σαρροσι	and/or laboratory			
Microbiology	services.			
samples must	5.5 Rechecks and	None	6 hours	Staff(s)
<u>-</u>	encodes the	140110	0 Hours	Analytical Testing
be placed in a	results in the			Laboratory
sterilized-				Laboratory
sample bags	Results of the			
(≥400mL).	Analyses.			
Samples must				
be transported	5.6 Print and sign	None	1 hour	Staff(s)
inside a cooler	the Results of the			Analytical Testing
with internal	Analyses.			Laboratory
temperature of				
≤6 °C but				
above freezing.				
6. Receive the	6. Releases the			
printed copy of	result to the			
the Results of	client(s) by			
the Analyses	printing the			
from the	Results of the			
	Analyses and			
Analytical				
Testing	giving it to the			
Laboratory	Client(s) or scan it			
through face-to-	and send it to the			
face meeting or	email address			
receive a	provided by the			
scanned copy	Client(s).			
through email.				
	For face- to face	None	1 hour	Staff(s)
	meeting:			Analytical Testing
	Return excess			Laboratory
	samples to the			
	client(s)			
	Sherit(3)			
	If via email:	None	2 hours	C40#/c1
	Discuss to the	140116	Z HOUIS	Staff(s)
				Analytical Testing
	Client(s) the			Laboratory
	implications of the			
	results and make			
	necessary			
	recommendations			
	thru face-to-face			
	meeting or thru			
	online or via			
	email.			
			•	



TOTAL FOR FACE-TO-FACE:	Number of Samples x Fees for each	15 Working Days, 7 Hours & 40 Minutes	
TOTAL FOR ONLINE:	* Table of fees attached	15 Working Days, 8 Hours & 40 Minutes	

Note: One working day is equivalent to 10 hours.

### **TSU-ATL-NPRC** Schedule of Analysis and Services Fees (Board of Regents Resolution No. 29, s. 2019)

WATER ANALYSIS		TYPE A CLIENTS	TYPE B CLIENTS		TYPE C CLIENTS	
	PH	YSICO-CHEN	/IICA	L		
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
		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
Comple Proporation	₽	225.00	₽	202.50	₽	191.25
Sample Preparation						



	U	se of Equipn	nent			
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



### 3. Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication

The service can be availed by TSU faculty and non- teaching personnel whose research were published and cited in Scopus, ISI, Thompson Reuters and other refereed journals. Also, faculty and non-teaching personnel who have presented their research output in regional, national, and international conferences including awards from conferences are eligible for the grant of research output incentives.

The services also increases the research publication and presentation outputs of TSU, the university shoulders the registration fee of researchers that will present to international, national and regional conference/ fora as well as the publication fee of researches that will be published in Scopus, International Scientific Indexing (ISI), Thompson Reuters and other refereed journals.

Office on	Office of University Research and Development –					
Office or	Research Publication, Information and Communication Unit					
Division:	(RPICU)					
Classification:	Complex					
Type of	G2C – Government to	Citizen				
Transaction:	G2G – Government to	Government				
Who may avail:	TSU Faculty Research	hers				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE				
I. Request for R	Research Output In	centives				
A. FOR PUBLICAT	ION INCENTIVE					
1. Accomplished Re	quest for Incentive of	Office of University Research and				
Research Publica	tion TSU-URO-SF-56	Development or download at				
(Triplicate Copies	)	https://www.tsu.edu.ph/media/nw1fkuhx/tsu-				
		uro-sf-56-request-for-incentive-of-research-				
		<u>publication.docx</u>				
2. Journal Article Inc	cluding Cover Page	The client will provide				
(Triplicate Copies	)					
3. Copyright Page (	Triplicate Copies)					
4. Editorial Board ar	nd Table of Contents					
of the Journal (Tr						
5. If the paper has	multiple TSU	Office of University Research and				
authors, Accomp		Development or download at				
Consent Form TS		https://www.tsu.edu.ph/media/nlecxp0y/tsu-				
(Triplicate Copies	)	uro-sf-49-authors-declaration-consent-				
		form.docx				
B. FOR CITATION	INCENTIVE					
1. Accomplished Re	quest for Incentive of	Office of University Research and				
Research Citation TSU-URO-SF-54		Development or download at				
(Triplicate Copies)		https://www.tsu.edu.ph/media/wa5hcn3x/tsu-				
		<u>uro-sf-54-request-for-incentive-of-research-</u>				
		<u>citation.docx</u>				
2. Copy of the citing		The client will provide				
(Triplicate Copies						
3. If the paper has		Office of University Research and				
authors, Accomp		Development or download at				
Consent Form TS						
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(Triplicate Copies)  6. Certificate of recognition (Triplicate Copies)  7. If the paper has multiple TSU authors, Accomplished Authors' Consent Form TSU-URO-SF-49 (Triplicate Copies)  II. Funding Request for Research Paper Presentation and Research Publication  A. FOR FUNDING OF RESEARCH PRESENTATION  1. Accomplished Request for Funding of Paper Presentation TSU-URO-SF-42 (Triplicate Copies)  Office of University Research and Development or download at https://www.tsu.edu.ph/media/sg1jtdoz/tsu-uro-sf-42-request-for-funding-of-paper-presentation.docx	(Triplicate Copies)	
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7. If the paper has multiple TSU authors, Accomplished Authors' Consent Form TSU-URO-SF-49 (Triplicate Copies)  II. Funding Request for Research Paper Presentation and Research Publication  A. FOR FUNDING OF RESEARCH PRESENTATION  1. Accomplished Request for Funding of Paper Presentation TSU-URO-SF-42 (Triplicate Copies)  Office of University Research and https://www.tsu.edu.ph/media/nlecxp0y/tsu-uro-sf-49-authors-declaration-consent-form.docx  Office of University Research and Publication and Research Publication  Office of University Research and Development or download at https://www.tsu.edu.ph/media/sg1jtdoz/tsu-uro-sf-42-request-for-funding-of-paper-presentation.docx		
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II. Funding Request for Research Paper Presentation and Research Publication  A. FOR FUNDING OF RESEARCH PRESENTATION  1. Accomplished Request for Funding of Paper Presentation TSU-URO-SF-42 (Triplicate Copies)  Office of University Research and Development or download at <a href="https://www.tsu.edu.ph/media/sg1jtdoz/tsu-uro-sf-42-request-for-funding-of-paper-presentation.docx">https://www.tsu.edu.ph/media/sg1jtdoz/tsu-uro-sf-42-request-for-funding-of-paper-presentation.docx</a>	(Triplicate Copies)	
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(Triplicate Copies) <a href="https://www.tsu.edu.ph/media/sg1jtdoz/tsu-uro-sf-42-request-for-funding-of-paper-presentation.docx">https://www.tsu.edu.ph/media/sg1jtdoz/tsu-uro-sf-42-request-for-funding-of-paper-presentation.docx</a>		
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presentation.docx	(Triplicate Copies)	
2. Full Copy of the Paper The client will provide		
	2 Full Conv of the Paner	The client will provide



(Triplicate Copies) 3. Invitation to the Presentation or Acceptance Letter (Triplicate Copies) 4. Approval Sheet of Thesis Dissertation (Only Applicable for Researches	
Emanating from Thesis or Dissertation) (Triplicate Copies)	
<b>B. FOR FUNDING OF RESEARCH PUBL</b>	CATION
Accomplished Request for Funding of Paper Presentation TSU-URO-SF-42 (Triplicate Copies)	Office of University Research and Development or download at <a href="https://www.tsu.edu.ph/media/sg1jtdoz/tsu-uro-sf-42-request-for-funding-of-paper-presentation.docx">https://www.tsu.edu.ph/media/sg1jtdoz/tsu-uro-sf-42-request-for-funding-of-paper-presentation.docx</a>
Full Copy of the Paper     (Triplicate Copies)	The client will provide
Editorial Board of the Journal (Triplicate Copies)	
4. Table of Contents of the Journal Which Will Prove That the Research is Included in That Journal Issue (Triplicate Copies)	
5. Cover of the Publishing Journal (Triplicate Copies)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements, as stated in the Checklist of Requirements, to the Office of	1.1 Receives and checks the completeness of the submitted documents	None	10 minutes	Staff(s) Research Publication, Information and Communication Unit
University Research and Development at the TSU Lucinda Campus (hard	1.2 Attaches Approval of Funding Form	None	10 minutes	Staff(s) Research Publication, Information and Communication Unit
copies).	1.3 For Research Output Incentives: Evaluates the request for incentive as to the correctness and reliability of the attached documents or evidence. Once the request passed the evaluation, it will be approved by Office of University Research and	None	2 working days	Staff(s) Research Publication, Information and Communication Unit



Development Director.			
			Staff(s) Research Publication, Information and Communication Unit  Director Office of University Research and Development
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	Chief Finance Officer Finance Office
1.5 Reviews and evaluates the incentive by Vice President for Research Development and Extension and Vice President Administration for	None	3 working days	Vice President Office of the Vice President for Research Development and Extension  Vice President Office of the Vice President



	further approval and by the University President for final approval.			for Administration  University President Office of the University President
	1.6 Prepares the voucher for the incentive.	None	30 minutes	Staff(s) Research Publication, Information and Communication Unit
	1.7 Forwards the prepared voucher to the Budget Office for processing.	None	30 minutes	Staff(s) 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	Staff(s) Research Publication, Information and Communication Unit
	TOTAL:	None	6 Working Days, 1 Hour & 50 Minutes	



## 4. Processing of Research Proposal (Initial Evaluation of Research Proposals)

The service can be availed 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 researches implemented by faculty and non-teaching personnel.

Office or	Office of University Research and Development –
Division:	Research Management and Capacity Building Unit (RMCBU)
Classification:	Highly Technical
Type of	G2C – Government to Citizen
Transaction:	G2G – Government to Government
Who may avail	TSU Faculty Researchers
Who may avail:	TSU Non-Teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Research Capsule	Office of University Research and
Proposal TSU-URO-SF-01	Development or download at
(1 Original Copy and Electronic Copy)	https://www.tsu.edu.ph/media/yn1ozsjb/tsu-
1	uro-sf-01-research-capsule-proposal-new.docx

uro-sf-01-research-capsule-proposal-nev		roposal-new.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. Submit accomplished form to the Office of University	1.1 Receives and checks the completeness of the submitted documents.	None	TIME 10 minutes	RESPONSIBLE  Staff(s)  Research  Management  and Capacity  Building Unit
Research and Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email to rmcbu@tsu.edu. ph.	1.2 Initial Evaluation of the submitted research proposals	None	7 working days	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	Staff(s) Research Management and Capacity Building Unit
	TOTAL:	None	9 Working Days & 10 Minutes	



Building Unit

17 Working Days & 10 Minutes

#### 5. Processing of Research Evaluation

The service allows TSU Faculty Researchers and TSU Non-Teaching Personnel to request for research evaluation.

request for resear	on ovaldation.			
Office or	Office of University Research and Development –			
Division:	Research Management and Capacity Building Unit (RMCBU)			
Classification:	Highly Technical			
Type of	G2C – Government to Citizen			
<b>Transaction:</b>	G2G – Government to	Governmen	t	
Who may avail:	TSU Faculty Research			
•	TSU Non-Teaching Po	ersonnel		
	REQUIREMENTS		WHERE TO SEC	
1. Accomplished Res	•		niversity Research	and
Proposal TSU-UF			nt or download at	
(1 Original Copy a	and Electronic Copy)		.tsu.edu.ph/media	
		uro-st-01-re	esearch-capsule-p	roposal-new.docx
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
OLILINI OTLI O	AULIOT AUTONO	BE PAID	TIME	RESPONSIBLE
1. Submits	1.1 Receives and	None	10 minutes	Staff(s)
accomplished	checks the			Research
form to the	completeness of			Management
Office of	the submitted			and Capacity
University	document.			Building Unit
Research and				
Development at	1.2 Research	None	7 working days	Research
the TSU	Evaluation			Committee
Lucinda	(University Wide			Tarlac State
Campus (hard	Research			University
copies) and sends the	Colloquium).			External
electronic copy				Research
via email				Evaluator
rmcbu@tsu.edu.	1.3 Consolidates the	None	7 working days	Staff(s)
ph.	ratings and	110110	, wonting days	Research
_	recommendation			Management
	during the			and Capacity
	research			Building Unit
	evaluation.			Ü
2. Receive the	2. Releases the	None	3 working days	Staff(s)
result of the	results of the			Research
initial evaluation	evaluation to all			Management
via email.	concerned			and Capacity
1	rocoarchore	1	I	Building Hait

researchers.

TOTAL:

None



#### 6. Approval of Special Research Project/Program

The service can be availed by faculty researchers and TSU non- teaching personnel who pursue conduct of research. The service indicates the process of approval of special research project/program in the university.

	Office of University Re	esearch and D	Development –	
Office or Division:	Research Management and Capacity Building Unit (RMCBU)			
Classification:	Highly Technical	•		,
Type of	G2C – Government to	Citizen		
Transaction:	G2G – Government to		•	
Who may avail:	TSU Faculty Research TSU Non-Teaching Po			
	REQUIREMENTS		WHERE TO SEC	
	DIRECTLY COMMIS	SIONED BY T	THE UNIVERSITY	PRESIDENT
1. Endorsement lette		The client wi	ill provide	
the University Pres	sident			
(1 Original Copy)		0,000		
2. Accomplished Res			versity Research	and Development
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(1 Original Copy al	nd Electronic Copy)		tsu.edu.ph/media/ ch-capsule-propos	
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Copy)		sf-01-resear	<u>ch-capsule-propos</u>	sal-new.docx
OFFICE	T IS INITIATED AND N	IECESSARY T	TO THE COLLEG	E OR SPECIFIC
1. Letter of Request f	or Approval	The client wi	ill provide	
(1 Original copy)	о. <i>т</i> .рр. о то.			
2. Accomplished Res	search Capsule	Office of Uni	versity Research	and Development
Proposal TSU-UR	•	or download	at	•
(1 Original Copy a	nd Electronic Copy)	https://www.	tsu.edu.ph/media/	yn1ozsjb/tsu-uro-
			<u>ch-capsule-propos</u>	
D. IF RESEARCH IS	S AUTHORED BY MEN	IBERS OF TH	HE ADMINISTRAT	TIVE COUNCIL
1. Accomplished Res	search Capsule	Office of Uni	versity Research	and Development
Proposal TSU-UR		or download at		
(1 Original Copy a	nd Electronic Copy)		tsu.edu.ph/media/	
			ch-capsule-propos	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits	1.1 Receives and	None	10 minutes	Staff(s)
accomplished	checks the			Research
form to the	completeness of			Management
Office of	the submitted			and Capacity
University	document			Building Unit
Research and	405 1 2 4	N	<b>-</b>	11.1.11
Development at	1.2 Evaluation of	None	7 working days	University
the TSU	research/es by			Research
	the limited and the			Evaluation
Lucinda Campus (hard	the University Research			Evaluation Committee



copies) and sends the	Evaluation Committee.			
electronic copy via email to rmcbu@tsu.edu. ph.	1.3 Approval of Research/es by the Office of the University President	None	3 working days	University President Office of the University President
2. Receive the Notice to Proceed via email.	2. Releases the Notice to Proceed via email.	None	1 working day	Staff(s) Research Management and Capacity Building Unit
	TOTAL:	None	11 Working Days & 10 Minutes	



## Research Ethics Review Committee Internal Services



#### 1. Processing of Application for Ethics Review

This service aims to assess, determine, and categorize (Exempted, Expedited or Full Board) the type of review for the research documents submitted by the TSU graduate students and faculty/personnel through initial study protocol of Tarlac State University Research Ethics Review Committee.

Office or Division:	Research Ethics Review Committee (RERC)	
	For Exempted from R	, ,
Classification:	For Expedited Review	v: Highly Technical
	For Full Board Review	v: Highly Technical
Type of	G2C - Government to	Citizen
Transaction:	G2G - Government to	Government
Who may avail:	TSU Faculty and Grad	duate Student
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE
A. FOR APPLICATION	ON FOR INITIAL REVI	EW
1. Accomplished App	lication 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 and	Duly Signed	Office of the Research Ethics Review
Certificate of Endo	rsement Letter	Committee or download at
TSU-ERC-SF-012	(1 Original Copy)	https://www.tsu.edu.ph/media/rysfyamh/tsu-
		erc-sf-12-certificate-of-endorsement-form-for-
		student-researchers.docx
3. Informed Consent	Document	Office of the Research Ethics Review
	English and Filipino	Committee or download at
Version (1 Original	I Сору)	https://www.tsu.edu.ph/media/vcpclwam/tsu-
		erc-sf-42-informed-consent-document.docx
4. Accomplished Informed Assent Form		Office of the Research Ethics Review
TSU-ERC-SF-48 English and Filipino		Committee or download at
Version for Studies Involving Minors and		https://www.tsu.edu.ph/media/m4wna2le/tsu-
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Incompetent to Sig		minors-or-children-12-to-under-15-years-
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5. Cover Letter Requ		The client will provide
Chairperson (2 Ori		
6. Research Protoco		
<u>-</u>	include the following:	
a. Title	( (l O( l	
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	ce of the Study	
d. Literature I		
e. Methodolo		
f. Procedure:		
g. Description	•	
Population		
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7. Study Tools which	IIIOIUUES IIIE	
following:	octionnaires	
a. survey que	รงแบบแสแษง	



	1906
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)	
	TOCOLS (EXPEDITED AND FULL BOARD
REVIEW)	·
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 TSU- ERC-SF-42	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
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(2 Original Copies)	erc-sf-48-informed-assent-form-template-for-
	minors-or-children-12-to-under-15-years-
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4. Review of Resubmitted Protocol	Office of the Research Ethics Review
TSU-ERC-SF- 40 (2 Original Copies)	Committee or download at
, , , , , , , , , , , , , , , , , , , ,	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	
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
TSU-ERC-SF-30 (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)	
5. Signed Informed Consent Document	]
English and Filipino Version	
(3 Original Copies)	
6. Signed Informed Assent English and	1
1	
Filipino Version (3 Original Copies)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For Application t	or Initial Review	DE I AID	IIIVIL	RESI SNSIBLE
A. For Application of the state	1.1 Receives and evaluates the completeness of the submitted study documents as well as other related requirements as per checklist for submission for initial review.  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



	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 Days	Chairperson Research Ethics Review Committee
5. Action on the reviewed research protocol	5. Drafts the ethical clearance whether the study is exempted from the review/ expedited/ full board review based on returned reviews.	None	15 minutes	Chairperson & Secretariat Research Ethics Review Committee
6. Updates the status of the initial review of protocol.	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.  8.2 Informs Principal Investigator on the	None	15 minutes	Secretariat Research Ethics Review Committee
	completeness of submitted documents.			



	Note: If submitted documents are incomplete, return the documents to the Principal Investigator for completion.  8.3 Secures submitted documents and materials.  8.4 Reviews the	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 days Full Board Review: 21 days	Primary Reviewer/s & All members Research Ethics Review Committee
10. Action on the reviewed resubmitted research protocol	10.1 Drafts the Ethical Clearance forwarded from Expedited/ Full Board research protocol based on returned reviews.  10.2 Signs the Ethical Clearance.	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	Secretariat 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 days	Chairperson
15. Action on the reviewed Final Report	15.1 Drafts the Final Report Approval letter forwarded from expedited review/ full board review based on returned reviews.  15.2 Signs the Final Report Approval.	None	20 minutes	Chairperson Secretariat Research Ethics Review Committee
16. Receives Final Report Approval	16. Release the Final Report Approval.	None	5 minutes	Principal Investigator & Secretariat Research Ethics Review Committee
TOTAL FOR EXEMPTED FROM REVIEW:		None	3 Days, 1 Hour & 10 Minutes	
TOTAL OF EXPEDITED REVIEW:		None	21 Days, 5 Hours & 25 Minutes	
TOTAL OF FULL BOARD REVIEW:		None	28 Days, 5 Hours & 25 Minutes	

<sup>\*</sup> 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.

<sup>\*</sup> **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.



# Office of University Extension Services External Services



# 1. Processing of Request for Extension Documents, Facility, and Equipment

The service allows acknowledging and serving the request for extension documents, facility, and equipment by faculty, personnel, and students of TSU and other external interested parties.

Office or Division:	Office of University Extension Service (OUES)				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B – Government to Business				
Who may avail:	Extension Chairpersons, Extension Service Providers, Students, Beneficiaries, State Universities and Colleges, Guests				
CHECKLIST OF	F REQUIREMENTS WHERE TO SECURE				
1. Accomplished Re TSU-ESO-SF 18	Request Form 8 (2 Original Copies)  Downloadable at https://www.tsu.edu.ph/media/c0pazwsd/extension-service-request-form.docx			ocx	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the     accomplished     request form or     letter at the     Office of	1.1 Acknowledges and stamps the filled-out request form.	None	5 minutes	Clerk Office of University Extension Service	
University Extension Service.	1.2 Reviews the submitted request form.	None	10 minutes	Unit Head Office of University Extension Service	
	1.3 Approves or disapproves the request.	None	10 minutes	Director Office of University Extension Service	
2. Receive the approval/ disapproval notification.	2. Notifies / communicates to the requesting person about the result of request.	None	1 working day	Unit Head Office of University Extension Service	
3. Receive or claim the requested items or facility (if approved).	3. Serves the request upon approval.	None	1 working day	Clerk Office of University Extension Service	
	TOTAL: None Days & 25 Minutes				



# Office of University Extension Services Internal Services



# 1. Processing of Request for Extension Documents, Facility, and Equipment

The service allows acknowledging and serving the request for extension documents, facility, and equipment by faculty, personnel, and students of TSU and other external interested parties.

Office or Division:	Office of University Extension Service (OUES)						
Classification:	Simple						
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B – Government to Business						
Who may avail:	Extension Chairpersons, Extension Service Providers, Students, Beneficiaries, State Universities and Colleges, Guests						
CHECKLIST OF	F REQUIREMENTS WHERE TO SECURE						
1. Accomplished Re TSU-ESO-SF 18	Request Form 8 (2 Original Copies)  Downloadable at https://www.tsu.edu.ph/media/c0pazwsd/ext			locx			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
Submit the     accomplished     request form or     letter at the     Office of	1.1 Acknowledges and stamps the filled-out request form.	None	5 minutes	Clerk Office of University Extension Service			
University Extension Service.	1.2 Reviews the submitted request form.	None	10 minutes	Unit Head Office of University Extension Service			
	1.3 Approves or disapproves the request.	None	10 minutes	Director Office of University Extension Service			
2. Receive the approval/ disapproval notification.	2. Notifies / communicates to the requesting person about the result of request.	None	1 working day	Unit Head Office of University Extension Service			
3. Receive or claim the requested items or facility (if approved).	3. Serves the request upon approval.	3. Serves the None 1 working day Clerk request upon Office of					
	TOTAL: None Days & 25 Minutes						



#### 2. Process of Receiving and Endorsing Request Letter or Form

This procedure applies during the receiving of request letter / form of beneficiary from Office of the Vice President for Research Development and Extension (VPRDE) to the endorsement to concerned College Deans and Directors.

Office or Division:	Office of University Extension Service (OUES)					
Classification:	Simple					
Type of	G2G - Government to Government					
Transaction:	Panafiaiarias Callaga	o Contoro o	and Offices			
Who may avail:	Beneficiaries, Colleges, Centers and Offices  REQUIREMENTS WHERE TO SECURE					
	REQUIREMENTS	Office of the				
1. Endorsement Slip (1 Original Copy)	130-00P-3F-01	Office of th	e University Presi	dent		
	FEES TO PROCESSING PERS			PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit a request form/letter to the Office of the University President.	1.1 Receives the request letter / form from Vice President Research, Development, and Extension.	None	5 minutes	Clerk Office of University Extension Service		
	1.2 Reviews of the request letter / form.	None	10 minutes	Director Office of University Extension Service		
	1.3 Logs the 3 <sup>rd</sup> endorsement addressed to the College Deans / Directors for action.	None	5 minutes	Director Office of University Extension Service		
	1.4 Duplicates the logged endorsement slip and request letter/form for tracking purposes.	None	5 minutes	Clerk Office of University Extension Service		
2. Receive the endorsed request letter/form, for action.	2.1 Endorses or transmits the request letter / form to College Deans or Directors.	None	30 minutes	Clerk Office of University Extension Service		
	2.2. Asks for feedback or status about the endorsed / transmitted extension request.	None	30 minutes	Unit Head Office of University Extension Service		
	TOTAL:	None	1 Hour & 25 Minutes			



#### 3. Processing and Evaluating Extension Proposal

The service allows processing and evaluating extension proposal (both with funding request and without funding request) submitted by various colleges, centers, and offices. It covers from receiving of the extension proposal to endorsement/transmittal of approved/disapproved extension documents

Office or Division:	Office of University Extension Service (OUES)			
Classification:	Complex			
Type of Transaction:	G2G - Government to	Governmer	nt	
Who may avail:	Extension Chairperson Extension Service Pro		Extension Technic	cal Staff, and
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
1. Request Form TS		Downloada	able at	
(1 Original Copy)		https://www.tsu.edu.ph/media/c0pazwsd/exte		
		nsion-service-request-form.docx		
2. Request Letter (1		The client	will provide	
3. Generic Memoran		Downloada		
(3 Original Copies)	)		ılty.tsu.edu.ph/Dod	
			SION%20SYSTEM	M%20FORMS/M
		OA%20-		: 0/00 <b>T</b> : :
			ic%20for%20Exte	
4 Extension Property	N TOLLEGO OF 00	gs%20and Downloada	%20Seminars.doc	X
4. Extension Proposa (2 Original Copies			able at ilty.tsu.edu.ph/Dod	sumants/Extancia
(2 Original Copies	)			
		ns/EXTENSION%20SYSTEM%20FORMS/SF 02-REV08-Short-Term-Extension-Project-		
		Proposal.docx		
5. Module (for Trainir	ngs/Seminars)			
(1 Original Copy)	igo commono,		ılty.tsu.edu.ph/Dod	cuments/Extensio
			IŤY%20BUİLDING	
		Extension%	%20Module%20PF	PT%20Template.
		pptx		
6. Evaluation Form 7 (1 Original Copy)	SU-ESO-SF-36	Office of U	niversity Extension	n Service
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. Submit extension	4.4 Descives initial	BE PAID	TIME 15 minutes	RESPONSIBLE
documents	1.1 Receives, initial checks and	None	15 minutes	<i>Clerk</i> Office of
(Extension	stamps extension			University
Activity Proposal	documents.			Extension
with Supporting				Service
Attachments) to	1.2 Reviews and	None	2 working days	Unit Head
Office of	evaluates			Office of
University	extension			University
Extension	documents.			Extension
Service.				Service
	1.3 Sends	None	1 working day	Unit Head
	notification			Office of
	regarding the			University
	result of review, or			Extension
	if with concerns on the submitted			Service
	extension			
	documents.			
documents.				



1.4 Prepare evaluatio and Work Special C	n report c Order /	1 hour	Unit Head Office of University Extension Service
1.5 Encode proposal PMERS.		1 hour	Technical Staff Office of University Extension Service
1.6 Review signs evaluated report.		30 minutes	Director Office of University Extension Service
For With Funding Requestant and the sequestant and the sequent and the sequestant and the	t: ees n ts and n report nting fund ion.  nout t: ees n ts and n report es for ending	30 minutes	Clerk Office of University Extension Service
1.9 Asks fo	or status or status or status or status or status or status or status or status	30 minutes	Unit Head Office of University Extension Service
1.10 Notificoncerne College, Offices re the result processir evaluatio (approved	d Centers, egarding of ng/ n d or	30 minutes	Unit Head Office of University Extension Service



2. Receive approved/ disapproved extension documents.	2. Endorses / transmits approved/ disapproved extension	None	30 minutes	Clerk Office of University Extension Service
	documents.			
	TOTAL:	None	3 Working Days, 4 Hours & 45 Minutes	



#### 4. Process of Reviewing Extension Post-Reportorial Documents

The service allows the review of post-reportorial documents submitted by the Extension Chairpersons, and Extension Services Providers of the university, and the release of certificate of completion for completed projects with complete post-reportorial documents.

Office or Division:	Office of University Extension Service (OUES)				
Classification:	Simple				
Type of Transaction:	G2G - Government to	Governmer	nt		
Who may avail:	Extension Chairperso	ns and Exte	nsion Service Pro	viders	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
1. Post Activity Repo	rt TSU-ESO-SF-08	O-SF-08 Office of University Extension Service			
(1 Original Copy)					
2. Attendance Sheet	: ISU-ESO-SF-10	Downloada		ours and a /Eustanaia	
(1 Original Copy)			ılty.tsu.edu.ph/Dod SION%20SYSTEI		
			-Attendance-Shee		
3. Extension Service	e Monitorina Report		niversity Extension		
	(1 Original Copy)		,		
4. Special Order / W		Office of U	niversity Extension	n Service	
(1 Original Copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON			
		BE PAID	TIME	RESPONSIBLE	
1. Submit the Post-	1.1 Receives and	None	5 minutes	<i>Clerk</i> Office of	
Reportorial Documents	stamps of post- reportorial			University	
(Post Activity	documents.			Extension	
Report,				Service	
Attendance	1.2 Reviews Post-	None	1 hour	Unit Head	
Sheet, Activity	Reportorial			Office of	
Photos,	Documents.			University	
Work/Special Orders,				Extension	
Extension	1.3 Files and record	None	5 minutes	Service Technical Staff	
Service	keeps documents.	None	3 minutes	Office of	
Monitoring	Roope decamente.			University	
Report, and				Extension	
other applicable				Service	
documents) to	1.4 Encodes data or	None	1 hour	Technical Staff	
Office of	scans (PMERS).			Office of	
University Extension				University Extension	
Service.				Service	
2. Receive	2. Issues certificate	None	30 minutes	Technical Staff	
certificate of	of completion.			Office of	
completion.				University Extension	
				Service	
			2 Hours And	2011100	
	TOTAL:	None	40 Minutes		



# Office of Technology and Development Transfer & Commercialization

**External Services** 



#### 1. Process for Receiving Service Request and Other Correspondence

The unit facilitates the receiving of endorsement from Office of the President, application, and other documents and receiving of the approved and notification of approval of application.

1. Accomplished S	Office of Technology and Development Transfer & Commercialization (OTDTC)  Simple  G2C - Government to Citizen  G2B - Government to Business Entity/ies  G2G - Government to Government  All  REQUIREMENTS  Tryice Request Form  (1 Original Copy)  WHERE TO SECURE  Office of Technology Development, Transfer or Commercialization or download at <a href="https://tinyurl.com/OTDTCServiceRequest">https://tinyurl.com/OTDTCServiceRequest</a>						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Submit Request Form or Letter of Request to the Office of the	1.1 Receives correspondence and acknowledges receipt.	None	20 minutes	Clerk/Staff Records and Archives Unit			
University President.	1.2 Forwards the request to Office of the University President and endorses to OTDTC	None	1 working day	Clerk/Staff Records and Archives Unit  Clerk/Staff Office of the University President			
	1.3 Stamps and logs of Request (Includes Received by: and Date Receipt)	None	20 Minutes	Clerk/Staff Office of Technology and Development Transfer & Commercialization			
	1.4 Forwards the correspondence to the appropriate Unit	4 Forwards the None 10 Minutes <i>Director</i> correspondence to the appropriate 10 Minutes Technology and					
	TOTAL:	None	1 Working Day & 50 Minutes				



## 2. Processing of Requests for Trademark Application Assistance

This service allows clients to avail the trademark application assistance of the office.

1. Accomplished S TSU-TTO-SF-0 *in lieu of letter 2. Mark to be Regi (1 Electronic Co 3. For External Co Memorandum Co	Commercializa Highly Technic G2C - Govern G2B - Govern All FREQUIREMENTS Service Request Form 1 (1 Original Copy)  istered py)  lients, Notarized of Agreement				
(3 Original Copi		FEES TO	PROCESSING	PERSON	
1. Fill out and submit request for trademark application assistance and trademark application	1.1 Receives Correspondence & acknowledges receipt and forwards it to the Office of the University President.	None	TIME 20 minutes	RESPONSIBLE  Clerk/Staff  Records and Archives Unit	
form addressed to the Office of the University President.	1.2 Endorses the request to Office of Technology and Development Transfer & Commercialization.		1 working day	Clerk/Staff Office of the University President	
	1.3 For External Client: Signs Memorandum of Agreement.	None	1 working day	Office of Technology and Development Transfer & Commercialization & Client	
1.4 Files an onlin trademark application.		None	1 hour	Personnel Office of Technology and Development Transfer & Commercialization	
2. Pays corresponding fees.	2.1 Processes the payment and issues Official Receipt.	Refer to the table below	7 working days	Staff Cashiering Unit	



	2.2 Processes and examines the application and issues Notice of Allowance c/o the University.	None	6 months	Intellectual Property Office of the Philippines
	2.3 Pays publication and registration fees c/o the University.	Refer to the table below	2 months	Client
	2.4 Issues certificate of registration c/o the University.	None	3 months	Intellectual Property Office of the Philippines
3. Receives the certificate of registration thru email or personal delivery.	3. Forwards certificate to applicant thru email or personal delivery.	None	1 working day	Personnel Office of Technology and Development Transfer & Commercialization
	TOTAL:	Refer to Table Below	11 Months, 10 Working Days,1 Hour & 20 Minutes	

<sup>\*</sup>Trademark Assistance is covered under R.A. 8293.



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.



### **3. Process for Copyright Deposit Assistance**

This service allows clients to avail copyright assistance of the office.

Office or Division:				d Development T	ransfer &	
Classification:		Highly Tech	ercialization (OTDTC) Technical			
			ernment to Citizen			
		ernment to Business Entity/ies				
G2G - Gove			rnment to G	overnment		
Who may avail: CHECKLIST OF	DEVILIDE	All		WHERE TO SE	CLIDE	
1. Accomplished Serv	*		Office of To		opment, Transfer or	
TSU-TTO-SF-01 (1	•			alization or downl		
*in lieu of letter			https://tinyu	url.com/OTDTCS	<u>erviceRequest</u>	
2. <b>For Internal Client</b> (1 Original Copy)	t <b>s,</b> Notariz	ed Waiver	Office of To		opment, Transfer or	
<ol> <li>Notarized Intellectuthe Philippines Forr (3 Original Copies)</li> </ol>	•	y Office of	Intellectual Website	Property Office of	of the Philippines	
CLIENT STEPS	AGENC	Y ACTIONS	FEES TO	PROCESSING	PERSON	
			BE PAID	TIME	RESPONSIBLE	
1. Submits Request Form or	1.1 Rece		None	20 minutes	Clerk/Staff Records and	
letter addressed	the request and forwards it to the				Archives Unit	
to the Office of the	Office of the					
University	University					
President	President for endorsement.					
			None	1 working day	Clerk/Staff	
	1.2 Endorses the request to Office				Office of the	
Techno		ology and			University	
	Develo Transf				President	
		ercialization.				
	1.3 Forward		None	10 minutes	Staff	
		the client.	140110	To minutes	Office of	
					Technology and	
					Development	
					Transfer & Commercialization	
2. For External	2.1 Facil	itates the	None	1 working day	Client	
Client:		ation of the	INOTIE	i working day	Cilerit	
Accomplish and		or internal				
submit the forms	clients.					
to the Office of						
Technology and Development	2.2 Eilos	application	Dhn	20 minutes	Doroonnol	
Transfer &		application ntellectual	Php 560.00	Zominutes	Personnel Office of	
Commercialization		y Office of	000.00		Technology and	
through e-mail or	-	Íppines.			Development	
personally.					Transfer &	
					Commercialization	



	2.3 Processes application.	None	1 month	Intellectual Property Office of the Philippines
	2.4 Sends the certificate of deposit.	None	1 working day	Intellectual Property Office of the Philippines
3. Receives the Copyright Deposit Certificate.	3. Forwards the Copyright Deposit Certificate to the client.	None	20 minutes	Personnel Office of Technology and Development Transfer & Commercialization
TOTAL:		PHP 560.00	1 Month, 3 Working Days, 1 Hour & 10 Minutes	

<sup>\*</sup> Note: This service is a multi-stage process. The timeliness of the release of the Copyright Deposit Certificate depends on the Intellectual Property Office of the Philippines (IPOPHL). OTDTC only facilitates the acceptance of requirements and filing of application at IPOPHL. The responsibility of OTDTC shall resume once the Copyright Deposit Certificate has been received.

<sup>\*</sup>Copyright deposit assistance is covered under RA 8293.



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

This service allows clients to avail technology transfer and commercialization assistance of the office.

	Office of Technology and Development Transfer 9				nofor 0	
Office or Division:			chnology and Development Transfer & lization (OTDTC)			
Classification:		Complex	ization (OTD)	<u> </u>		
			rnment to Citizen			
			rnment to Bus	siness Entity/ies		
			ernment to Government			
Who may avail:		All				
	CHECKLIST OF REQUIREMENTS WHERE TO SECURE  1. Accomplished Service Request Form Office of Technology Development, Transf					
1. Accomplished Se TSU-TTO-SF-01				nnology Develop zation or downloa		
*in lieu of letter	(1 Oligilia	г Сору)		l.com/OTDTCSer		
2. Notarized Memor	andum of	Agreement			ment, Transfer or	
(3 Original Copies		g	Commerciali		, , , , , , , , , , , , , , , , , , , ,	
3. Non-Disclosure A	areement		Office of Tec	chnology Develop	ment, Transfer or	
(1 Original Copy)	.g. comon		Commerciali		mond, mandrer er	
			FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENC	Y ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submits	1.1 Rece		None	20 minutes	Clerk/Staff	
Request Form		uest and			Records and	
or letter		ds it to the			Archives Unit	
addressed to the Office of the	Office					
University	University President for					
President	endorsement.					
	1.2 Endorses the		None	1 working day	Clerk/Staff	
	request to Office of				Office of the	
	Technology and				University	
	Development Transfer &				President	
		ercialization.				
2. Receive		es the client	None	3 working days	Staff	
notification.	of the		140110	o working dayo	Office of	
	throug	h the			Technology and	
		ole platform			Development	
		eceiving the			Transfer &	
		sement			Commercialization	
	_	otiates and	Licensing	1 working day	Personnel &	
	license	etes the	fees will depend on		Director Office of	
	agreemen a licensee been iden		the		Technology and	
			negotiated		Development	
			licensing		Transfer &	
			agreement		Commercialization	
3. Receives assistance. 3. Facilitates IP Transfer and			None	3 hours	Personnel &	
					Director Office of	
	license	e ment; or			Technology and	
	techno				Development	
	transfe	· ·			Transfer &	
					Commercialization	



arrangement with the client.			
TOTAL:	Depends on the Negotiated Licensing Agreement	5 Working Days, 3 Hours & 20 Minutes	

<sup>\*</sup>Technology Transfer and commercialization Assistance is covered under RA 10055



### 5. Process for Request to Use University Marks Assistance

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

Office or Division	ո։		chnology and Development Transfer & lization (OTDTC)			
Classification:			hly Technical			
		G2C - Gove	rnment to Citizen			
			rnment to Busines	•		
Who may avail:		All	minerit to Govern	ment		
CHECKLIST O	F REQUIF	REMENTS	V	WHERE TO SECU	JRE	
Accomplished Request to Use     University Trademarks Form     TSU-TTO-SF-20 (1 Original Copy)     Letter of Intent Addressed to the		Commercialization https://tinyurl.com	Office of Technology Development, Transfer or Commercialization or download at <a href="https://tinyurl.com/RequestToUseMarks">https://tinyurl.com/RequestToUseMarks</a> The client will provide			
University Presi  3. Mock-Up for Ea  (1 Original Copy	ıch Desigr		The client will pro	ovide		
4. Licensing Agree (3 Original Copi			Office of Techno Commercialization	logy Developmen	t, Transfer or	
CLIENT STEPS	AGENC	Y ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits Request Form or Letter of Intent addressed to the Office of the University	forwards it to to to office of the University President for		None	20 minutes	Clerk/Staff Records and Archives Unit	
President	1.2 Endo reques Techno Develo Transfo	orses the t to Office of plogy and opment	None	1 working day	Clerk/Staff Office of the University President	
2. Receive notification.	2.1 Notifies the client of the result through the available platform after receiving the endorsement  2.2 Negotiates and completes the license agreements with the client.		None	3 working days	Staff Office of Technology and Development Transfer & Commercialization	
			For Student Councils and University- based Organizations:  a. 3% for the 1st Php50,000 net sales;  b. 2% for the	4 working days	Personnel & Director Office of Technology and Development Transfer & Commercialization	
			next			



		5% per annum of the net sale of the item bearing the trademark.  Note: As per OTDTC Manual Chapter 9 University Trademark		
3. Receives assistance.	3. Facilitates the use of university marks and facilitated the notarization of the licensing agreement.	Policy None	1 working day	Personnel & Director Office of Technology and Development Transfer & Commercialization
	TOTAL:	Depends on the Negotiated Licensing Agreement	9 Working Days & 20 Minutes	Commercialization

<sup>\*</sup> Request to University Trademark Assistance is covered under RA 10055



# Office of Technology and Development Transfer & Commercialization

**Internal Services** 



#### 1. Process for Receiving Service Request and Other Correspondence

The unit facilitates the receiving of endorsement from Office of the President, application, and other documents and receiving of the approved and notification of approval of application.

Office or Division:	Office of Technology and Development Transfer & Commercialization (OTDTC)					
Classification:	Simple					
Type of Transaction:	G2B – Government	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government				
Who may avail:	All	All				
CHECKLIST O	REQUIREMENTS		WHERE TO SE	CURE		
1. Accomplished S	Service Request Form	Office of Te	chnology Develop	ment, Transfer or		
TSU-TTO-SF-0	1 (1 Original Copy)	Commercia	lization or downloa	ad at		
*in lieu of letter			rl.com/OTDTCSer			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
		BE PAID	TIME	RESPONSIBLE		
1. Submit Request Form or Letter of Request to the Office of the	1.1 Receives correspondence and acknowledges receipt.	None	20 minutes	Clerk/Staff Records and Archives Unit		
University President.	1.2 Forwards the request to Office of the University President and endorses to OTDTC	None	1 working day	Clerk/Staff Records and Archives Unit  Clerk/Staff Office of the University President		
	1.3 Stamps and logs of Request (Includes Received by: and Date Receipt)	None	20 Minutes	Clerk/Staff Office of Technology and Development Transfer & Commercialization		
	1.4 Forwards the correspondence to the appropriate Unit	None	10 Minutes	Director Office of Technology and Development Transfer & Commercialization		
	TOTAL:	None	1 Working Day & 50 Minutes			



## 2. Processing of Requests for Trademark Application Assistance

This service allows clients to avail the trademark application assistance of the office.

Office or Division	n:			velopment Transf	er &	
Classification:		Commercialization (OTDTC) Highly Technical				
Type of Transact	ion:	G2C - Governm G2B – Governm				
Who may avail:		All				
CHECKLIST OF REQUIREMENTS  1. Accomplished Service Request Form TSU-TTO-SF-01 (1 Original Copy) *in lieu of letter  2. Mark to be Registered (1 Electronic Copy)			WHERE TO SECURE  Office of Technology Development, Transfer or Commercialization or download at <a href="https://tinyurl.com/OTDTCServiceRequest">https://tinyurl.com/OTDTCServiceRequest</a> The client will provide			
3. For External Confidence (3 Original Copies)	of Agre		Office of Te Commercial	• • • • • • • • • • • • • • • • • • • •	oment, Transfer or	
CLIENT STEPS	AGE	NCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill out and submit request for trademark application assistance and trademark application	Cor ack reco forv Offi Uni	eceives respondence & nowledges eipt and vards it to the ce of the versity sident.	None	20 minutes	Clerk/Staff Records and Archives Unit	
form addressed to the Office of the University President.	1.2 Endorses the request to Office of Technology and Development Transfer & Commercialization.		None	1 working day	Clerk/Staff Office of the University President	
	1.3 For External Client: Signs Memorandum of Agreement.	ent: ns morandum of eement.	None	1 working day	Office of Technology and Development Transfer & Commercialization & Client	
	trac	les an online demark olication.	None	1 hour	Personnel Office of Technology and Development Transfer & Commercialization	
2. Pays corresponding fees.	pay issu	rocesses the rment and ues Official ceipt.	Refer to the table below	7 working days	Staff Cashiering Unit	



	2.2 Processes and examines the application and issues Notice of Allowance c/o the University.	None	6 months	Intellectual Property Office of the Philippines
	2.3 Pays publication and registration fees c/o the University.	Refer to the table below	2 months	Client
	2.4 Issues certificate of registration c/o the University.	None	3 months	Intellectual Property Office of the Philippines
3. Receives the certificate of registration thru email or personal delivery.	3. Forwards certificate to applicant thru email or personal delivery.	None	1 working day	Personnel Office of Technology and Development Transfer & Commercialization
	TOTAL:	Refer to Table Below	11 Months, 10 Working Days,1 Hour & 20 Minutes	

<sup>\*</sup>Trademark Assistance is covered under R.A. 8293.



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.



## 3. Process for Copyright Deposit Assistance

This service allows clients to avail copyright assistance of the office.

Office or Division:	Office of Teo Commercial	•	d Development T	ransfer &		
Classification:		Highly Tech	,	710)		
Type of Transaction	Type of Transaction: G2B – Gove			rnment to Citizen ernment to Business Entity/ies rnment to Government		
Who may avail:		All	I			
1. Accomplished Serv TSU-TTO-SF-01 (1 *in lieu of letter 2. For Internal Client	rice Reque Original (	est Form Copy)	WHERE TO SECURE  Office of Technology Development, Transfer or Commercialization or download at <a href="https://tinyurl.com/OTDTCServiceRequest">https://tinyurl.com/OTDTCServiceRequest</a> Office of Technology Development, Transfer or			
(1 Original Copy)  3. Notarized Intellectuthe Philippines Forr (3 Original Copies)	•	y Office of	Intellectual Website	Commercialization Intellectual Property Office of the Philippines		
CLIENT STEPS	AGENC	Y ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits Request Form or letter addressed to the Office of the University President	1.1 Receives the request and forwards it to the Office of the University President for endorsement.  1.2 Endorses the request to Office of Technology and Development Transfer & Commercialization.  1.3 Forwards the form to the client.		None	20 minutes	Clerk/Staff Records and Archives Unit	
			None	1 working day	Clerk/Staff Office of the University President	
			None	10 minutes	Staff Office of Technology and Development Transfer & Commercialization	
2. For External Client: Accomplish and submit the forms to the Office of Technology and	2.1 Facilitates the notarization of the forms for internal clients.		None	1 working day	Client	
Development Transfer & Commercialization through e-mail or personally.	to the I	application ntellectual by Office of lippines.	Php 560.00	20 minutes	Personnel Office of Technology and Development Transfer & Commercialization	



	2.3 Processes application.	None	1 month	Intellectual Property Office of the Philippines
	2.4 Sends the certificate of deposit.	None	1 working day	Intellectual Property Office of the Philippines
3. Receives the Copyright Deposit Certificate.	3. Forwards the Copyright Deposit Certificate to the client.	None	20 minutes	Personnel Office of Technology and Development Transfer & Commercialization
TOTAL:		PHP 560.00	1 Month, 3 Working Days, 1 Hour & 10 Minutes	

<sup>\*</sup> Note: This service is a multi-stage process. The timeliness of the release of the Copyright Deposit Certificate depends on the Intellectual Property Office of the Philippines (IPOPHL). OTDTC only facilitates the acceptance of requirements and filing of application at IPOPHL. The responsibility of OTDTC shall resume once the Copyright Deposit Certificate has been received.

<sup>\*</sup>Copyright deposit assistance is covered under RA 8293.



## 4. Process for Technology Transfer and Commercialization Assistance

This service allows clients to avail technology transfer and commercialization assistance of the office.

Office or Division:			chnology and Development Transfer & ization (OTDTC)			
Classification:		Complex	all zation (OTDTO)			
Type of Transaction: G2B – Gove			rnment to Citizen ernment to Business Entity/ies ernment to Government			
Who may avail:		All				
1. Accomplished Se TSU-TTO-SF-01 *in lieu of letter 2. Notarized Memor	rvice Required (1 Origina randum of	uest Form I Copy)	Commerciali https://tinyurl Office of Tec	WHERE TO SECURE  Office of Technology Development, Transfer or Commercialization or download at <a href="https://tinyurl.com/OTDTCServiceRequest">https://tinyurl.com/OTDTCServiceRequest</a> Office of Technology Development, Transfer or		
(3 Original Copies 3. Non-Disclosure A (1 Original Copy)	<u>'</u>		Commerciali Office of Tec Commerciali	chnology Develop	ment, Transfer or	
CLIENT STEPS	AGENC	Y ACTIONS	FEES TO	PROCESSING	PERSON	
1. Submits Request Form or letter addressed to the Office of the University President	1.1 Receives the request and forwards it to the Office of the University President for endorsement.  1.2 Endorses the request to Office of Technology and Development Transfer & Commercialization.		None	TIME 20 minutes	RESPONSIBLE  Clerk/Staff  Records and Archives Unit	
			None	1 working day	Clerk/Staff Office of the University President	
2. Receive notification.	2.1 Notifies the client of the result through the available platform after receiving the endorsement  2.2 Negotiates and completes the license agreements once a licensee has been identified.		None	3 working days	Staff Office of Technology and Development Transfer & Commercialization	
			Licensing fees will depend on the negotiated licensing agreement	1 working day	Personnel & Director Office of Technology and Development Transfer & Commercialization	
3. Receives assistance.	3. Facilita Transf license agreer techno transfe	er and e ment; or ology	None	3 hours	Personnel & Director Office of Technology and Development Transfer & Commercialization	



arrangement with the client.			
TOTAL:	Depends on the Negotiated Licensing Agreement	5 Working Days, 3 Hours & 20 Minutes	

<sup>\*</sup>Technology Transfer and commercialization Assistance is covered under RA 10055



### **5. Process for Request to Use University Marks Assistance**

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

Office or Division	Office of Te	chnology and Dev	elopment Transfe	er &
	Commercial	ization (OTDTC)		
Classification:	Highly Tech	nical rnment to Citizen		
Type of Transact	ion: G2B – Gove	ernment to Gluzen ernment to Busines ernment to Govern		
Who may avail:	All			
	F REQUIREMENTS		WHERE TO SECU	
	emarks Form <i>0</i> (1 Original Copy)	Commercialization https://tinyurl.com	logy Developmen on or download at <u>n/RequestToUsel</u>	t
2. Letter of Intent and University Presi	Addressed to the dent (1 Original Copy)	The client will pro	ovide	
3. Mock-Up for Ea (1 Original Copy	•	The client will pro	ovide	
4. Licensing Agree (3 Original Copi		Office of Techno Commercialization	logy Developmen	t, Transfer or
, ,		FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	PAID	TIME	RESPONSIBLE
1. Submits Request Form or Letter of Intent addressed to the Office of the University	1.1 Receives the request and forwards it to the Office of the University President for endorsement.	None	20 minutes	Clerk/Staff Records and Archives Unit
President	1.2 Endorses the request to Office of Technology and Development Transfer & Commercialization.	None	1 working day	Clerk/Staff Office of the University President
2. Receive notification.	2.1 Notifies the client of the result through the available platform after receiving the endorsement	None	3 working days	Staff Office of Technology and Development Transfer & Commercialization
	2.2 Negotiates and completes the license agreements with the client.	For Student Councils and University- based Organizations:  a. 3% for the 1st Php50,000 net sales;  b. 2% for the next	4 working days	Personnel & Director Office of Technology and Development Transfer & Commercialization



		Use of University Trademarks by External Entities:  The licensee shall pay a license fee of 5% per annum of the net sale		
		of the item bearing the trademark.  Note: As per OTDTC Manual Chapter 9 University Trademark Policy		
3. Receives assistance.	3. Facilitates the use of university marks and facilitated the notarization of the licensing agreement.	None	1 working day	Personnel & Director Office of Technology and Development Transfer & Commercialization
	TOTAL:	Depends on the Negotiated Licensing Agreement	9 Working Days & 20 Minutes	

<sup>\*</sup> Request to University Trademark Assistance is covered under RA 10055



# Center for Food Technology and Research External Services



# 1. Processing of Center for Food Technology and Research 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 Center for Food Technology and Research.

Office or Division:	Center for Food Technology and Research (CFTR)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to G2B - Government to G2G - Government to	Business En	•	
Who may avail:	All			
CHECKLIST O	F REQUIREMENTS		WHERE TO SEC	CURE
<ol> <li>Accomplished FTRC Service Request Form TSU-FTRC-SF-01 (1 Original Copy or 1 Electronic Copy)</li> <li>Approved Request Letter or</li> </ol>		Center for Food Technology and Research or download at <a href="https://www.tsu.edu.ph/media/fiqpvthv/tsu-ftr-sf-01-ftrc-service-request-form-rev-0.docx">https://www.tsu.edu.ph/media/fiqpvthv/tsu-ftr-sf-01-ftrc-service-request-form-rev-0.docx</a> The client will provide		
if any.	om the TSU President,			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and signed documents to the Records and Archives	1.1. Receives Service Request and endorsement to Office of the University President.	None	1 working day	Staff Records and Archives Unit
Unit or email at <a href="mailto:ftrc@tsu.edu.p">ftrc@tsu.edu.p</a> <a href="mailto:h.">h</a> and/ or				



	1.5 Sends Notice of Receipt of Service Request (NRSR) through email and mobile number.  Note: NRSR contains proposed schedule of initial consultation meeting.	None	15 minutes	Unit Head Center for Food Technology and Research Office
2. Confirm available schedule and attendance to the initial consultation meeting.	<ul> <li>2.1 Organizes and conducts the initial consultation meeting.</li> <li>2.2 Drafts and finalizes the relevant document to the service requested.</li> <li>2.3 Delivers the service activities depending on the agreed terms and conditions.</li> </ul>	None	30 minutes	Director, Unit Head, Staff  Center for Food Technology and Research Center
	2.4 Drafts and finalizes relevant documents (e.g., MOA, TOR, NDA, Service Proposal, Research Proposal, etc.).	None	7 working days	Director, Unit Head, Staff  Center for Food Technology and Research Center
3. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.	3. Delivers service activities.	None	10 working days	Staff, Service Providers  Center for Food Technology and Research Center
	TOTAL:	None	19 Working Days, 1 Hour, & 30 Minutes	



#### 2. 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:	Center for Food Technology and Research - Production Services Unit (CFTR-PSU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	MSMEs, Students, Fac	culty and Rese	archers	
CHECKLIST O	F REQUIREMENTS	1	WHERE TO SEC	URE
Shared Facility Form TSU-FTF (1 Original Copy  2. For Internal Company Certificate of R	v or 1 Electronic Copy)  lient (Students) – egistration (COR)	download at <a href="https://www.ts">https://www.ts</a>	rev-1.docx	
	y or 1 Photocopy)			
<ol> <li>For External Client - Accomplished Shared Facility Services Request Form TSU-FTR-SF-13 (1 Original Copy or 1 Electronic Copy)</li> </ol>		Center for Food Technology and Research or download at <a href="https://www.tsu.edu.ph/media/jmmhsy4l/tsu-ftrc-sf-06-shared-facility-services-internal-client-request-form-rev-1.docx">https://www.tsu.edu.ph/media/jmmhsy4l/tsu-ftrc-sf-06-shared-facility-services-internal-client-request-form-rev-1.docx</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For External Client: Submit the duly accomplished documents to the Center for Food Technology and Research Center	1.1 Receives and verifies the completeness of the submitted documents.  Note: If submitted documents are incomplete, return and inform the lacking.	None	5 minutes	Unit Head, Staff Center for Food Technology and Research Center



For Internal	1.2 Assesses the	None	15 minutes	Unit Head, Staff
Client: Submit duly accomplished and signed documents and Certificate of Registration, if any, to the Center for Food Technology and Technology.	Request Form: Checks the readiness and availability of shared facilities including the equipment and test/s to be conducted. Also, the Production Supervisor /Laboratory Supervisor in- charge who will assist the client.			Center for Food Technology and Research Center
	1.3 Receives and reviews scheduled service/s by the Unit Head alongside with the approval of the Director. Once approved, proceed to the next step.	None	15 minutes	Unit Head, Staff Center for Food Technology and Research Center
	1.4 Notifies the client through email or number provided regarding the approved SFS request and the required PPEs that needs to bring on the scheduled date.  Note: Client must come on the scheduled time	None	15 minutes	Unit Head, Staff Center for Food Technology and Research Center
2. Confirm the	and date.	Nama	20	Diversion Unit
2. Confirm the available schedule for the SFS Request	2.1.1 For External Client: Makes Quotation amounting the requested SFS services and the Production Project Assistant II sends quotation to the client as agreement for future payment.	None	30 minutes	Director, Unit Head, Staff Center for Food Technology and Research Center
	2.1.2 For Internal Client: Services for internal clients			



	are free of charge.			
	However, he/she needs to submit Certificate of Registration (COR) to FTRC			
	office.			
	2.2 For External Client: Request for transaction number to accounting office and send details of payment to the client thru email.	None	30 minutes	Director, Unit Head, Staff Center for Food Technology and Research Center
3. Pay and submit the Official Receipt to the Center for Food Technology and Research Center	3. Receives the Official Receipt (OR).	SFS Fees = Machine rate per hour x total number of hours used x discount (if applicable)	15 minutes	Director, Unit Head, Staff Center for Food Technology and Research Center
		Discount MSMEs = 15% External Student, Researcher, and Faculty = 10%		
		*Please see SFS Brochure for the list of machine and equipment hourly rates		
4.Conform to agreed service terms and conditions, and requested activities as stipulated in	4.1 Delivers the service activities and conducts SFS request with the assistance of the Production Supervisor / Laboratory Supervisor.	None	3 working days	Staff Center for Food Technology and Research Center
the SFS Quotation.	4.2 Signs the Rendered Service Form as evidence that the services	None	15 minutes	Staff Center for Food Technology and



have been rendered and finished.			Research Center
TOTAL:	SFS Fees = Machine Rate Per Hour X Total Number of Hours Used X Discount (if applicable)	3 Working Days, 2 Hours & 19 Minutes	



# Center for Food Technology and Research Internal Services



## 1. Processing of Center for Food Technology and Research 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 Center for Food Technology and Research.

Office or Division:	Center for Food Technology and Research (CFTR)				
Classification:	Highly Technical				
Type of Transaction:	G2C - Government to G2B - Government to G2G - Government to	Business En	•		
Who may avail:	All				
	F REQUIREMENTS		WHERE TO SEC		
Form TSU-FTR	Accomplished FTRC Service Request Form TSU-FTRC-SF-01     (1 Original Copy or 1 Electronic Copy)      Approved Request Letter or		Center for Food Technology and Research or download at <a href="https://www.tsu.edu.ph/media/fiqpvthv/tsu-ftr-sf-01-ftrc-service-request-form-rev-0.docx">https://www.tsu.edu.ph/media/fiqpvthv/tsu-ftr-sf-01-ftrc-service-request-form-rev-0.docx</a> The client will provide		
	om the TSU President,		•		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
2. Submit the duly accomplished and signed documents to the Records and Archives	1.1. Receives Service Request and endorsement to Office of the University President.	None	1 working day	Staff Records and Archives Unit	
Unit or email at <a href="mailto:ftrc@tsu.edu.p">ftrc@tsu.edu.p</a> <a href="mailto:h.">h</a> and/ or					



	IOIAL.	110116	& 30 Minutes	
	TOTAL:	None	19 Working Days, 1 Hour,	
3. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.	3. Delivers service activities.	None	10 working days	Staff, Service Providers  Center for Food Technology and Research Center
	2.4 Drafts and finalizes relevant documents (e.g., MOA, TOR, NDA, Service Proposal, Research Proposal, etc.).	None	7 working days	Director, Unit Head, Staff  Center for Food Technology and Research Center
the initial consultation meeting.	<ul> <li>2.2 Drafts and finalizes the relevant document to the service requested.</li> <li>2.3 Delivers the service activities depending on the agreed terms and conditions.</li> </ul>			Technology and Research Center
2. Confirm available schedule and attendance to	2.1 Organizes and conducts the initial consultation meeting.	None	30 minutes	Director, Unit Head, Staff  Center for Food
	Note: NRSR contains proposed schedule of initial consultation meeting.			
	1.5 Sends Notice of Receipt of Service Request (NRSR) through email and mobile number.	None	15 minutes	Unit Head Center for Food Technology and Research Office



#### 2. 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:	Center for Food Technology and Research - Production Services Unit (CFTR-PSU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	MSMEs, Students, Fac	culty and Rese	archers	
CHECKLIST O	F REQUIREMENTS	1	WHERE TO SEC	URE
Shared Facility Form TSU-FTF (1 Original Copy  2. For Internal Company Certificate of R	v or 1 Electronic Copy)  lient (Students) – egistration (COR)	download at <a href="https://www.ts">https://www.ts</a>	rev-1.docx	
	y or 1 Photocopy)			
<ol> <li>For External Client - Accomplished Shared Facility Services Request Form TSU-FTR-SF-13 (1 Original Copy or 1 Electronic Copy)</li> </ol>		Center for Food Technology and Research or download at <a href="https://www.tsu.edu.ph/media/jmmhsy4l/tsu-ftrc-sf-06-shared-facility-services-internal-client-request-form-rev-1.docx">https://www.tsu.edu.ph/media/jmmhsy4l/tsu-ftrc-sf-06-shared-facility-services-internal-client-request-form-rev-1.docx</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For External Client: Submit the duly accomplished documents to the Center for Food Technology and Research Center	1.1 Receives and verifies the completeness of the submitted documents.  Note: If submitted documents are incomplete, return and inform the lacking.	None	5 minutes	Unit Head, Staff Center for Food Technology and Research Center



For Internal Client: Submit duly accomplished and signed documents and Certificate of Registration, if any, to the Center for Food Technology and Technology.	1.2 Assesses the Request Form: Checks the readiness and availability of shared facilities including the equipment and test/s to be conducted. Also, the Production Supervisor /Laboratory Supervisor in- charge who will assist the client.	None	15 minutes	Unit Head, Staff Center for Food Technology and Research Center
	1.3 Receives and reviews scheduled service/s by the Unit Head alongside with the approval of the Director. Once approved, proceed to the next step.	None	15 minutes	Unit Head, Staff Center for Food Technology and Research Center
	1.4 Notifies the client through email or number provided regarding the approved SFS request and the required PPEs that needs to bring on the scheduled date.  Note: Client must come on the	None	15 minutes	Unit Head, Staff Center for Food Technology and Research Center
	scheduled time and date.			
2. Confirm the available schedule for the SFS Request	2.1.1 For External Client: Makes Quotation amounting the requested SFS services and the Production Project Assistant II sends quotation to the client as agreement for future payment.	None	30 minutes	Director, Unit Head, Staff Center for Food Technology and Research Center
	2.1.2 For Internal Client: Services for internal clients			



	are free of charge. However, he/she needs to submit Certificate of Registration (COR) to FTRC office.			
	2.2 For External Client: Request for transaction number to accounting office and send details of payment to the client thru email.	None	30 minutes	Director, Unit Head, Staff Center for Food Technology and Research Center
3. Pay and submit the Official Receipt to the Center for Food Technology and Research Center	3. Receives the Official Receipt (OR).	SFS Fees = Machine rate per hour x total number of hours used x discount (if applicable)  Discount MSMEs = 15% External Student, Researcher, and Faculty = 10%  *Please see SFS Brochure for the list of machine and equipment hourly rates	15 minutes	Director, Unit Head, Staff Center for Food Technology and Research Center
4.Conform to agreed service terms and conditions, and requested activities as stipulated in	4.1 Delivers the service activities and conducts SFS request with the assistance of the Production Supervisor / Laboratory Supervisor.	None	3 working days	Staff Center for Food Technology and Research Center
the SFS Quotation.	4.2 Signs the Rendered Service Form as evidence that the services	None	15 minutes	Staff Center for Food Technology and



have been rendered and finished.			Research Center
TOTAL:	SFS Fees = Machine Rate Per Hour X Total Number of Hours Used X Discount (if applicable)	3 Working Days, 2 Hours & 19 Minutes	