PHILIPPINE STATE COLLEGE OF AERONAUTICS

Piccio Garden, Villamor, Pasay City

CITIZEN'S CHARTER HANDBOOK
2025 | 2nd Edition

BALANCE POINT

PHILIPPINE STATE COLLEGE OF AERONAUTICS

Piccio Garden, Villamor, Pasay City

CITIZEN'S CHARTER

2025 (2nd Edition)

I. MANDATE

The College shall provide professional and advance technical and technological instruction, and training in the preparatory fields of aeronautics and the liberal arts course; to promote research and advanced studies and progressive leadership in its field of specialization. It shall offer post graduate courses in its field of specialization abovementioned, subject to existing laws and regulation of the Philippine Higher Education.

II. MISSION

PhilSCA continuously produces industry-ready and world-class graduates through quality instruction, research, extension, resource management and linkages.

III. VISION

PhilSCA is a leading professional aviation education institution with a balanced liberal arts and technology.

IV. SERVICE PLEDGE

We, the Officials and Employees of the Philippine State College of Aeronautics, hereby commit to:

✓ **P**roviding you with efficient service rendered by courteous personnel from 8:00 am to 5:00 pm without noon break; and extend, whenever circumstances require until 8:00PM, our in-demand or critical service areas for your benefit;

✓ **H**olding our staff responsible for all their actions by swiftly acting on your queries and complaints within a day through our Officer of the Day at the designated Help Desk, web services and text services; and take corrective measures to improve our services;

✓ **I**mplementing quality management service on all areas of concern in order to shorten the processing period for all our services by adhering to the time schedules of our frontline services;

✓ **L**eading in providing non-discriminatory services to women, physically incapable, differently-abled, senior citizens, and other disadvantaged sectors of our society by attending to their special needs, comments, suggestions and other concerns;

✓ **S**triving for clean, honest, morally-efficient, and God-fearing bureaucracy which shall become a model among State Universities and Colleges;

✓ **C**ommitting to guarantee that our services will be graft–free and fixer–free so that our standards of delivering services will remain, at all times, open and transparent;

✓ **A**ccepting criticisms, comments, suggestions, and recommendations from our clients as a means of improving our services, disciplining those staff who falls short of your expectations, or conversely rewarding those who have rendered exemplary services.

These we pledge because you deserve only the best service from **US!**

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philsca.vab@philsca.edu.ph
Piccio Garden, Villamor, Pasay City

philsca.vab@philsca.edu.ph
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Accounting Office

Internal Service

1. Request for Certificate of No Pending Cash Advance

The following procedures define the actions and responsibilities of the Accounting Unit in validating and assessing quality of documents necessary for payment request preparation.

Office or Division:	Accounting Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Permanent Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Request for Certification of No Pending Cash Advance – 1 original copy	Originating Office
2. Liquidation Report and/or Official Receipt (if applicable) – 1 original copy, 1 accounting copy, and 1 copy of the requestor or liquidator	Requestor

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request for issuance of Certificate of No Pending Cash Advance.	**1.1.** Check if the request was duly approved by authority **1.2.** Log in to Record book with date and time of receipt **1.3.** Inform the requestor of the date of release of Certification **1.4.** Process the Certification	None	30 Minutes	*Admin Aide* Accounting Office
2. Claim the Certification on date of release	**2.** Release the original copy of Certification to requestor or authorized representative (if any)	None	30 Minutes	*Admin Aide* Accounting Office
	TOTAL	**None**	**1 Hour**	

Admission Office

External Services

1. Online Application for PhilSCA Admission Test (PhilSCAAT)

Providing the incoming freshmen and transferees in the proper procedure and requirements for Online Application for Admission.

Office or Division:	Admission Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Incoming Freshmen and Transferees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Online Application		https://philsca-b.pinnacle.com.ph/aims/applicants/index.PHP
2. Senior High School Card (for Freshmen) – 1 scanned copy		Freshmen / Transferees Students
3. Transcript of Records (for Transferees) – 1 scanned copy		
4. Certificate of Good Moral Character – 1 scanned copy		
5. 1x1 picture – 1 scanned copy		
6. Honorable Dismissal (for Transferees) – 1 scanned copy		
7. Ishihara Test Result (BSAT, Aero, AAMT AAET and BSAvComm) – 1 scanned copy		PhilSCA Medical Clinic/ Medical certificate from Ophthalmologist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open the link for the online application https://philsca-b.pinnacle.com.ph/aims/applicants/index.PHP, fill-out all the necessary information and upload scanned copy of all needed requirements then submit the application online	1.1. Evaluate and approve the uploaded scanned requirements as to completeness and validity 1.2. Assign the date of Entrance Exam 1.3. Process the application as completed documents 1.4. Email the admission test permit to the applicant	None	3 Days	*Asst. Registrar for Admission* Admission Office
	TOTAL	None	3 Days	

2. Application for the Entrance Examination of Foreign Students

Providing Foreign students with the proper procedure and requirements for Entrance Examination.

Office or Division:	Admission Office, Collecting Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Foreign Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Scholastic Records / Transfer Credentials – 1 original copy of each record	Foreign Students (duly authenticated by the Phil. Foreign Service Post)
2. Student Personal History Statement – 5 original copies	Provided and duly signed by the student
3. Notarized Affidavit of Support – 1 original copy	Student
4. Alien Certificate of Registration (ACR) – 1 photocopy	Student
5. Passport – 1 photocopy	Student (duly authenticated by the Phil. Foreign Service Post)
6. Police Clearance – 1 original copy	Student (duly authenticated by the Phil. Foreign Service Post)
7. Medical Health Certificate – 1 original copy	Authorized Physician
8. Online Application	https://philsca-b.pinnacle.com.ph/aims/applicants/index.PHP

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement for evaluation	1.1. Check and evaluate documents as to school requirements 1.2. Advise applicant for Online Application	None	10 Minutes	*Asst. Registrar for Admission* Admission Office

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
2. Open the link for the online application https://philsca-b.pinnacle.com.ph/aims/applicants/index.PHP, fill-out all the necessary information and upload scanned copy of all needed requirements then submit the application online	2.1. Evaluate and approve uploaded scanned requirements as to completeness and validity; 2.2. Email the applicant to pay for the entrance examination fee at PhilSCA collecting office	None	3 Days	*Asst. Registrar for Admission* Admission Office
3. Proceed to Collecting Office for payment	3. Accept payment and issue Official Receipt	PHP 2,000.00	5 Minutes	*Collecting Officer* Collecting Office
4. Present the official receipt to the Admission Office	4. Issue test permit for PhilSCA Admission Test	None	3 Minutes	*Asst. Registrar for Admission* Admission Office
	TOTAL	**PHP 2,000.00**	**3 Days, 18 Minutes**	

3. Application for Career Placement Examination

Providing the incoming 3rd Year BSAMT and BSAET students the proper procedure and requirements for Career Placement Examination.

Office or Division:	Admission Office, Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Incoming 3rd Year of BSAMT and BSAET

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Evaluation of Grades for Associate Program (Returnee Students) – 1 photocopy		PhilSCA Registrar's Office
2. Application Form – 1 original copy		Admission Office
3. 1x1 picture – 1 piece		Personal copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements at the Admission Office for evaluation	1.1. Check and evaluate requirement 1.2. Issue Application Form	None	3 Minutes	*Asst. Registrar for Admission* Admission Office
2. Submit the Application Form	2. Check the Application Form if it is legibly written and with complete data	None	3 Minutes	
3. Proceed to Collecting Office for payment	3. Accept payment and issue an Official Receipt	PHP 300.00	5 Minutes	*Collecting Officer* Collecting Office
4. Present the Official Receipt to the Admission Office	4. Issue test permit for Career Placement Examination	None	3 Minutes	*Asst. Registrar for Admission* Admission Office
	TOTAL	PHP 300.00	14 Minutes	

4. Application for the TES Scholarship

Providing the student with the procedure and requirements needed for TES Scholarship

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Registration – 1 photocopy	Registrar's Office
2. Certificate of Indigency – 1 original copy	Barangay
3. TES Application Form – 1 original copy	Admissions Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon announcement of application for interested TES scholarship applicants, submit the requirements at the Admission Office for evaluation.	**1.1.** Check and evaluate requirements; **1.2.** Encode TES applicant's information at the CHED Portal **1.3.** Submit encoded information to TES portal	None	15 Minutes	*Scholarship Coordinator* Admission Office
	TOTAL	**None**	**15 Minutes**	

5. Application for the TDP – SUC Scholarship

Providing the student in the procedure and requirements needed for TDP - SUC Scholarship

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Registration – 1 photocopy	Registrar's Office
2. Certificate of Indigency – 1 original copy	Barangay
3. TDP - SUC Application Form – 1 original copy	Admissions Office
4. 2X2 Photo ID – 1 original copy	Digital / Photo Studio

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon announcement of application for interested TDP-SUC scholarship applicants, submit the requirements at the Admission Office for evaluation	1.1. Check and evaluate requirements by Committee on Scholarship	None	3 Days	Committee on Scholarship
	1.2. Process the Payroll for Identified TDP – SUC Grantee	None	1 Day	*Scholarship Coordinator* Admission Office
	1.3. Release the Financial Assistance to TDP – SUC Grantee	None	1 Day	*Scholarship Coordinator* Admission Office
	TOTAL:	**None**	**5 Days**	

Auxiliary Services and Resource Generation Office

External Services

1. Application for Lease of Facilities

Short-term rental of the college's facilities, including the covered court and multipurpose hall, serves as an additional income-generating project managed by the Office of Auxiliary Services and Resource Generation.

Office or Division:	Auxiliary Services and Resource Generation (ASRG), Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G – Government to Government
Who may avail:	PhilSCA Students, Employees, and outside stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Letter – 1 original copy		Client	
2. Request Form for Use of PhilSCA Facility (PhilSCA AUX Form No. 4) – 1 original copy		Auxiliary Services and Resource Generation Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party applies and submits the accomplished request form available at the Auxiliary Services and submit it to the Auxiliary Services Personnel	1.1. Evaluate the request and compute the cost of rental and submit for approval by the Director for Auxiliary	None	5 Minutes	*Director* Auxiliary Services and Resource Generation Office
	1.2. Approval for proper coordination of scheduling of facilities.	None	10 Minutes	*Director* Administrative Services
2. The Client shall pay the obligation at the Collecting Office as stipulated in the Contract	2. Await the payment confirmation	Refer to Computation of Rentals on the next page	5 Minutes	*Collecting Officer* Collecting Office
	TOTAL	**Refer to Computation of Rentals on the next page**	**20 Minutes**	

COMPUTATION OF RENTALS

Facility Requested	Rate	Applicability
Covered Court	PHP 2,000 *for the first 3 hours* + PHP 500 *for the next succeeding hours*	6:00 AM to 4:00 PM
	PHP 3,000 *for the first 3 hours* + PHP 800 *for the next succeeding hours*	4:01 PM to 9:00 PM
Classroom	PHP 500 per hour	With air conditioning
	PHP 300 per hour	Without air conditioning
Multi-Purpose Room	PHP 3,000 *for the first 3 hours* + PHP 500 *for the next succeeding hours*	
Guest Room (Employee)	PHP 300 overnight per head	With air conditioning
	PHP 100 overnight per head	Without air conditioning
Guest Room (Employee)	PHP 500 overnight per head	With air conditioning
	PHP 300 overnight per head	Without air conditioning

Other Requirements	Rate
Long Table	PHP 100 per piece
Square Table	PHP 500 per piece
Monoblock Table	PHP 10 per piece
Concessionaires' Area	PHP 1,000 per square meter
Kiosk or Stall	PHP 500 per day

2. Application for Space Rental

The college offers short-term space rental opportunities for concessionaires at events, serving as an additional income-generating project managed by the Office of Auxiliary Services and Resource Generation.

Office or Division:	Auxiliary Services and Resource Generation, Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G – Government to Government
Who may avail:	PhilSCA Students and Employees, and External Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proposal Letter / Letter of Intent – 1 original copy	Client
2. Space Rental Application Form – 1 original copy	Auxiliary Services and Resource Generation Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit proposal at the Office of Auxiliary for review and for consideration	1. The Auxiliary Office shall review the proposal.	None	3 Minutes	*Director* Auxiliary Services and Resource Generation Office
2. Sign the agreement and submit the list of requirements.	2. Upon approval of the proposal, a form which will serve as an agreement is executed between the renters, the head of the Institution to affect the undertaking together with the requirements.	None	1 Minute	*Director* Auxiliary Services and Resource Generation Office *Director* Administrative Services
3. Pay the obligation at the Collecting Office as stipulated in the Application Form	3. Collection of obligatory fees based on the stipulated amount in the application form.	*Kiosk or Stall* – PHP 500 per Day *Concessionai res' Area* – PHP 1,000	5 Minutes	*Collecting Officer* Collecting Office

		per square meter		
		Monoblock Table – PHP 10 per piece		
		Square Table – PHP 500 per piece		
		Long Table – PHP 100 per piece		
4. The Client is obligated to comply with the rules and regulations as stated in the Application Form	**4.** The Auxiliary Office will assign the designated area for the short-term concessionaire and shall remind the client about the agreement's scope and coverage as stipulated in the agreement.	None	3 Minutes	*Director* Auxiliary Services and Resource Generation Office
	TOTAL	**Kiosk or Stall – PHP 500 per Day** **Concessionaires' Area – PHP 1,000 per square meter** **Monoblock Table – PHP 10 per piece** **Square Table – PHP 500 per piece** **Long Table – PHP 100 per piece**	**12 Minutes**	

3. Issuance of Test Booklets

Issuance Process of Test Booklets for Preliminary, Midterm, and Final examinations as enrolled by the student.

Office or Division:	Auxiliary Services and Resource Generation, Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	PhilSCA Enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registration Form – 1 original copy	Student's Personal Copy
2. Official Receipt – 1 original copy	Collecting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student shall present certificate of registration	1. Verification and checking of subjects enrolled	PHP 7.00 per test booklet	2 Minutes	*Collecting Officer* Collecting Office
2. Student receives the test booklet	2. Issuance of Test Booklets (Preliminary, Midterm, and Finals) as enrolled	None	2 Minutes	*Director* Auxiliary Services and Resource Generation Office
	TOTAL	**PHP 7.00 per test booklet**	**4 Minutes**	

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4. Application for Space or Rental (Long Term)

The college provides long-term space rental opportunities for concessionaires at the school canteen or designated areas, serving as an additional income-generating project overseen by the Office of Auxiliary Services and Resource Generation.

Office or Division:	Auxiliary Services and Resource Generation, Collecting Office, Office of the President, Resource Generation Development Committee
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen, G2G – Government to Government
Who may avail:	PhilSCA Students, Employees, and Outsiders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proposal Letter or Letter of Intent – 1 original copy	Client
2. Application Form – 1 original copy	Auxiliary Services and Resource Generation Office
3. Contract or Agreement – 1 original copy	Auxiliary Services and Resource Generation Office upon settlement of all the terms and conditions

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit proposal at the Office of Auxiliary Services and Resource Generation Office	1. Review and endorse the proposal to RGDC	None	1 Day	*Director* Auxiliary Services and Resource Generation Office *Chairperson* Resource Generation Development Committee
2. Sign the contract / agreement	2. Upon approval of the proposal, a contract must be signed for both parties as well as the witness.	None	3 Days	*SUC President* Office of the President *Director* Auxiliary Services and

				Resource Generation Office
3. Pay the obligation at the Collecting Office as stipulated in the Contract	**3.** Collection of obligatory fees based on the stipulated amount in the contact.	PHP 5,625 per month	5 Minutes	*Collecting Officer* Collecting Office
TOTAL		**PHP 5,625 per month**	**4 Days, 5 Minutes**	

5. Application for Decal Sticker (Students)

The **Auxiliary Services and Resources Generation Office (ASRG)** facilitates the issuance of **PASSCARD and Decal Stickers** for vehicle access within the campus. This service is available to **students and other authorized individuals** who wish to register their vehicles for on-campus use.

Office or Division:	Auxiliary Services and Resources Generation Office (ASRG)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipt (OR) and Certificate of Registration (CR) of each vehicle – 1 photocopy	Personal Copy
2. If the registered owner as reflected in the OR/CR is not the requesting party, a notarized deed of sale should be attached – 1 original copy	
3. Authorization letter of the registered owner – 1 original copy	
4. 2x2 ID picture of the registered owner or the authorized driver – 1 copy	
5. Student ID and Driver's License (back-to-back) – 1 photocopy	
6. Marriage contract, in case the vehicle is registered in the name of spouse – 1 photocopy	
7. Current year Certificate of Registration (COR) of the student – 1 photocopy	
8. Application Form – 1 original copy	Auxiliary Services and Resources Generation Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Application Form	1.1. The ASRG Office receives the application form and reviews the submitted requirements	None	1 Day	*Director* Auxiliary Services and Resource Generation Office

	1.2. The ASRG Office checks for available slots for accommodation	None	5 Minutes	*Security Officer* Campus Safety and Security Office
	1.3. If a slot is available for either a two-wheeled or four-wheeled vehicle, the application is endorsed by the Officer-in-Charge of ASRG and forwarded to the Chair of RGDC for approval			*Director* Auxiliary Services and Resource Generation Office
2. Pay for the PASSCARD / Decal Sticker	2. Once approved, the client proceeds to the Cashier's Office to pay for the PASSCARD sticker (for four-wheeled vehicles) or the Decal sticker (for two-wheeled motorcycles)	4-wheeled Type B: PHP 150.00 (Students) 2-wheeled: PHP 100.00	5 Minutes	*Collecting Officer* Collecting Office
3. Submit Payment Receipt for Validation	3.1. The ASRG Office validates the payment receipt. If the payment corresponds to a four-wheeled vehicle, the PASSCARD sticker is released	None	10 Minutes	*Security Officer* Campus Safety and Security Office *Director* Auxiliary Services and Resource

	3.2. If the payment is for a two-wheeled motorcycle, the ASRG Office endorses the client to the Campus Safety and Security Office (CSSO)			Generation Office
4. Proceed to the Campus Safety and Security Office	4. The CSSO is responsible for placing the Decal sticker on the client's motorcycle	None	2 Minutes	*Security Officer* Campus Safety and Security Office
	TOTAL	**4-wheeled Type B – PHP 150.00 (Students)** **2-wheeled – PHP 100.00**	**1 Day, 22 Minutes**	

Auxiliary Services and Resource Generation Office

Internal Services

6. Application for Decal Sticker (Faculty and Admin Personnel)

The **Auxiliary Services and Resources Generation Office (ASRG)** facilitates the issuance of **PASSCARD and Decal Stickers** for vehicle access within the campus. This service is available to **Faculty and Admin Personnel** who wish to register their vehicles for on-campus use.

Office or Division:	Auxiliary Services and Resources Generation Office (ASRG)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Faculty and Admin Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipt (OR) and Certificate of Registration (CR) of each vehicle – 1 photocopy	Personal Copy
2. If the registered owner as reflected in the OR/CR is not the requesting party, a notarized deed of sale should be attached – 1 original copy	
3. Authorization letter of the registered owner – 1 original copy	
4. 2x2 ID picture of the registered owner or the authorized driver – 1 original copy	
5. Employee ID and Driver's License (back-to-back) – 1 photocopy	
6. Marriage contract, in case the vehicle is registered in the name of spouse – 1 photocopy	
7. Current year Certificate of Registration (COR) of the PhilSCA Employee – 1 photocopy	
8. Application Form – 1 original copy	Auxiliary Services and Resources Generation Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Application Form	1.1. The ASRG Office receives the application form and reviews the submitted requirements	None	1 Day	*Director* Auxiliary Services and Resource Generation Office

	1.2. The ASRG Office checks for available slots for accommodation	None	5 Minutes	*Security Officer* Campus Safety and Security Office *Director* Auxiliary Services and Resource Generation Office
	1.3. If a slot is available for either a two-wheeled or four-wheeled vehicle, the application is endorsed by the Officer-in-Charge of ASRG and forwarded to the Chair of RGDC for approval			
2. Pay for the PASSCARD / Decal Sticker	**2.** Once approved, the client proceeds to the Cashier's Office to pay for the PASSCARD sticker (for four-wheeled vehicles) or the Decal sticker (for two-wheeled motorcycles)	4-wheeled Type B: PHP 150.00 (College Officials, Employees, Legal Consultants, COA) 2-wheeled: PHP 100.00	5 Minutes	*Collecting Officer* Collecting Office
3. Submit Payment Receipt for Validation	**3.1.** The ASRG Office validates the payment receipt. If the payment corresponds to a four-wheeled vehicle, the PASSCARD sticker is released	None	10 Minutes	*Security Officer* Campus Safety and Security Office *Director* Auxiliary Services and Resource

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	3.2. If the payment is for a two-wheeled motorcycle, the ASRG Office endorses the client to the Campus Safety and Security Office (CSSO)				Generation Office
4. Proceed to the Campus Safety and Security Office	4. The CSSO is responsible for placing the Decal sticker on the client's motorcycle	None	2 Minutes		*Security Officer* Campus Safety and Security Office
	TOTAL	**4-wheeled Type B – PHP 150.00 (College Officials, Employees, Legal Consultants , COA)** **2-wheeled – PHP 100.00**	**1 Day, 22 Minutes**		

7. Application for Space / Rental (Accommodation)

The college provides long-term space rental opportunities for employees to rent a room at the College Guestel serving as an additional income-generating project overseen by the Office of Auxiliary Services and Resource Generation.

Office or Division:	Auxiliary Services and Resource Generation, Collecting Office, Office of the President, and Resource Generation Development Committee
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	PhilSCA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent – 1 original copy	Client
2. Application Form – 1 original copy	Auxiliary Services and Resource Generation Office
3. Contract / Agreement – 1 original copy	Auxiliary Services and Resource Generation Office upon settlement of all the terms and conditions

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application form and letter of intent at the Office of Auxiliary	1. Review the documents and the application form	None	1 Day	*Director* Auxiliary Services and Resource Generation Office
2. Sign the contract / agreement	2. Upon approval of the application form, a contract must be signed for both parties as well as the witness.	None	3 Days	*SUC President* Office of the President *Director* Auxiliary Services and Resource Generation Office

3. Client shall pay the obligation at the Collecting Office every 5th of the month as stipulated in the Contract	3. Collection of obligatory fees based on the stipulated amount in the contact.	Refer to the Guestel Rental Fees on the next page	5 Minutes	*Collecting Officer* Collecting Office
	TOTAL	**Refer to the Guestel Rental Fees below**	**4 Days, 5 Minutes**	

GUESTEL RENTAL FEES

Facility	Rate	Applicability
Guestel	PHP 6,700 per month (PHP 1,675 per head for quadruple sharing) *With air conditioning unit*	For Employees (Maximum of 4 heads per unit)
	PHP 7,000 per month (PHP 1,750 per head for quadruple sharing) *With air conditioning unit*	For Non-Employees and Guests (Maximum of 4 heads per unit)
	PHP 500 per head per day	PhilSCA Personnel on Travel
	PHP 800 per head per day	Non-Employees and Guests
Other Item:		
Advance Deposit and Security Deposit (2 months)	PHP 13,400 (PHP 3,350 per head for quadruple sharing) *With air conditioning unit*	For Employees (Maximum of 4 heads per unit)
	PHP 14,000 (PHP 3,500 per head for quadruple sharing) *With air conditioning unit*	For Non-Employees and Guests (Maximum of 4 heads per unit)

Bids and Awards Committee

External Services

1. Procurement through Direct Contracting

Direct Contracting or single source procurement is a method of procurement of goods that does not require elaborate Bidding Documents. The supplier is simply asked to submit a price quotation or a pro-forma invoice together with the conditions of sale. Direct Contracting may be resorted to under any of the following conditions:

a. Procurement of goods of proprietary nature which can be obtain only from a proprietary source (patents, trade secrets, copyrights prohibit others from manufacturing the same item;
b. Procurement of critical component from a specific supplier;
c. Those sold by an exclusive dealer or manufacturer which does not have sub-dealers selling at lower prices and for which no suitable substitute can be obtained.

Office or Division:	Bids and Awards Committee (BAC), Procurement Unit, Supply Office
Classification:	Complex
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen
Who may avail:	Service Provider / Contractors / Supplier

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition and Issue Slip – 2 original copies	Supply Office and End - User
2. Purchase Request – 2 original copies	
3. Certificate of Budget Availability – 1 original copy	Budget Office
4. Certificate of Exclusive Distributorship – 1 certified true copy	End-user and Manufacturer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requisition and Issue Slip, Purchase Request, Certificate of Budget Availability and Certificate of Exclusive Distributorship	1.1. Verify the request in the Annual Procurement Plan	None	5 Minutes	*BAC Secretariat* BAC Office
	1.2. Preparation and signing of BAC Resolution recommending direct contracting as the mode of procurement		2 Days	*BAC Secretariat* BAC Office *BAC Members* BAC Office *SUC President*

				Office of the President
1.3. Preparation of Request for Quotation (RFQ) or pro-forma invoice together with the terms of conditions of sale, and shall send the same to the identified direct supplier	None	3 Days		*BAC Secretariat* BAC Office *Procurement Unit* Procurement Unit
1.4. Received the accomplished Request for Quotation of the direct supplier for review	None	1 Day		*BAC Secretariat* BAC Office *Members* BAC Office *SUC President* Office of the President
1.5. Preparation and approval of BAC resolution recommending award of contract to the supplier	None	2 Days		*BAC Secretariat* BAC Office *Members* BAC Office *SUC President* Office of the President
1.6. Issuance of Notice of Award to the supplier	None	1 Day		*BAC Secretariat* BAC Office *Procurement Unit* Procurement Unit *SUC President* Office of the President

	1.7. Preparation and Issuance of Purchase Order or Contract Agreement with a Notice to Proceed	None	3 Days	*Procurement Unit* Procurement Unit
	TOTAL	**None**	**12 Days, 5 Minutes**	

*Based on the timeline of bidding activities – R.A. 12009 and R.A. 9184

2. Procurement through Shopping

Shopping is a method of procurement of goods whereby the College simply requests for the submission of price quotations for readily available off-the-shelf goods or ordinary/regular equipment to be procured directly from suppliers of known qualifications. This method of procurement shall be employed in any of the following cases:

a. When there is an unforeseen contingency requiring immediate purchase;
b. Procurement of ordinary or regular office supplies and equipment not available in the DBM-PS

Office or Division:	Bids and Awards Committee, Procurement Unit, Supply Office
Classification:	Complex
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen
Who may avail:	Service Provider / Contractors / Supplier

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition and Issue Slip – 2 original copies	Supply Office / End-user
2. Purchase Request – 2 original copies	
3. Certificate of Budget Availability – 1 original copy	Budget Office
4. Certificate of Non-Availability – 1 printed copy downloadable from the PS-DBM website	PS-DBM website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requisition and Issue Slip, Purchase Request, Certificate of Budget Availability and Certificate of Exclusive Distributorship	1.1. Verify the request in the Annual Procurement Plan	None	5 Minutes	*BAC Secretariat* BAC Office
	1.2. Preparation and signing of BAC Resolution recommending shopping as the mode of procurement		2 Days	*BAC Secretariat* BAC Office *Members* BAC Office *SUC President* Office of the President

		None	3 Days	*BAC Secretariat* BAC Office *Procurement Unit* Procurement Unit
1.3.	If the Approved Budget of the Contract (ABC) is above Fifty Thousand Pesos (P 50,000.00), Request for Quotation (RFQ) shall be posted at College's and PhilGEPS website and in the BAC Bulletin Board. *Posting of RFQ is not required for ABC below PHP 50,000.00*	None	3 Days	*BAC Secretariat* BAC Office *Procurement Unit* Procurement Unit
1.4.	The BAC shall send the RFQs to at least three (3) suppliers of known qualifications, and at least three (3) price quotation must be obtained	None	1 Day	*BAC Secretariat* BAC Office *Procurement Unit* Procurement Unit
1.5.	Received at least three (3) accomplished Request for Quotation from the suppliers, the BAC shall prepare an Abstract of Quotation	None	1 Day	*BAC Secretariat* BAC Office *Procurement Unit* Procurement Unit *Members* BAC Office

	1.6. The BAC shall validate the technical, legal and financial capability of the supplier and deliver the goods	None	1 Day	*BAC Secretariat* BAC Office *Members* BAC Office
	1.7. Preparation and approval of BAC resolution recommending award of contract to the supplier	None	2 Days	*BAC Secretariat* BAC Office *Members* BAC Office
	1.8. Issuance of Notice of Award to the supplier	None	1 Day	*BAC Secretariat* BAC Office *Procurement Unit* Procurement Unit *SUC President* Office of the President
	1.9. Preparation and Issuance of Purchase Order or Contract Agreement with a Notice to Proceed	None	3 Days	*Procurement Unit* Procurement Unit
TOTAL		**None**	**14 Days, 5 Minutes**	

*Based on the timeline of bidding activities – R.A. 12009 and R.A. 9184

3. Procurement through Small Value Procurement

Small Value Procurement (SVP) is procurement of goods not covered by Shopping, infrastructure projects and consulting services where the amount involved does not exceed Two Million Pesos (PHP 2,000,000.00) for State Universities and Colleges, SUCs.

Office or Division:	Bids and Awards Committee, Procurement Unit, Supply Office
Classification:	Complex
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen
Who may avail:	Service Provider / Contractors / Supplier

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.	Requisition and Issue Slip – 2 original copies	Supply Office
2.	Purchase Request – 2 original copies	
3.	Certificate of Budget Availability – 1 original copies	Budget Office
4.	Technical Specifications for Goods, Terms of Reference for Consulting Services, and Bill of Quantities, Layouts or Drawing and Scope of Work for Infrastructure Projects – 1 original copy	End - Users

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requisition and Issue Slip, Purchase Request, and Certificate of Budget Availability and Technical Specifications for Goods, Terms of Reference for Consulting Services, and Bill of Quantities, Layouts or Drawing and Scope of Work for Infrastructure Projects	**1.1.** Verify the request in the Annual Procurement Plan	None	5 Minutes	*BAC Secretariat* BAC Office
	1.2. Preparation and signing of BAC Resolution recommending the use of appropriate alternative mode of procurement		3 Days	*BAC Secretariat* BAC Office *Members* BAC Office *SUC President* Office of the President

	1.3. Posting of Request for Quotation / Proposal to the PHILGEPS websites, College website, and BAC Bulletin Board	None	3 Days	*BAC Secretariat* BAC Office
	1.4. Consolidation of received quotation / proposal and signing of abstract of quotation	None	1 Day	*BAC Secretariat* BAC Office *Members* BAC Office
	1.5. Preparation of BAC Resolution recommending to award the contract to the winning bidder	None	3 Days	*BAC Secretariat* BAC Office *Members* BAC Office *SUC President* Office of the President
	1.6. Issuance of Notice of Award to the winning bidder	None	1 Day	*BAC Secretariat* BAC Office *SUC President* Office of the President
	1.7. Preparation and Issuance of Purchase Order or Contract Agreement with a Notice to Proceed	None	3 Days	*Procurement Unit* Procurement Unit
TOTAL		**None**	**14 Days, 5 Minutes**	

*Based on the timeline of bidding activities – R.A. 12009 and R.A. 9184

4. Issuance of Bidding Document to Prospective Bidders

Bidding Documents refer to the documents issued by the Procuring Entity as the basis for bids, furnishing all information necessary for a prospective bidder to prepare a bid for the Goods, Infrastructure Projects and/or Consulting Services required by the Procuring Entity.

Office or Division:	Bids and Awards Committee
Classification:	Simple
Type of Transaction:	G2G – Government to Government, G2B – Government to Business, G2C – Government to Citizen
Who may avail:	Prospective Bidder / Contractors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipt – 1 original copy	Supply Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay and secure an Official Receipt for the payment of the cost of the Bidding Document	1.1. Endorse the client to the Collecting Office for the payment of the cost of the Bidding Document.	*PHP 500,000 and below –* PHP 500.00 *More than PHP 500,000 to PHP 1 million –* PHP 1,000.00 *More than PHP 1 million up to PHP 5 million –* PHP 5,000.00 *More than PHP 5 million up to PHP 10 million –* PHP 10,000.00 *More than PHP 10 million up to PHP 50 million –* PHP 25,000.00	5 Minutes	*BAC Secretariat* BAC Office *Collecting Officer* Collecting Office

		More than PHP 50 million up to PHP 500 million – PHP 50,000.00 *More than PHP 500 million –* PHP 75,000.00			
	1.2. The BAC secretariat will secure a photocopy of the official receipt issued by the Collecting Office prior to the reproduction and issuance of the Bidding Document	None	30 Minutes	*BAC Secretariat* BAC Office
	TOTAL	**PHP 500,000 and below –** **PHP 500.00** ***More than PHP 500,000 to PHP 1 million –** **PHP 1,000.00** ***More than PHP 1 million up to PHP 5 million –** **PHP 5,000.00** ***More than PHP 5 million up to PHP 10 million –** **PHP 10,000.00**	**35 Minutes**	

	*More than PHP 10 million up to PHP 50 million – PHP 25,000.00		
	*More than PHP 50 million up to PHP 500 million – PHP 50,000.00		
	*More than PHP 500 million – PHP 75,000.00		

*Based on the timeline of bidding activities – R.A. 12009 and R.A. 9184

5. Procurement Through Public Bidding

Public bidding, also known as competitive bidding, is a procurement method where the government seeks proposals for goods, services, or infrastructure from multiple interested parties. It's designed to be open, transparent, and fair, ensuring competition and value for the government's money.

Office or Division:	Bids and Awards Committee, Procurement Unit, Supply Office
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business, G2C – Government to Citizen
Who may avail:	Service Provider / Contractors / Supplier

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition and Issue Slip – 2 original copies	Supply Office
2. Purchase Request – 2 original copies	
3. Certificate of Budget Availability – 1 original copy	Budget Office
4. Technical Specifications for Goods / Terms of Reference for Consultancy Services / Scope of Work, Layout or Drawing, Bill of Quantities for Infrastructure – 1 original	End-user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requisition and Issue Slip, Purchase Request, Certificate of Budget Availability, Technical Specifications for Goods / Terms of Reference for Consultancy Services / Scope of Work, Layout or Drawing, and Bill of Quantities for Infrastructure	1.1. Verify the request in the PPMP and APP	None	5 Minutes	*BAC Secretariat* BAC Office
	1.2. Preparation of bidding documents		3 Days	*BAC Secretariat* BAC Office
	1.3. Conduct of pre-procurement conference		4 Hours	*BAC Secretariat* BAC Office *BAC – TWG* BAC Office
	1.4. Posting of Invitation to Bid to the PhilGEPS websites, College website, and BAC Bulletin Board	None	7 Days	*BAC Secretariat* BAC Office

2. Physical Participation in the scheduled activity	**2.1.** Conduct of pre-bid conference	None	1 Day	*BAC Secretariat* BAC Office *BAC Members* BAC Office *BAC – TWG* BAC Office
	2.2. Issuance of bid bulletin (if any)	None	1 Day	*BAC Secretariat* BAC Office *BAC Chairperson* BAC Office
3. Submission of Duly Accomplished Bid Proposal on or before the deadline of submission	**3.** Receives Bid Proposal	None	5 Minutes	*BAC Secretariat* BAC Office
4. Physical Participation in the scheduled activity	**4.** Opening of Bids, evaluates the submitted bid documents and recording, encoding and virtual posting of Abstract of Bids as Read. (Sec. 29 and 30, RA 9184) *Issuance of Notice of Failure if applicable / necessary	None	4 Hours	*BAC Secretariat* BAC Office *BAC Members* BAC Office *BAC – TWG* BAC Office
	TOTAL	**None**	**13 Days, 10 Minutes**	

*Based on the timeline of bidding activities – R.A. 12009 and R.A. 9184

Budget Office

Internal Service

1. Issuance of Certificate of Budget Availability

This procedure defines the actions and responsibilities to be taken by the Budget Office in the Issuance of the Certificate of Budget Availability to different transactions before approval of the College President

Office or Division:	Budget Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All PhilSCA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Activities:	
1. Request Letter – 1 copy	Provided by the Department and to be filled by the client
2. Operational Plan – 1 original copy	Client
For Procurement:	
1. Requisition and Issue Slip – 1 original copy	Supply Office
2. Purchase Request – 1 original copy	Client
For Salaries and Wages:	
1. Request Letter – 1 original copy	HRMSD Office

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Request Form for the Issuance of Certificate of Budget Availability and submit the copy of letter/operational plan/ RIS/ PR	1.1. Receive the Request Form together with copy of letter, operational plan, RIS/ PR. If not in order, return to the requesting party	None	5 Minutes	*Admin Assistant II* Budget Office
	1.2. Verifies the availability of allotment / budget based on the approved appropriations and Program of Receipts and Expenditures. If allotment / budget is available, prepare and sign the Certificate of Budget Availability, otherwise return the documents to the office / personnel concerned	None	12 Minutes	*Officer-in-charge* Budget Office
2. Receive the Certificate of Budget Availability, Request Form, Copy of Letter / Operational Plan / RIS / PR	2. Release the Certificate of Budget Availability	None	7 Minutes	*Admin Assistant II* Budget Office *Officer-in-charge* Budget Office
	TOTAL	**None**	**24 Minutes**	

Collecting Office

External Services

1. Process of Student's and Other Client's Claim for Refund

Provides the students and other clients of basic documents through online banking.

Office or Division:	Collecting Office, Accounting Office, HRMSD
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Registration – 1 original copy		Personal Copy
2. Official Receipt – 1 original copy		Personal Copy
3. Application for Refund – 1 original copy		Collecting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Certificate of Registration and submit duly accomplished Application for Refund Form and Official Receipt	1. Accept the Application and verify the amount to be refunded by the applicant / client and the correctness / completeness of the attached supporting documents	None	5 Minutes	*Collecting Officer* Collecting Office
	2. Verify the Official Receipts for computation of total amount to be refunded	None	2 Minutes	
	3. Endorse the application for refund to the Accounting Office for Certification and Noted by the Director for Finance	None	2 Minutes	
	4. Processing of voucher and releasing of refund	None	3 Days	*Admin Assistant* Disbursing Office *Admin Aide* Accounting Office *SUC President* Office of the President
	TOTAL	**None**	**3 Days, 9 Minutes**	

2. Payment thru Online Landbank

To provide the students and other clients of the basic documents thru online payment.

Office or Division:	Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students, Parents / Guardians of Students, other clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Registration – 1 original copy	Clients
2. Deposit Slip (from Landbank) – 1 original copy	Clients

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Deposit Slip issued by the Landbank of the Philippines and Certificate of Registration	1. Validate and update student ledger in the System 2. Issue Official Receipt on the deposited amount by the clients	As per Assessment	2 Minutes	*Collecting Officer* Collecting Office
	TOTAL	**As per Assessment**	**2 Minutes**	

College and Board Secretary's Office

Internal Services

1. Issuance of The Secretary's Certification

The Office of the College and Board Secretary Processes Certification of Resolution which has been acted upon by the College's Administrative, Academic, Executive Council and the Board of Trustees.

Office or Division:	Office of the College and Board Secretary (OCBS)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PhilSCA Official, Employee, Proponent of the proposal, Other Government Agencies			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OCBS Request Form – 1 original copy		Office of the College and Board Secretary		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the OCBS to get a printed copy of the OCBS Request Form	1. Provide a printed copy to the client	None	1 Minute	*Admin Asst.* OCBS
2. Submit the accomplished form with the complete details	2.1. Receive and check the details of the OCBS Request Form	None	5 Minutes	*Admin Asst.* OCBS
	2.2. Retrieval of data / file	None	3 Days	*Admin Asst.* OCBS
	2.3. Signing of the College and Board Secretary, and ATTESTATION by the College President as Vice Chairperson of the BOT	None	3 Days	*Board Secretary* OCBS *SUC President* Office of the President
3. Receive the certification	3.1. Issue the Certification 3.2. File the receiving copy and update database	None	5 Minutes	*Admin Asst.* OCBS
	TOTAL	None	6 Days, 11 Minutes	

2. Request for Use of Facilities (Audio-Visual Room - AVR and Board Room)

The Office of the College and Board Secretary provides assistance to other units of the College who wish to use the Audio-Visual Room (AVR) and Board Room as a venue for official gatherings such as meetings and seminars. These venues are free of charge as long as they are available on the requested schedule or date.

Office or Division:	Office of the College and Board Secretary (OCBS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government, G2C - Government to Citizen			
Who may avail:	College Official, Employee, Accredited Student Organization			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved operational plan / proposal / request letter – 1 photocopy of either document		Requesting party		
2. Request Form – 1 original copy		OCBS		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form indicating the date(s) and time of intended use of facility	**1.1.** Receives the request form and reviews requirement/s and checks availability of requested venue **1.2.** Informs the requesting party of the availability	None	25 Minutes	*Admin Asst.* OCBS *Board Secretary* OCBS
2. Receives the Request Form	**2.1.** Approves or disapproves the request depending on availability **2.2.** Releases the Request Form with appropriate action indicated	None	5 Minutes	*Admin Asst.* OCBS *Board Secretary* OCBS
	TOTAL	**None**	**30 Minutes**	

College Library

External Services

1. Application and Issuance of Library ID Card (for new students)

Providing all the information in applying for the Library ID Card.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Registration – 1 scanned copy	Registrar's Office – Personal Copy of Students
2. 1x1 colored picture – 1 scanned copy	Personal Copy
3. Library ID Registration Form	https://forms.gle/Sm8mmbFWDssPFNyF9 or through the College Library Information Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access and fill-up the Google Form for the application of Library ID Registration	1.1. Check and verify the client's information	None	2 Minutes	*Admin Aide* College Library
	1.2. Acknowledge receipt of the application and schedule of claim through email			
2. Receive the notice for Library ID	2. Process Library ID Card	None	2 Days	*Admin Aide* College Library
3. Claim and verify Library ID Card	3. Record and release of Library ID Card	None	5 Minutes	*Admin Aide* College Library
	TOTAL	**None**	**2 Days, 7 Minutes**	

2. Process of Replacement of Lost Library ID Card

Providing all the info in applying for the replacement of the lost Library ID Card.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Registration – 1 photocopy		Registrar's Office – Personal Copy of Students
2. Affidavit of Loss – 1 original copy		Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Affidavit of Loss and Certificate of Registration	**1.1.** Receive and verify Affidavit of Loss and Certificate of Registration; **1.2.** Issue Order of Payment Slip	None	2 Minutes	*Admin Aide* College Library
2. Present the Order of Payment Slip for the Payment of Library ID Card Replacement	**2.** Issues Official Receipt	PHP 50.00	5 Minutes	*Collecting Officer* Collecting Office
3. Present Official Receipt	**3.1.** Verify Official Receipt	None	1 Minute	*Admin Aide* College Library
	3.2. Process Library ID Card replacement	None	1 Day	
4. Check and verify the Library ID Card	**4.** Record and release of Library ID Card	None	5 Minutes	*Admin Aide* College Library
	TOTAL	**PHP 50.00**	**1 Day, 13 Minutes**	

3. Process of Renewal of Library ID Card (for old students)

Providing all the information on the renewal of Library ID Card.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Registration – 1 photocopy	Registrar's Office – Personal Copy of Students
2. Library ID Card – 1 original	Personal Copy
3. Semestral Sticker – 1 colored sticker	College Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Certificate of Registration and Library ID Card	**1.1.** Receive and Verify the Certificate of Registration and Library ID Card	None	1 Minute	*Admin Aide* College Library
	1.2. Validate Library ID Card for the current semester enrolled.	None	2 Minutes	
2. Receives the newly validated Library ID Card	**2.** Record and release validated Library ID Card	None	2 Minutes	*Admin Aide* College Library
	TOTAL	**None**	**5 Minutes**	

4. Request to Avail Library Services in the Reserve Section and Theses Section

Defines charging and discharging of library materials to the clients in the Reserve Section and Theses Section.

Office or Division:	College Library
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G – Government to Government
Who may avail:	Students, Faculty & Administrative Personnel, Students from other school

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Library ID Card – 1 original copy	Library Office
2. Employees ID – 1 original copy	Personal Copy
3. Referral Letter – 1 original copy	Personal Copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. *For student,* present Library ID Card; *For faculty and admin personnel*, present any valid ID; *For alumni*, present any valid ID; *For students from other schools*, present ID and referral letter from the Librarian	**1.** Verify and acknowledge the ID's presented and the referral letter	None	5 Minutes	*Admin Aide* College Library
2. Search the needed books / theses	**2.1.** Assist the library borrowers in the Online Public Access Catalog (OPAC)	None	5 Minutes	*Admin Aide* College Library
	2.2. Provide the list of theses	None	1 Minute	

3. Receives the borrowed books / theses	**3.** Provide and check-out the Reserve Books and theses borrowed	None	2 Minutes	*Admin Aide* College Library
4. Return borrowed book / theses	**4.1.** Return ID to the borrower and check-in book / theses in the OPAC	None	3 Minutes	*Admin Aide* College Library
	4.2. Return book/s theses in the shelf	None	2 Minutes	
	TOTAL	**None**	**18 Minutes**	

5. Request to Avail Library Services in the Circulation Section and Filipiniana Section

Defines charging and discharging of library materials to the clients in the circulation and Filipiniana section.

Office or Division:	College Library
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G – Government to Government
Who may avail:	Students, Faculty and Administrative personnel, Students from other school

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Library ID Card – 1 original copy		Library Office
2. Employees ID – 1 original copy		Personal Copy
3. Referral Letter – 1 original copy		Personal Copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. *For student* present Library ID Card; *For faculty and admin personnel*, present any valid ID; *For alumni*, present any valid ID; *For students from other schools*, present ID and referral letter from the Librarian	1. Verify and acknowledge the ID's presented and the referral letter	None	5 Minutes	*Admin Aide* College Library
2. Search the needed books	2. Assist the library borrowers in the Online Public Access Catalog (OPAC)	None	5 Minutes	*Admin Aide* College Library

3. Note the call number and proceed to the shelves	**3.** Assist in locating books	None	10 Minutes	*Admin Aide* College Library
4. Return the books to the cart	**4.** Return books in the shelf	None	3 Minutes	*Admin Aide* College Library
	TOTAL	**None**	**23 Minutes**	

6. Lending Out Books for Home Use

Defines the lending out books for home use.

Office or Division:	College Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G – Government to Government			
Who may avail:	PhilSCA Students and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Library ID Card– 1 original copy		Personal Copy		
2. ID Card (Students / Employees) – 1 original copy		Personal Copy		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the Library ID Card	**1.** Verify the borrower's status at the Integrated Library System	None	1 Minute	*Admin Aide* College Library
2. Search and present the needed books for notation	**2.1.** Scan the book barcode and check-out under the borrower's account	None	1 Minute	*Admin Aide* College Library
	2.2. Deactivate the book/s in the Library System and provide the book/s	None	1 Minute	
3. Receive the book/s	**4.** Record the transaction	None	1 Minute	*Admin Aide* College Library
	TOTAL	**None**	**4 Minutes**	

7. Returning Books for Home Use

Defines the returning of books for home use.

Office or Division:	College Library, Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G – Government to Government
Who may avail:	PhilSCA Students and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Library ID Card– 1 original copy	Personal Copy
2. ID Card (Students / Employees) – 1 original copy	Personal Copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return the book at the College Library on the prescribed due date	**1.1.** Receive and inspect the book for any discrepancies	None	3 Minutes	*Admin Aide* College Library
	1.2. Inform the borrower, if subject for fines *Note: Amount to be collected based to the approved library manual*	None	2 Minutes	
	1.3. Issue of Payment Slip	None	1 Minute	

2. Payment of Library Fines at the Cashier	**2.** Issues Official Receipt	*Reserve Section* First Hour (10 am) – PHP 5.00 Succeeding Hours – PHP 2.00 One Day *(Library Manual)* – PHP 15.00 *Circulation and Filipiniana Section* Daily (excluding holidays Saturdays and Sundays) – PHP 2.00 *(Library Manual)*	5 Minutes	*Collecting Officer* Collecting Office
3. Present the Official Receipt	**3.1.** Verify Official Receipt	None	1 Minute	*Admin Aide* College Library
	3.2. Return the Library ID Card of the borrower	None	1 Minute	
	3.3. Check-in the book in the library system and activate the book	None	1 Minute	
	3.4. Return the book/s in the shelf	None	3 Minutes	
	TOTAL	***Reserve Section*** **First Hour (10 am) – PHP 5.00**	**17 Minutes**	

		Succeeding Hours – PHP 2.00 One Day *(Library Manual)* – PHP 15.00 *Circulation and Filipiniana Section* Daily (excluding holidays Saturdays and Sundays) – PHP 2.00 *(Library Manual)*		

8. Process for Online Reference Services

Provide personal assistance to users in pursuit of information through online reference service.

Office or Division:	College Library
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G – Government to Government
Who may avail:	Students and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Library ID Card – 1 scanned copy	Personal Copy
2. ID Card (Students / Employees) – 1 scanned copy	Personal Copy
3. Certificate of Registration – 1 scanned copy	Registrar's Office – Personal Copy of Students

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries and present a Library ID Card and COR (for students) and valid ID Card (for employees) through the PhilSCA Library Facebook Page and Messenger at https://www.facebook.com/VillamorCampus	**1.1.** Acknowledge the queries	None	1 Minute	*Admin Aide* College Library
	1.2. Search the information to answer the queries	None	2 Minutes	
	1.3. Scan and send through email all the possible materials requested with a complete bibliographical description of the reference	None	1 Day	
	1.4. Remind the borrower/s that all scanned / digitized materials are for instructional and educational purposes only and not for sale	None	1 Minute	
	TOTAL	**None**	**1 Day, 4 Minutes**	

Community Extension Services

External Services

1. Community Extension Program Planning Stage (LGU Coordination)

The PhilSCA Community Extension Services envisions its myriad functions as part of a holistic mandate of the college. It acts as a conduit to all community extension services which are responsive to the pressing concerns, problems and issues of the communities that we serve as a community of higher learning.

Community Extension Services integrates the PhilSCA GAD Agenda to make its overall functions more embracing to the recurring concerns of women and girls, and young children. We make it more inclusive as we engage our communities of practice in the extension PAPs. We make everyone relevant in Community Extension Services.

Office or Division:	Community Extension Services (CES)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Stakeholders / LGU Beneficiaries			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Coordination meeting and plans with LGU – 1 set of meeting		Community Extension Services Office		
2. Need assessment survey – 1 original copy per person				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Coordination meeting and plans with CES Office	1. Coordination meeting and plans with LGU	None	1 Day	*Director* CES Office *Coordinator* CES Office *Campus Director* PhilSCA Campus *Secretariat* CES Office
2. Accomplish the training needs assessment survey	1.1. Check the completeness and accuracy of the entries in the training/need assessment survey 1.2. Post – report of the conduct of training / need	None	3 Days	*Director* CES Office *Coordinator* CES Office *Campus Director* PhilSCA Campus

	assessment survey			Secretariat CES Office
	1.3. Prepare the operational plan of the extension program **1.4.** Review and Approval of PhilSCA Extension Council on the Proposed Community Extension Needs Based Program	None	5 Days	*Director* CES Office *Coordinator* CES Office *Campus Director* PhilSCA Campus *Secretariat* CES Office
3. Review the MOA submitted by the Director of CES / CES coordinator	**3.** Draft and submit the Memorandum of Agreement (MOA)	None	3 Days	*Director* CES Office *Coordinator* CES Office *Campus Director* PhilSCA Campus *Secretariat* CES Office
	TOTAL	**None**	**12 Days**	

2. Conduct of Need Assessment Survey

Determining the actual problems, challenges, and priorities of the community or audience the extension program aims to serve.

Office or Division:	Community Extension Services
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Stakeholders / LGU Beneficiaries

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Training Need Assessment Survey Results	Community Extension Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conducting training need assessment survey	1. Draft the training need assessment	None	5 Days	*Director* CES Office *Coordinator* CES Office *Campus Director* PhilSCA Campus *Secretariat* CES Office
2. The LGU Representative accomplishes the post record of the training need assessment survey	2. Send the result of training need assessment to LGU beneficiaries for approval	None	1 Day	*Director* CES Office *Coordinator* CES Office *Campus Director* PhilSCA Campus *Secretariat* CES Office
	TOTAL	None	6 Days	

Cultural Affairs Unit

External Services

1. Process of Cultural Affairs Unit Performing Groups Internal Performance Requests

Providing the performance for every College Activities and Events

Office or Division:	Cultural Affairs Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G – Government to Government
Who may avail:	Employees and Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CAU Form 1 Request Performance – 1 original copy		CAU Office		
2. CAU Form 7 Evaluation Form – 1 original copy		CAU Office		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form and project plan	**1.1.** Accept and verify availability of performing group requested	None	15 Minutes	*Head* Cultural Affairs Unit
	1.2. Coordinate and set up a production meeting with the trainer / group representative	None	2 Days	
2. Receive confirmation	**4.1.** Follow up request thru phone or in-person	None	7 Hours	
	4.2. Conduct the performance requested	None		
	TOTAL	**None**	**2 Days, 7 Hours, 15 Minutes**	

2. Process of Cultural Affairs Unit Performing Groups Outside Performance Requests

Providing the performance for every outside events.

Office or Division:	Cultural Affairs Unit
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Inviting Party (Outside PhilSCA)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invitation Letter and Request Form – 1 original copy		Cultural Office		
2. Travel Mission Order – 1 original copy		Office of the President		
3. Evaluation Form – 1 original copy		Cultural Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Invitation letter addressed to the College President thru the CAU Coordinator	1.1 Accept and submit invitation letter for endorsement to the Office of the College President (if disapproved, end of transaction)	None	1 Day	*Dean* Office of Student Affairs *Head* Cultural Affairs Unit
	1.2. If approved, submit to OSA complete copy requirements as per CMO No. 63 s. 2017	None	1 Day	
	1.3. Submission of request to Office of College President duly recommended by the OSA and VPAA		1 Day	
	1.4. Issuance of Travel / Mission Order		1 Day	
2. Received confirmation	2.1. Follow up request thru phone or in-person	None	1 Day	
	2.2. Conduct the performance requested	None		
	TOTAL	None	5 Days	

3. Process of Cultural Affairs Unit for Audition

Application and Audition for New Members

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
2. CAU Form 2 Audition Form		Cultural Office
3. CAU Form 3 Audition Procedure Form		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form	1. Accept Application Form (CAU Form 2) and Issuance of Audition Schedule	None	1 Minute	*Head* Cultural Affairs Unit
2. Attend Scheduled Audition Day	2. Conduct Audition, Fill-up the Audition Procedure Form (CAU Form 3), and Announce the List of Passers	None	1 Hour	
	TOTAL	None	1 Hour, 1 Minute	

Disbursing Office

Internal Services

1. Claiming of Checks or Cash Payment

This procedure defines the action and responsibilities of the Disbursing Office in providing employee / suppliers of the basic documents for their Salary and other claims.

Office or Division:	Disbursing Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government
Who may avail:	PhilSCA Personnel, Students, Suppliers and other Claimants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid ID – 1 original copy	Personal copy
2. SPA or Notarized Authorization Letter (*if supplier*) – 1 original copy	Notary Public
3. CEO or Owner Valid IDs with 3 Signatures (*if supplier*) – 1 photocopy	Personal copy
4. Representative Valid IDs with 3 Signatures (*if supplier*) – 1 photocopy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will verify if they are included in the list of "Check for Release" posted at Disbursing Office Bulletin Board	1. Posted list of Checks for Release up to date at Disbursing Office Bulletin Board	None	1 Minute	*Admin Asst.* Disbursing Office
2. Present Valid ID's, SPA or Notarized Authorization Letter, Photocopy of CEO or Owner Valid IDs with 3 Signatures, Photocopy of Representative Valid IDs with 3 Signatures	2. Received and verify Notarized Authorization Letter & Photocopied Valid ID's	None	3 Minutes	*Admin Asst.* Disbursing Office *Head* Disbursing Office
3. Receive the Check, Voucher, BIR 2307 and Issuance of Collecting Receipt, Sign the Voucher & Cash Book	3. Release the Check, Voucher, BIR 2307 and ensure Client signs the Voucher, Cash Book & Accuracy of Receipt	None	8 Minutes	*Admin Asst.* Disbursing Office *Head* Disbursing Office
	TOTAL	None	12 Minutes	

General Services Department

Internal Services

1. Guidelines on the Use of College Vehicles

To transport the employees in various Official Transactions outside the College.

Office or Division:	General Services Department (GSD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilSCA Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Driver's Trip Ticket Appendix A (COA Circular No. 77-61 dated September 26, 1977) – 1 original copy		General Services Department		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure Driver's Trip Ticket and fill-up item A of COA Circular No. 77-61 dated September 26, 1977	1.1. Receive the Trip Ticket, Issue Trip Ticket No. and assign the available vehicle and driver	None	1 Minute	*Admin Aide* GSD
	1.2. Acknowledge and approve the trip ticket	None	1 Minute	*Chief* GSD
2. Receive the approved trip ticket	2.1. Filled up item B of COA Circular No. 77-61 (dated Sept 26, 1977)	None	2 Minutes	*Driver* GSD
	2.2. Present the trip ticket to the Guard upon exit of the campus.	None	1 Minute	*Driver* GSD
3. Signed the trip ticket after completion of the travel	3. Filed the trip ticket	None	1 Minute	*Admin Aide* GSD
	TOTAL	**None**	**6 Minutes**	

2. Application for Work Order Request

All the information about work order requests for the maintenance and repair concerning the different offices.

Office or Division:	General Services Department (GSD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilSCA Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Work Order Request Form – 1 original copy		General Services Department		
2. Acknowledgement of Work Completion – 1 original copy				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure Work Order Form and Submit the Form with the necessary information	**1.1.** Acknowledge and assign GSD personnel to complete the task requested	None	2 Minutes	*Supervisor* GSD
	1.2. Approved the request Work Order Form	None	1 Minute	*Chief* GSD
	1.3. Determine the supplies and materials needed (if any)	None	2 Minutes	*Admin Aide* GSD
	1.4. Request supplies and materials needed (if any)	None	1 Minute	*Admin Aide* GSD
	1.5. Facilitate the completion of the request	None	2 Hours	*Admin Aide* GSD
2. Issue Acknowledgement of Work Completion	3. Receive and file the letter of acknowledgement	None	1 Minute	*Admin Aide* GSD
	TOTAL	**None**	**2 Hours, 7 Minutes**	

3. Application for Facility and Equipment Request Form

This process consists of a formal document that outlines the specific needs and requirements for a facility and equipment. It includes details such as type of facility or equipment needed, the purpose of it, the desired specifications or features, and any additional requirements or considerations.

Office or Division:	General Services Department (GSD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilSCA Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Facility and Equipment Request Form– 1 original copy		Supervising Admin Officer'		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure Facility and Equipment Request Form and Submit the Form with the necessary information	**1.1.** Receive the Facility and Equipment request form for approval	None	1 Minute	*Admin Aide* GSD
	1.2. Approve the application for facility and equipment request	None	1 Minute	*Chief* GSD
2. Forward the Request to General Services Department	**2.1.** Schedule and Reschedule Activity and Confirmation with the requestor	None	2 Minutes	*Admin Aide* GSD
	2.2. Perform appropriate action on the request	None	1 Minute	*Supervisor* GSD
	2.3. Filing of Request	None	2 Minutes	*Admin Aide* GSD
	TOTAL	**None**	**7 Minutes**	

Guidance Services Unit

External Services

1. Exit Survey and Interview for Graduating Students

This process seeks to monitor students' readiness for graduation and to receive feedback on school services and facilities.

Office or Division:	Guidance Services Unit (GSU), Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Graduating Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online Exit Survey / Interview Form – 1 original copy	Guidance Services Unit Official FB Page at https://www.facebook.com/PhilSCAGuidance
2. Exit Survey Completion Slip – 1 original copy	Guidance Services Unit Official FB Page at https://www.facebook.com/PhilSCAGuidance

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student responds to the Exit Survey Form and print the Exit Survey Completion Slip	1.1. Evaluate responses for a possible need for intervention; 1.2. Identify students needing intervention and schedule them for exit interviews; 1.3. If needed, inform students of their schedule thru email	None	20 Minutes	*Psychometrician* Guidance Services Unit
2. Student attends scheduled Exit Interview	2. Interview students to help them prepare for their career exit after graduation	None	30 Minutes	*Psychometrician* Guidance Services Unit *Personnel-in-Charge* Guidance Services Unit

3. Students present Exit Survey Completion Slip	**3.** Verify Exit Survey Completion Slip for submission to the Registrar's Office	None	2 Minutes	*Personnel-in-Charge* Guidance Services Unit *Admin Aide* Guidance Services Unit
	TOTAL	**None**	**Minutes**	

2. Request for Certificate of Good Moral Character

To provide students with certification of good moral character for various purposes (i.e., Scholarship, Employment, Transfer of School, On-the-Job Training, etc.)

Office or Division:	Guidance Services Unit, Office of Student Affairs, Collecting Unit
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	PhilSCA Students and Alumni

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Certificate of Good Moral Character Request Form – 1 original copy		Guidance Office	
2. 1 Violet Documentary Stamp per requested copy / 2 Brown Documentary Stamp per requested copy		BIR / Municipal City Hall	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student submits the Certificate of Good Moral Character Request Form at the Guidance Office	1. Guidance Personnel provides the Request Form and instructs the student to pay the GMC Fee at the cashier	None	5 Minutes	*Personnel-in-charge* Guidance Services Unit
2. Pay the GMC Fee at the Cashier	2. The cashier issues an official receipt to the student	PHP 50.00 - GMC Fee	10 Minutes	*Collecting Officer* Collecting Office
3. The student attaches the Official Receipt to the accomplished GMC Request Form and proceeds to the Office of Student Affairs for clearance	3. OSA Staff signs the GMC Request form if the student is cleared.	None	10 Minutes	*Admin Aide IV* Office of Student Affairs

4. Student submits the cleared GMC Request Form and a documentary stamp to the Guidance Services Unit to process the issuance of Certificate of GMC;	4.1. GSU Personnel encodes student requests in the GMC Log Sheet and generates the request. 4.2. Issue claim stub to the student	None	2 Days	*Personnel-in-charge* Guidance Services Unit
5. Student presents claim stub to the Guidance Services Unit	5. GSU Personnel releases Certificate of Good Moral Character	None	5 Minutes	*Personnel-in-charge* Guidance Services Unit
TOTAL		**PHP 50.00**	**2 Days, 30 Minutes**	

Human Resource Management Services Division

External Services

1. Request for Certificate of Employment or Service Record

Providing clients with the documents/records for personal and reference purposes.

Office or Division:	Human Resource Management Services Division – Records Unit; Collecting Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All Current and Separated Employees of PhilSCA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HRM Request Form No. 16 – 1 original copy of form		HRMSD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit HRM Form No. 16	1. Receive and verifies the request from database and/or in 201 file	None	10 Minutes	*Admin Aide* RMSD
2. Pay the Certification Fee at the Cashier	2. Cashier receives payment and issues Official Receipt	PHP 50.00 (Certification Fee)	5 Minutes	*Collecting Officer* Collecting Office
3. Present Official Receipt	3. Prepare the documents and secure the approval and signature of the Director of HR	None	10 Minutes	*Admin Aide* HRMSD *Director* HRMSD
4. Receive and sign on the HRM Form No. 16	4.1. Release the signed certificate of employment; 4.2. Personnel in-charge file/s the signed request form	None	5 Minutes	*Admin Aide* HRMSD
	TOTAL	PHP 50.00 (Certification Fee)	30 Minutes	

2. Processing of Application for Employment

Providing equal employment opportunity to applicants both internal and external for all current job vacancies in the College.

Office or Division:	Human Resource Management Services Division – Recruitment, Selection, and Placement Unit (HRMSD – RSP)
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished CS Form No. 212 Personal Data Sheet – 1 original copy	CSC Website: www.csc.com.ph; or HRMSD Office
2. Letter of Intent – 1 original copy	External Applicants
3. Diploma – 1 authenticated copy	
4. Transcript of Records – 1 authenticated copy	
5. Certificate of Eligibility / License – 1 authenticated copy	
6. Performance Evaluation from last 2 rating periods (if applicable) – 1 authenticated copy	
7. Evaluation Result from IEC (if applicable)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to HRMSD Office; or upload documents to www.tinyurl.com/PSCAApplication	**1.1.** RSP In-Charge evaluates complete submission of documents	None	1 Hour	*RSP In-Charge* HRMSD
	1.2. If the applicant meets the minimum qualifications, RSP In-charge will be in contact with them for their exam and interview.	None	30 Minutes	*RSP In-Charge* HRMSD

	2.1. If the applicant passed both assessments, it will be processed by the selection board	None	5 Days	*Selection Board* HRMPSB
2. Applicant shall go through an exam and interview.	**2.2.** Selection board will endorse to the College President for appropriate action. **2.3.** Notifies applicants who did not qualified to be appointed / hired	None	5 Days	*Selection Board* HRMPSB / FSB *SUC President* Office of the President
TOTAL		**None**	**10 Days, 1 Hour, 30 Minutes**	

Human Resource Management Services Division

Internal Service

3. Request for Leave of Absence

This process serves as a formal communication to the management of the personnel absences from work, for how long and the reason for absence.

Office or Division:	Human Resource Management Services Division – Leave Administration Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	PhilSCA Regular Employees (Permanent and Temporary)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. HRM Form No. 19 (CS Form No. 6 rev. 2020) – 3 original copies		HRMSD Office
2. Refer to Instructions and requirements at the back of HRM Form No. 19		Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit and file application for leave.	1.1. Receive and verify completeness of required attachments (if needed); 1.2. HRMSD certifies the available leave credits (if any) under 7.A of HRM Form No. 19 and releases the form	None	5 Minutes	*Personnel-in-Charge* HRMSD - Leave Administration Section
2. Re-submit the Form with the recommendation of Immediate Head	2. Approval of application for leave of authorized official	None	1 Day	**For Admin:** *VPAF* Office of the Vice President for Admin and Finance **For Faculty:** *VPAA* Office of the Vice President for Academic Affairs

3. Receive the approved application for leave	**2.1.** Disseminate and/or released the approved application for leave; **2.2.** HR Copy will be filed in the 201 file	None	30 Minutes	*Personnel-in-Charge* HRMSD - Leave Administration Section
	TOTAL	**None**	**1 Day, 35 Minutes**	

Management of Information System Office

External Services

1. Reporting an IT-related Untoward Incidents

The process is for all employees and students who notice any untoward incidents on the system or application's network infrastructure, software, or behavior.

Office or Division:	Management of Information System (MIS) Office
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government, G2C - Government to Citizen
Who may avail:	PhilSCA Employees and Continuing Student

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Incident Report Form (Form No. MIS-0004) – 1 original copy		MIS Office			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Submit a duly accomplished MIS-0004 Form	**1.** Check the Incident Report Form if the incident is properly documented and it is legibly written	None	15 Minutes	*Head* MIS Office	
2. Receive a copy of the submitted incident report form	**2.** Give a copy of the report to the incident reporter	None	3 Minutes	*Head* MIS Office	
3. Receive a copy of the report with the findings and action taken on it	**3.1.** Investigate to find out the cause of the incident **3.2.** Take necessary action to resolve the issue **3.3.** Do the monitoring of the action taken to assess the effectiveness **3.4.** Submit a copy of the incident report to the office of the President	None	15 Days	*Head* MIS Office *Information System Analyst* MIS Office	
	TOTAL	**None**	**15 Days, 18 Minutes**		

2. Request for Registration for an Internet Connection with PhilSCA Private Secured Network

This process is intended for PhilSCA employees and students who need access to PhilSCA Private Secured Network for educational and operational purposes.

Office or Division:	Management of Information System (MIS) Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government, G2C - Government to Citizen
Who may avail:	PhilSCA Employees and Accredited Student Organization

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Internet Connection Request Form (Form no. MIS-0005) – 1 original copy			MIS Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished MIS-0005 Form to the MIS technical staff.	1.1. Receive and check the MIS-0005 Form if it is legibly written with complete data for device registration 1.2. Approval or Disapproval of the request	None	10 Minutes	*Head* MIS Office *Information System Analyst* MIS Office
2. Submit the device	2. Register the device if the request is approved	None	15 Minutes	*Information System Analyst* MIS Office
3. Received the device with internet connectivity	3. Return the device to the requester and file the form for record keeping	None	2 Minutes	*Information System Analyst* MIS Office
	TOTAL	None	27 Minutes	

3. Dormitory Biometric Enrollment

This process is intended for PhilSCA employees and students who need access to the dormitory areas for maintenance, security, and management purposes or as tenants.

Office or Division:	Management of Information System (MIS) Office, Auxiliary Services and Resource Generation			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C - Government to Citizen			
Who may avail:	PhilSCA Employees and Continuing Student			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Biometric Enrollment Request Form (Form No. MIS-0010) – 1 original copy		MIS Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a duly accomplished MIS-0010 Form to the MIS Technical Staff	1. Check the MIS-0010 Form to if it is legibly written with complete data	None	5 Minutes	*Information System Analyst* MIS Office
2. Received the MIS-0010 Form from the MIS technical staff	2. Return the MIS-0010 Form to the requester	None	1 Minute	*Information System Analyst* MIS Office
3. Submit the form to the Auxiliary Services and Resource Generation	3. Approve or disapprove the request	None	5 Minutes	*Director* Auxiliary Services and Resource Generation
4. Submit the approved MIS-0010 Form to the MIS Office	4. Receive the MIS-0010 Form for validation and verification	None	3 Minutes	*Information System Analyst* MIS Office
5. Submit for fingerprint registration	5.1. Enroll the student or employee on all biometric scanners where they are allowed 5.2. File the MIS-0010 Form for record-keeping purposes	None	15 Minutes	*Information System Analyst* MIS Office
	TOTAL	**None**	**29 Minutes**	

4. LMS, Student, and Faculty Portal Password Resets

The process is intended for students and faculty members who forgot their password and could not update the email in their account with their work or personal email, which could be used to reset their password.

Office or Division:	Management of Information System (MIS) Office, Registrar's Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government, G2C - Government to Citizen
Who may avail:	PhilSCA Employees and Continuing Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Reset Password Form (Form no. MIS-0011) – 1 original copy	MIS Office
2. Student School ID card and/or Certificate of Registration – 1 original copy	Registrar's Office – Personal Copy of Students

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished MIS-0011 Form to the MIS Technical Staff	1.1. Check the Reset Password Form to ensure that it is legibly written and has all of the necessary information, and verify the requester's identity 1.2. If validated as a current student or faculty member, the MIS technical staff will reset the password	None	10 Minutes	*Information System Analyst* MIS Office
2. Receive the new password	2. Give the new password to the requester	None	3 Minutes	*Information System Analyst* MIS Office
	TOTAL	None	13 Minutes	

5. Requesting for IT-related Work or Service

The MIS is providing PhilSCA employees with the proper procedure for requesting IT-related work services like hardware and software repair and maintenance of computer systems and peripherals.

Office or Division:	Management of Information System (MIS) Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government, G2C - Government to Citizen
Who may avail:	PhilSCA Employee and Continuing Student

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Service Request Form (Form No. MIS-0001) – 1 original copy		MIS Office
2. Endpoint Device – 1 device with issue		PhilSCA Personnel / Student
3. Software (if any) – 1 software with issue		
4. Hardware parts (if any) – 1 part with issue		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished MIS-0001 Form to the MIS technical staff	1.1. Receive and check the Service Request Form to see if it is legibly written and with complete data necessary for record keeping	None	5 Minutes	*Information System Analyst* MIS Office
	1.2. Submit the form to the MIS Head for approval or disapproval of the request	None	2 Minutes	*Information System Analyst* MIS Office
	1.3. The MIS head will approve or disapprove the request and assign a technical staff to do the work if approved through the Job Ticket Form	None	5 Minutes	*Head* MIS Office

2. Receive a copy of the approved / disapproved Service Request Form	**2.** If the request is approved the assigned MIS technical staff will deliver the requested work service/s	None	1 Hour	*Information System Analyst* MIS Office
3. Receive the Service Request Form and rate the performance of the MIS technical staff	**3.** The MIS Technical staff will hand over the MIS-0001 form to the requester for a performance rating	None	5 Minutes	*Information System Analyst* MIS Office
4. Return the rated MIS-0001 Form to the MIS Technical staff	**4.** Receive and submit the rated MIS-0001 Form to the MIS Head to note that the task was delivered	None	3 Minutes	*Information System Analyst* MIS Office *Head* MIS Office
	TOTAL	**None**	**1 Hour, 20 Minutes**	

Management of Information System Office

Internal Services

6. Request to borrow ICT Equipment

The borrowing of equipment is where PhilSCA employees can borrow available ICT equipment from the MIS office for utilization.

Office or Division:	Management of Information System (MIS) Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilSCA Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. ICT Equipment Borrowing Form (Form no. MIS-0006) – 2 original copies		MIS Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a duly accomplished MIS-0006 Form to the MIS Technical staff	**1.1.** Check the ICT Equipment Borrowing Form if it is legibly written with complete data **1.2.** Approve or disapprove the request of borrowing ICT equipment by the MIS Head	None	5 Minutes	*Information System Analyst* MIS Office *Head* MIS Office
2. Receive the ICT equipment together with a copy of the borrowing form	**2.** Prepare and Hand over the ICT equipment to the requester if approved	None	15 Minutes	*Information System Analyst* MIS Office
	TOTAL	**None**	**20 Minutes**	

7. Returning of ICT Equipment

This process is the continuation of the borrowing of ICT equipment where the borrower will have the guide on returning the borrowed equipment to the MIS office.

Office or Division:	Management of Information System (MIS) Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilSCA Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ICT Equipment Borrowing Form (Form no. MIS-0006) – 2 original copies		MIS Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return the ICT equipment to the MIS Office and a copy of the borrowing form.	1. Receive and check the returned ICT equipment and mark returned on the borrowing form	None	10 Minutes	*Information System Analyst* MIS Office *Head* MIS Office
2. Receive the ICT Equipment borrowing form with the returned mark.	2.1. Hand over the ICT equipment borrowing form to the borrower with the mark "Returned"	None	5 Minutes	
	2.2. File the ICT equipment form for record keeping			
	TOTAL	None	15 Minutes	

8. Requesting for LMS COURSE Tagging

In this process, the MIS office will assign each course to the designated faculty members based on their approved teaching loads.

Office or Division:	Management of Information System (MIS) Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	PhilSCA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Teaching Load – 1 photocopy	Institute Program Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Approved Teaching Load	1. Receive the teaching load and review the requirements	None	5 Minutes	*Information System Analyst* MIS Office
2. Tagged LMS courses	2. Tag all the courses indicated in the teaching load	None	15 Minutes	
	TOTAL	**None**	**20 Minutes**	

9. Verification of LMS Compliance

This process is created to verify if the faculty member is utilizing the LMS technology as part of the learning tool for students. This process requires all faculty members to utilize LMS whether they are handling technical or non-technical courses.

Office or Division:	Management of Information System (MIS) Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	PhilSCA Faculty Members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Compliance Form – 1 original copy	Quality Assurance Center
2. Teaching Load – 1 photocopy	Faculty Member

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the compliance form and teaching load to the MIS Office	**1.1.** The technical staff will verify if the tagged courses have been utilized	None	10 Minutes	*Information System Analyst* MIS Office
	1.2. The MIS technical staff will write the compliance date and affix his/her initial to the compliance form	None	3 Minutes	
	1.3. The MIS Head will affix his/her signature and put the remarks to the compliance form	None	3 Minutes	*Head* MIS Office

2. Receive the compliance form with the signature and remarks of the MIS head	2. Release the compliance form	None	2 Minutes	*Information System Analyst* MIS Office
	TOTAL	**None**	**18 Minutes**	

Medical Unit

External Services

1. Walk-In Consultation

To provide medical care for students and employees.

Office or Division:	Medical Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C - Government to Citizen			
Who may avail:	All PhilSCA Personnel and Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Personnel's Office ID – 1 original copy		Registrar's Office		
2. Student's School ID – 1 original copy		Registrar's Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Personally report to the Clinic for Consultation	**1.1.** Obtain record of patient	None	1 Minute	*Nurse* Medical Unit
	1.2. Take Vital signs like blood pressure, temperature, etc., and record	None	4 Minutes	*Nurse* Medical Unit
	1.3. Ask the chief complaint of the patient. Take history of the illness. Examine the patient. Elicit information that will provide a basis for the diagnosis	None	10 Minutes	*College Physician* Medical Unit
2. Receive medicines / prescription	**2.** Record medicines given to the patient	None	1 Minute	*Nurse* Medical Unit
	TOTAL	**None**	**16 Minutes**	

2. Issuance of Medical Certificate for:
   a) **Sick Call**
   b) **Ailment Limitation**
   c) **On-Job Training**
   d) **Others- e.g., student who will join Sports Fest, PE Requirement**

To provide Medical Care to Students and employees.

Office or Division:	Medical Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government, G2C - Government to Citizen
Who may avail:	All PhilSCA Personnel and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personnel's Office ID – 1 original copy	Registrar's Office
2. Student's School ID – 1 original copy	Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and sign in the medical logbook	**1.1.** Let the personnel/student sign in the medical logbook.	None	1 Minute	*Nurse* Medical Unit
	1.2. Obtain the record of the personnel / student	None	2 Minutes	*Nurse* Medical Unit
2. Receive Medical Certificate	**2.** Fill up the medical certificate and affix signature	None	2 Minutes	*College Physician* Medical Unit
	TOTAL	**None**	**5 Minutes**	

3. Semestral Routine Medical and Physical Examination of Students (Continuing Students)

To provide routine Medical and Physical Examination to Students

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student's School ID – 1 original copy		Registrar's Office		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID	**1.1.** Verify medical record student	None	1 Minute	*Nurse* Medical Unit
	1.2. Take vital signs and record	None	1 Minute	*Nurse* Medical Unit
	1.3. Examine Student	None	2 Minutes	*College Physician* Medical Unit
2. Receive medical certificate	**2.** Fill up, sign, and issue the medical certificate	None	2 Minutes	*College Physician* Medical Unit
	TOTAL	**None**	**6 Minutes**	

4. Routine Medical and Physical Examination of Students (New and Transferees)

To provide routine Medical and Physical Examination to Students

Office or Division:	Medical Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All incoming students (new and transferees) who passed the PhilSCA Admission Test

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. School ID – 1 original copy	Personal Copy
2. Chest-X-ray, CBC and Drug Test – 1 original copy of each	Any DOH Accredited Laboratory or Hospitals

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Chest X-Ray, CBC and Drug Test Results	1. Evaluate the result	None	1 Minute	*Nurse* Medical Unit
2. Submit the Medical History Form	2.1. Receive the Form	None	2 Minutes	*Nurse* Medical Unit
	2.2. Take vital signs, height, weight and record	None	4 Minutes	*Nurse* Medical Unit
	2.3. Examine the student. Ask related questions.	None	5 Minutes	*College Physician* Medical Unit
3. Receive Medical Certificate	3. Fill-up, sign, and issue medical certificate	None	2 Minutes	*College Physician* Medical Unit
	TOTAL	**None**	**14 Minutes**	

5. Conduct of Ishihara Test

To conduct colorblindness test for incoming freshmen students (BSAT, BSAeE, BSAvComm, AAMT, AAET)

Office or Division:	Medical Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Applicants for PhilSCA Admission Test (BSAT, BSAeE, BSAvComm, AAMT, AAET)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any ID card – 1 original copy		From present / past school attended		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID	1.1. Verify ID presented	None	1 Minute	*Nurse* Medical Unit
	1.2. Verify course to be taken	None	1 Minute	*Nurse* Medical Unit
2. Examination	2.1. Undergo colorblindness test	None	1 Minute	*Nurse* Medical Unit
	2.2. Affirmation of test results	None	1 Minute	*College Physician* Medical Unit
3. Receive colorblindness test result	3. Sign and issue colorblindness test result	None	1 Minute	*College Physician* Medical Unit
	TOTAL	**None**	**5 Minutes**	

6. Issuance of Medical Certificate for Pre-Employment

Provide Medical Certificate for all applicants (Admin and Faculty)

Office or Division:	Medical Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Applicants for employment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Any valid ID card – 1 original copy	From any government institution
2. Medical Laboratory and Neuro-Psychiatric Results – 2 original copies each	Any DOH Accredited Laboratory or Hospitals

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID Card	1.1. Verify ID presented	None	1 Minute	*Nurse* Medical Unit
	1.2. Verify completeness of requirements	None	1 Minute	*Nurse* Medical Unit
	1.3. Taking of Vital signs	None	2 Minutes	*Nurse* Medical Unit
2. Present the Medical Laboratory and Neuro-Psychiatric Results	2.1. Undergo physical examination	None	5 Minutes	*College Physician* Medical Unit
	2.2. Affirmation of test results	None	1 Minute	*College Physician* Medical Unit
	2.3. Fill up, sign, and issue a medical certificate	None	2 Minutes	*College Physician* Medical Unit
	TOTAL	**None**	**12 Minutes**	

National Service Training Program Department

External Services

1. Request of Certificate of Completion and Serial Number

The Certificate of Completion and Certificate of Serial Number is a certification issued to the graduates of NSTP Programs (Reserve Officers' Training Corps and Civic Welfare Training Service). The certification is being used by the graduates of NSTP as part of their requirements for the On-the-Job Training or work application.

Office or Division:	National Service Training Program (NSTP) Department
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Graduates of NSTP Programs

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Log-Sheet to be NSTP Department indicating the NSTP Program taken, school year when the NSTP was taken, and contact details	1. Provide the Log-Sheet to the requesting party	None	1 Minute	*Coordinator* NSTP
	2.1. Provide claim stub and advise the claimant to return on the date and time of the release of the Certification	None	1 Minute	*Coordinator* NSTP
2. Receive claim stub from the NSTP Staff	2.2. Verifies the name of the requesting party on the list of NSTP graduates with Serial Number If the name is found, prepare Certificate of Completion / Serial Number	None	1 Hour	*Coordinator* NSTP

	If not found, coordinate with the Registrar's Office on the enrollment record for verification			
	2.3. Forward to the NSTP Coordinator for review and approval of the Certification	None	10 Minutes	*Coordinator* NSTP
	2.4. Verify the correctness of the certification and review the school year completed and serial number based on the list of the Department **2.5.** If correct, signed the certification and return to the NSTP Staff for recording and releasing to the requesting party	None	1 Hour	*Coordinator* NSTP
	2.6. Receive the signed copy of certification and record to the logbook intended for the releasing of approved / signed certificate	None	5 Minutes	*Coordinator* NSTP
3. Receive the signed / approved Certification from the NSTP Staff	**3.1.** Release the signed certification to the requesting party	None	5 Minutes	*Coordinator* NSTP
TOTAL		**None**	**2 Hours, 22 Minutes**	

2. Request for The Entrance and Exit of Colors (For Formal Event)

The Entrance and Exit of Colors is being done to grace the formal events of the schools and organizations. This serves to communicate to the participants of the event and reinforce national identity, cultural pride, historical narratives and social values.

Office or Division:	NSTP Department
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government
Who may avail:	Schools and Professional Organizations

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter / Invitation Letter *(the letter must include the date, time and location of the event, and the contact information of the requesting party)* – 1 original copy		Requesting Party

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original copy of Request Letter / Invitation Letter to the NSTP Coordinator	1.1. Receive the Request / Invitation Letter 1.2. Conduct a meeting with the ROTC Cadet Officers who will participate in the event	None	2 Hours	*Coordinator* NSTP
	1.3. Gather the signed waiver of ROTC Cadet Officers as attachment to the request	None	1 Hour	*Coordinator* NSTP
	1.4. Prepare the Request for authority to travel and requirements stipulated in the CHED Memo 1.5. Forward to its signatories	None	1 Hour	*Coordinator* NSTP

	1.6. Receive the approved request **1.7.** Inform the requesting party	None	1 Hour	*Coordinator* NSTP
	1.8. Prepare necessary documents **1.9.** Facilitate the ROTC Cadet Officers' practice	None	2 Days	*Coordinator* NSTP
2. Welcome the ROTC Cadet Officers on the date of the event	**2.** Perform the Entrance and Exit of Colors as scheduled.	None	3 Hours	*Coordinator* NSTP
TOTAL		**None**	**3 Days**	

Office of Student Affairs

External Services

1. Process for the Issuance of Uniform Exemption Pass to Students with on-going OJT (On-the-Job Training)

Allowing students to be exempted to wear uniform during school days.

Office or Division:	Office of Student Affairs (OSA)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request For (OSA Form No. 1) endorsed by the Program Coordinator – 1 original copy		Office of Student Affairs
2. Certificate of Employment – 1 original copy		Applicant's Company
3. Company ID – 1 photocopy		Applicant's Company
4. Certificate of Registration (verified by the Registrar's Office) – 1 photocopy		Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client accomplishes OSA Form No. 1 and submits duly signed request form with complete requirements	1.1. Receives request and other completed requirements	None	30 Minutes	*Admin Aide* OSA
	1.2. Approves and signs the Uniform Exemption pass	None	1 Day	*Dean* OSA
2. Client claims the Uniform Exemption Pass (OSA Form No. 2)	2. Release the Uniform Exemption Pass	None	5 Minutes	*Admin Aide* OSA
	TOTAL	**None**	**1 Day, 35 Minutes**	

2. Process for the Issuance of Uniform Exemption Pass to Working Students

Allowing students to be exempted to wear uniform during school Days.

Office or Division:	Office of Student Affairs (OSA)
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Working Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent – 1 original copy	Applicant's Company
2. Certificate of Employment – 1 original copy	Applicant's Company
3. Certificate of Registration verified by the Registrar's Office – 1 photocopy	Registrar's Office – Personal Copy of Students
4. 1x1 picture with white background only (do not puncture or staple wire your picture) – 1 piece	Personal Copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client accomplishes OSA Form No. 1 and submits duly signed request form with complete requirements	1.1. Receives complete requirements	None	30 Minutes	Admin Aide OSA
	1.2. Issues temporary pass for Uniform Exemption (OSA Form No. 2)			
	1.3. Calls company for verification	None	2 Days	Admin Aide OSA Data Controller Data Center
	1.4. Approves and signs the Uniform Exemption ID	None	3 Days	Dean OSA
2. Client claims Uniform Exemption ID	2. Releases duly signed Uniform Exemption ID to the client	None	3 Minutes	Admin Aide OSA
	TOTAL	None	5 Days, 33 Minutes	

3. Process for the Issuance of Uniform Exemption Pass to Students with Medical Condition

Allowing students to be exempted to wear uniform during school Days.

Office or Division:	Office of Student Affairs (OSA)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students with Medical Condition

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Certificate – 1 original copy	Clinic or Hospital
2. Certificate of Registration (verified by the Registrar's Office) – 1 photocopy	Registrar's Office
3. Letter from Guardian with 3 signatures – 1 original copy	Personal copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client accomplished and submits OSA Form No. 1 and submits duly signed request form with complete requirements	1.1. Receives complete requirements	None	30 Minutes	*Admin Aide* OSA
	1.2. Approves and signs the Uniform Exemption Pass	None	3 Days	*Dean* OSA
2. Client claims Uniform Exemption Pass (OSA Form No. 3)	2. Releases the Uniform Exemption Pass	None	3 Minutes	*Admin Aide* OSA
	TOTAL	None	3 Days, 33 Minutes	

4. Application for Accrediting Student Club or Organization

Providing services to student organizations.

Office or Division:	Office of Student Affairs (OSA)
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Application – 1 original copy	Accredited Student Organization / Club
2. Constitution and By-Laws – 1 original copy	
3. List and Information of Officers and Founding Members – 1 original copy	
4. Proposed Activities – 1 original copy	
5. Letter of Acceptance by Faculty Advisers – 1 original copy	

CLIENTSTEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits all requirements (accomplished in duplicate)	**1.1.** Receives and evaluates all the list of requirements and documents	None	3 Days	*Admin Aide* OSA
	1.2. Review and endorse application for recommendation and approval	None	3 Days	*Admin Aide* OSA
	1.3. Notify Student Organizations with regards to the approval of their application	None	2 Days	*Dean* OSA *VPAA* Office of the Vice President for Academic Affairs
	TOTAL	**None**	**8 Days**	

5. Issuance of Activity Permit for College Related or Sponsored Activities

Providing services to students' program and activities.

Office or Division:	Office of Student Affairs (OSA)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students / Accredited Organizations and Interest Clubs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter – 1 original copy	Student's personal copy
2. Duly signed Operational Plan – 1 original copy	
3. Resolutions – 1 original copy)	
4. Special Order (if applicable) – 1 photocopy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits request with all requirements	1.1. Receives, evaluates, and reviews all the submitted documents	None	3 Days	*Admin Aide* OSA
	1.2. Endorse to DSA the proposed activity with its complete attachments	None	3 Days	*Dean* OSA
	1.3. Recommend to VPAA / College President for approval	None	3 Days	*SUC President* Office of the President
	1.4. Notify client of the approval or disapproval of the proposed activity	None	3 Days	*VPAA* Office of the Vice President for Academic Affairs
2. Client receives approved / disapproved Operational Plan	2. Release document to client	None	1 Day	*Admin Aide* OSA
	TOTAL	None	13 Days	

6. Processing of Insurance claims

To facilitate the processing of accident and sickness insurance benefit to Students, Regular Employees, and Contract of Service Employees (Administrative and Faculty) provided by the insurance provider.

Office or Division:	Office of Student Affairs (OSA)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government
Who may avail:	Students, Regular Employees, Contract of Service (Admin and Faculty)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Insurance Claim Form – 1 original copy	Office of Student Affairs
2. Incident or Police Report – 1 original copy	Police Station or Barangay Hall
3. School ID – 1 photocopy	Personal Copy
4. Medical Certificate (with diagnosis) – 1 original copy	Hospital or Clinic
5. Official Receipts or Invoices of Medical Expenses – 1 original copy of each	Personal Copy
6. Prescription of purchased medicines – 1 original copy of each	Hospital or Clinic
7. Driver's License – 1 photocopy	Personal Copy
Additional Requirement for Admitted Patients: 8. Hospital Medical Records and Statement of Account (with admission and discharged dates if applicable) – 1 original copy of each	Hospital

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claimant fills out and submits Insurance Claim Form together with the supporting documents	1.1. Receives, evaluates, and reviews all the submitted documents	None	20 Minutes	*Admin Aide* OSA

	1.2. Checks and verifies on the list of insured Students, Faculty, and Admin. Personnel	None	10 Minutes	*Dean* OSA
	1.3. If documents are complete, transmit and endorse to the Insurance Provider	None	30 Minutes	*Admin Aide* OSA
	1.4. If incomplete: contacts client for the completion of the requirements	None	5 Days	*Admin Aide* OSA
	1.5. Wait for the result of the final evaluation and processing of the Insurance provider	None	14 Days	
2. Claim check / insurance benefit payment	**2.1.** Inform claimant that check is ready for release	None	5 Minutes	*Admin Aide* OSA
TOTAL		**None**	**19 Days, 1 Hour, 5 Minutes**	

7. Action on Disciplinary Complaints Against Students

To resolve disciplinary complaints against students.

Office or Division:	Office of Student Affairs (OSA)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government, G2C - Government to Citizen
Who may avail:	Students, Regular Employees, Contract of Service (Admin and Faculty)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Complaint – 1 original copy	Office of Student Affairs
2. Proof or Evidence (If Necessary) – 1 original copy per piece of document	Student's Personal Copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client files a complaint to the Office of Student Affairs together with the supporting evidence	1.1. Receives narration of facts and supporting documents / evidence	None	5 Minutes	*Admin Aide* OSA
	1.2. Evaluates / reviews supporting evidence to determine if the complaint falls under the jurisdiction of the SDT	None	3 Days	*Dean* OSA
	1.3. If within jurisdiction, endorse to SDT for formal investigation and resolution. If not, endorse to the appropriate office.	None	1 Day	*Admin Aide* OSA

2. Client attends the Meeting / Hearing	2. SDT Hearing	None	13 Days	Student Discipline Tribunal
3. Receives the decision	3. Submission of the Committee Report and final resolution of the case subject for review by the OSG and approval by the College President of the resolution			
TOTAL		**None**	**17 Days, 5 Minutes**	

8. Process for Posting of Advertisement, Announcement, or Poster

Allowing students to post announcements and information in school bulletins for their activities.

Office or Division:	Office of Student Affairs (OSA)				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. OSA request for posting form (OSA Form No. 9) signed by the Adviser – 1 original copy			Office of Student Affairs		
2. Sample materials for posting – 1 original copy			Personal Copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Client shall accomplish and submit OSA Form N0.9 (with attached sample materials for posting)	**1.1.** Receive and check request form & materials for posting;	None	15 Minutes	*Admin Aide* OSA	
	1.2. Verifies content of materials for posting to ensure that it complies with the Data Privacy Act of 2012	None	3 Hours	*Admin Aide* OSA *Dean* OSA	
	1.3. Endorse to DSA for approval and signature				
	1.4. Stamp "Approved for Posting"	None	2 Minutes	*Admin Aide* OSA	
2. Client receives approved request and materials for posting	**2.1.** Release the materials	None	5 Minutes	*Admin Aide* OSA	
	2.2. File the OSA copy of materials				
	TOTAL	**None**	**3 Hours, 22 Minutes**		

PE and Sports Development Unit

External Service

1. Request for PE and Sports Equipment

To provide procedure for lending PE and Sports Equipment.

Office or Division:	PE and Sports Development Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G – Government to Government			
Who may avail:	Students and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-up Borrowers Log-book	**1.** Secure the borrower to fill-up the Borrowers Log Book	None	1 Minute	*Property Custodian* PE and Sports Development Unit
2. Surrender School Identification Card	**2.** Accept the School Identification Card	None	1 Minute	
3. Log-out to Borrowers Log-Book upon return of supply or equipment	**3.** Return surrendered School Identification	None	1 Minute	
	TOTAL	**None**	**3 Minutes**	

Procurement Unit

Internal Service

1. Process of Purchase Order or Work Order – Small Value Procurement

This procedure defines the actions and responsibilities of the Procurement and BAC Office in providing the college for the procurement of goods, services, and consultancy through small-value procurement.

Office or Division:	Procurement, BAC Office
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Requisitioner from Villamor, Basa / Palmayo, MBEAB, FAB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition Inspection Slip and Purchase Request Form – 3 original copies	Supply Office
2. Certificate of Funds Availability – 1 original copy	Budget Office
3. BAC Resolution – 1 original copy	BAC Office
4. Abstract of Canvass Form – 4 original copies	Procurement Unit
5. Reasonableness of Price Form – 1 original copy	Supply Office
6. Emergency Purchase – 1 original copy	Supply Office
7. Purchase Order (P.O.) or Work Order (W.O.) – 4 original copies	Procurement Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attach approved RIS, APP, and Certificate if None Availability issued by the Supply Office	1. Duly Accomplished Purchase Request (PR)	None	10 Minutes	*Head* Procurement Unit
2. Secure approval to the Budget Office for the Certificate of Funds Availability	2.1. Provide the Certificate of Funds Availability	None	1 Day	*Head* Budget Office

	Fees to be Paid	Processing Time	Person Responsible
2.2. Submission to the BAC Committee to determine the mode of procurement and prepare BAC Resolution for recommendation to the Head of Agency	None	10 Minutes	*Admin Aide* Procurement Unit
2.3. Issuance of BAC Resolution	None	1 Day	*Secretariat* BAC Office *Members* BAC Office *SUC President* Office of the President
2.4. Posting to PhilGEPS	None	3 Days	*Secretariat* BAC Office
2.5. Consolidation of the quotations from the suppliers / vendor and endorsement to the Procurement Unit	None	1 Day	*Secretariat* BAC Office *Canvasser* BAC Office
2.6. Determine the Lowest Bidder using Request Form Quotation Evaluation and prepare Abstract of Canvass	None	4 Hours	*Canvasser* BAC Office *Admin Aide* Procurement Unit
2.7. Abstract of Canvas for Signature	None	1 Hour	*End-User* *Secretariat* BAC Office *Chairperson* BAC Office *Members* BAC Office

BALANCE POINT

BAGONG PILIPINAS

	2.8. Preparation of BAC Resolution Recommending Award to the winning supplier / vendor / contractor	None	1 Day	*Secretariat* BAC Office *Chairperson* BAC Office *Members* BAC Office *SUC President* Office of the President
	2.9. Prepare P.O / W.O.	None	1 Hour	*Admin Aide* Procurement Unit
	2.10. P.O / W.O. for signatories and release to the Procurement Unit	None	30 Minutes	*Accountant* Accounting Office *SUC President* Office of the President
	2.11. Inform the Supplier / Contractor	None	5 Minutes	*Secretariat* BAC Office *Canvasser* BAC Office
3. Received the signed P.O. / W.O.	**3.** Released and received signed P.O. or W.O. by the Supplier / Contractor	None	1 Day	*Admin Aide* Procurement Unit
TOTAL		**None**	**8 Days, 6 Hours, 55 Minutes**	

Quality Assurance Center

Internal Services

1. Document Control Procedures

Document control ensures the systematic management, organization, and accountability of quality documents essential for the effective operation and implementation of the PhilSCA Quality Management System.

Office or Division:	Quality Assurance Center			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Unit Head or Authorized Representative			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Quality Documents – 1 original copy		Unit Head or Authorized Representative		
2. Document Data Change (DDC Form 1,2,3 & 6) – QM-02-1.0-10 – 1 original copy		Quality Assurance Center		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents and data related to the QMS	1.1. All documents and data related to QMS will be controlled, reviewed and authorized by the EQMR (Executive Quality Management Representative) for adequacy prior to issue and use.	None	30 Minutes	*Executive Quality Management Representative* Quality Assurance Center *SUC President* Office of the President *Document Custodian* Quality Assurance Center

	1.2. The Document Custodian record in the Master List of Quality Records (DDC Form 6) the external documents and distributes them to the office concerned.	None	30 Minutes	*Executive Quality Management Representative* Quality Assurance Center *SUC President* Office of the President *Document Custodian* Quality Assurance Center
	1.3. Assigned a copy number of the QMS Manuals to identify its authorized holder.	None	10 Minutes	*Executive Quality Management Representative* Quality Assurance Center *Document Custodian* Quality Assurance Center
2. Holders of controlled QMS will safekeep to prevent loss and damage	**2.** Distribute the controlled QMS Manual to authorized holder.	None	30 Minutes	*Document Custodian* Quality Assurance Center
	TOTAL	**None**	**1 Hour, 40 Minutes**	

2. Procedures for New Document or Forms

This procedure ensures that all new documents/forms are controlled, reviewed and authorized by EQMR for use as approved by the SUC President.

Office or Division:	Quality Assurance Center
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Unit Head or Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Quality Documents – 1 original copy	Unit Head or Authorized Representative
2. Document Data Change (DDC Form 1 & 3) - QM-02-1.0 – 1 original copy	Quality Assurance Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The proponent of a new document must discuss its relevance with the EQMR (Executive Quality Management Representative)	1. The EQMR evaluates the submitted document, if relevant EQMR issue the DDC form 1	None	10 Minutes	*Executive Quality Management Representative* Quality Assurance Center
2. The proponent shall complete the Document Data Change (DDC Form 1) and affix their signature and returned to EQMR	2.1. The EQMR submit the DDC Form 1 to SUC President for approval.	None	5 Minutes	*Executive Quality Management Representative* Quality Assurance Center
	2.2. Upon approval of the SUC President, the EQMR authorizes the reproduction of the document and submit it to the Document Custodian for document coding	None	30 Minutes	*Executive Quality Management Representative* Quality Assurance Center

				SUC President Office of the President *Director* Quality Assurance Center *Document Custodian* Quality Assurance Center
	2.3. The Document Custodian records the document in the Document Change Control Log Sheet (DDC Form 3), reproduce and distributes to the relevant offices.	None	5 Minutes	*Executive Quality Management Representative* Quality Assurance Center *Director* Quality Assurance Center *Document Custodian* Quality Assurance Center
TOTAL		**None**	**50 Minutes**	

3. Procedures for Document Change(s)

This process ensures that all document changes are controlled, reviewed and authorized by EQMR for use as approved by the SUC President.

Office or Division:	Quality Assurance Center
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Unit Head or Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Quality Documents – 1 original copy	Unit Head or Authorized Representative
2. Document Data Change (DDC Form 1 & 2) – 1 original copy	Quality Assurance Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The proponent of the change document discusses its relevance with the EQMR (Executive Quality Management Representative).	1. The EQMR evaluates the submitted document, if relevant EQMR issue the DDC form 1	None	10 Minutes	*Executive Quality Management Representative* Quality Assurance Center
2. The proponent shall complete the Document Data Change (DDC Form 1) and reflecting the changes, highlighted, to facilitate identification of changes affix their signature and returned to EQMR.	2.1. The EQMR submits the DDC Form 1 to SUC President for approval	None	5 Minutes	*Executive Quality Management Representative* Quality Assurance Center *SUC President* Office of the President *Director* Quality Assurance Center

	2.2. Upon approval of the SUC President, the EQMR authorizes the reproduction of the document and forward the signed DDC 1 to the Document Custodian	None	30 Minutes	*Executive Quality Management Representative* Quality Assurance Center *Director* Quality Assurance Center *Document Custodian* Quality Assurance Center
	2.3. The Document Custodian indicate in the document the revision and log to the Document History Form (DDC Form 2); and reproduce and distribute to offices concerned	None	5 Minutes	*Executive Quality Management Representative* Quality Assurance Center *Director* Quality Assurance Center *Document Custodian* Quality Assurance Center

	2.4. The document custodian retrieves the superseded document and marked with obsolete, and shall retained for reference purposes	None	5 Minutes	*Document Custodian* Quality Assurance Center
	TOTAL	**None**	**55 Minutes**	

4. Submission of the Faculty Semestral Compliance Report

The submission of the Faculty Semestral Compliance Report refers to the process where faculty members document and report their academic activities and records adherence to institutional requirements and responsibilities at the end of each semester.

Office or Division:	Quality Assurance Center
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All PhilSCA Teaching Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Faculty Semestral Compliance Report Form – PhilSCA INST. Form no. 16 – 1 original copy		Quality Assurance Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Quality Assurance Office to request Faculty Semestral Compliance Report Form	1. Issue the Faculty Semestral Compliance Report Form	None	2 Minutes	*Director* Quality Assurance Center
2. Scan the designated QR code to access the Google Drive for document submission	2.1. Reviewed and verified for completeness and accuracy of document submitted per deadlines of submission	None	5 Minutes	*Director* Quality Assurance Center
	2.2. Compliances are properly recorded and systematically tracked	None	5 Minutes	*Director* Quality Assurance Center
	TOTAL	None	12 Minutes	

Records Office

External Service

1. Processing Request of Documents Under Freedom of Information

Providing clients with copy of documents not related to them.

Office or Division:	Records Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government, G2C - Government to Citizen			
Who may avail:	Regular / Permanent Employees, Former Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. FOI Request Form – 1 original copy		Records Office, PhilSCA Website, Different Offices within PhilSCA Campuses		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submits and files FOI Request Form	1.1. Receive and verify the completeness of the filled-up FOI form	None	5 Minutes	*Records Officer* Records Office
	1.2. Verify if the document requested is confidential or not	None	5 Minutes	*Records Officer* Records Office
2. If approved documents, sign the FOI form with his/her signature	2. If the document requested is confidential, the staff will need to seek for approval of FOI Decision Maker (College President)	None	20 Minutes	*Records Officer* Records Office *SUC President* Office of the President
	TOTAL	**None**	**30 Minutes**	

Records Office

Internal Service

2. Request for Second Copy of Pertinent Documents (Special, Travel, Training, or Memorandum Order)

Providing clients with a second copy of documents relating to them.

Office or Division:	Records Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All Current Employees of PhilSCA

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personnel ID – 1 original copy		Personal Copy		
2. Request Form – 1 original copy		Records Office		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall request to the Records Office	**1.1.** Verifies the identity of the requester and ask for the particulars of the requested document	None	5 Minutes	*Records Officer* Records Office
	1.2. Records Officer / Staff checks on the inventory of list	None	5 Minutes	*Records Officer* Records Office
	1.3. Print the PDF Copy of the requested document	None	5 Minutes	*Records Officer* Records Office
3. Client receives the retrieve documents and logs to the client transaction logbook	**2.** Releases the printed-out document	None	5 Minutes	*Records Officer* Records Office
	TOTAL	**None**	**20 Minutes**	

Registrar's Office

External Services

1. Application for Graduation

Providing the graduating students of the basic requirements (attachments) for their graduation.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Exit Survey Result for Graduating Students – 1 original copy		Guidance Services Unit		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the completion slip and the official receipt	**1.1.** Accept completion slip and the official receipt	None	1 Minute	*Admin Aide* Registrar's Office
	1.2. Check the completeness of the credentials and grades in the 201 file	None	4 Minutes	*Admin Aide* Registrar's Office
	1.3. Issue form for the application for graduation	None	1 Minute	*Admin Aide* Registrar's Office
2. Submit the duly accomplished application form	**2.** Receive the application form and check the entries	None	1 Minute	*Admin Aide* Registrar's Office
3. Sign in the graduating student log sheet	**3.1.** Give the log sheet to the graduating student	None	1 Minute	*Admin Aide* Registrar's Office
	3.2. Include in the tentative list of candidates for graduation	None	2 Minutes	*Admin Aide* Registrar's Office
	TOTAL	**None**	**10 Minutes**	

2. Application for Official Transcript of Records (TOR) – 1st Request

The Transcript of Records includes all the courses taken and grades earned of the student in his / her entire stay in the college, including transferred credits from other school, if transferee. This document may be issued as requested.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registrar's Form No. 25 – 1 original copy	Registrar's Office
2. Complete credentials (Form 137-A and/or TOR copy for PhilSCA); Student Clearance – 1 original copy of each document	Personal Copy
3. Recent formal 2x2 colored picture in white background with name tag – 2 pieces	
4. BIR Documentary Stamp – 1 piece per copy	Registrar's Office
5. OJT Certificate validated by the OJT coordinator (If applicable) – 1 original and 1 photocopy	OJT Provider
6. Valid ID of Graduate – 1 original copy ***Additional requirements in case the claimant is a representative:*** i) 1 originally signed authorization letter ii) Present 1 original and 1 photocopy of valid ID of student / graduate iii) Present 1 original and 1 photocopy of valid ID of representative	Personal Copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application Form (Form No. 25) and attach the other requirements.	1.1. Check the completeness of the credentials and accuracy of the entries in the application form	None	5 Minutes	*Admin Aide* Registrar's Office

	1.2. Issue claim slip if all credentials are complete and inform the client on the date of release	None	2 Minutes	*Admin Aide* Registrar's Office
	TOTAL	**None**	**7 Minutes**	

3. Application for Official Transcript of Records (TOR)

The Transcript of Records includes all the courses taken and grades earned of the student in his/her entire stay in the college, including transferred credits from other school, if transferee. This document may be issued as requested.

Office or Division:	Registrar's Office, Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Graduates (2nd Request) or Undergraduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registrar's Form No. 25 – 1 original copy	Registrar's Office
2. Complete credentials (Form 137-A and/or TOR copy for PhilSCA); Student Clearance) – 1 original copy of each document	Personal Copy
3. Recent formal 2x2 colored picture in white background with name tag – 2 copies	
4. BIR Documentary Stamp – 1 piece per copy	Registrar's Office
5. OJT Certificate validated by the OJT coordinator (If applicable) – 1 original and 1 photocopy	OJT Provider
6. Present 1 valid ID of graduate / undergraduate ***Additional requirements in case the claimant is a representative:*** i) 1 originally signed authorization letter ii) Present 1 original and 1 photocopy of valid ID of graduate / undergraduate iii) Present 1 original and 1 photocopy of valid ID of representative.	Personal Copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application Form (Form No. 25) and attach the other requirements.	1. Check completeness of the credentials and accuracy of the entries in the application form and indicate the amount to be paid.	None	5 Minutes	*Admin Aide* Registrar's Office
2. Pay the corresponding fee at the Cashier.	2. Receive payment for the TOR and issue an Official Receipt.	PHP 70.00 per page	5 Minutes	*Collecting Officer* Collecting Office
3. Return and submit the form with an Official Receipt.	3. Receive, issue claim slip and inform the client on the date of release.	None	2 Minutes	*Admin Aide* Registrar's Office
	TOTAL	**PHP 70.00 per page**	**12 Minutes**	

4. Application for the Issuance of Certifications (Any Type)

Certifications regarding student's enrolment, graduation, general weighted average, English as a medium of instruction, ID issuance, earned units, etc. are being issued by the office.

Office or Division:	Registrar's Office, Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Currently Enrolled Students, Undergraduates, or Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registrar's Form No. 25 – 1 original copy	Registrar's Office
2. Complete credentials (Form 137-A and/or TOR copy for PhilSCA); Student Clearance) – 1 original copy of each document	Personal copy
3. BIR Documentary Stamp – 1 piece per copy of document ***Additional requirements in case the claimant is a representative:*** i) 1 originally signed authorization letter ii) Present 1 original and 1 photocopy of valid ID of student / graduate iii) Present 1 original and 1 photocopy of valid ID of representative.	Any BIR Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application Form	1. Check the completeness of the credentials and accuracy of the entries in the application form and indicate the amount to be paid.	None	5 Minutes	*Admin Aide* Registrar's Office
2. Pay the corresponding fee at the Cashier.	2. Receive payment and issue an Official Receipt	PHP 50.00	5 Minutes	*Collecting Officer* Collecting Office

3. Return and submit the form with an Official Receipt.	3. Receive, issue claim slip and inform the client on the date of release.	None	2 Minutes	*Admin Aide* Registrar's Office
	TOTAL	**PHP 50.00**	**12 Minutes**	

5. Application for the Issuance of Evaluation of Grades

Students/clients must secure an evaluation of grades to: a) Determine their earned credits for transferees during enrollment, b) As a requirement before filing an application for graduation, and for other purposes.

Office or Division:	Registrar's Office, Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Currently Enrolled Students or Undergraduates

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Registrar's Form No. 25 – 1 original copy		Registrar's Office
2. BIR Documentary Stamp – 1 piece per document ***Additional requirements in case the claimant is a representative:*** i) 1 originally signed authorization letter ii) Present 1 original and 1 photocopy of valid ID of student / graduate iii) Present 1 original and 1 photocopy of valid ID of representative		Any BIR Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application Form	1. Check the accuracy of the entries in the application form and indicate the amount to be paid	None	5 Minutes	*Admin Aide* Registrar's Office
2. Pay the corresponding fee at the Cashier.	2. Receive payment and issue an Official Receipt	PHP 80.00	5 Minutes	*Collecting Officer* Collecting Office
3. Return and submit the form with an Official Receipt.	3. Receive, issue claim slip and inform the client on the date of release	None	2 Minutes	*Admin Aide* Registrar's Office
	TOTAL	PHP 80.00	12 Minutes	

6. Online Enrollment for New Students

The service is given to incoming students who wish to study in the college.

Office or Division:	Registrar's Office, Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	New Students (Freshmen and Transferees)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Freshmen:	
1. Medical Certificate – 1 original copy	PhilSCA Medical Clinic
2. Result of interview by the Program Coordinator – 1 original copy of the document	Designated Program Coordinator
3. FORM 138-A (Grade 12 SHS Card) – 1 original copy	Previous School
4. Certificate of Good Moral Character – 1 original copy	
5. Birth Certificate (PSA) – 1 original copy	Philippine Statistics Authority
6. 2 pcs of 2x2 and 2 pcs of 1x1 colored picture in white background with name tag	Personal copy
7. Long documentary brown envelope – 1 original copy	Personal copy
8. Ishihara Test Result (Negative for Colorblindness) for BSAT, BSAeE, AAMT, AAET, BSAvComm – 1 original copy	DOH-Accredited Clinic or Hospital
9. Neuro-psychological test result (BSAT) – 1 original copy	
Transferees:	
1. All requirements for freshmen except item no. 4. Items No. 8 and 9 are specific to the listed program	
2. Transfer Credentials from college or university last attended (Honorable Dismissal and Certification of Grades / TOR for evaluation) – 1 original copy of each document	Previous school

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements before the start of enrollment	1. Check and receive the requirements and issue a Student Personal Data Form	None	5 Minutes	*Admin Aide* Registrar's Office
2. Return the accomplished Student Personal Data Form	2.1. Check entries in the form and if found to be qualified to UNIFAST Free Higher Education, will inform the student to wait for two (2) system notifications confirming their enrollment via their registered email in their Pinnacle Account	None	2 Minutes	*Admin Aide* Registrar's Office
	2.2. Validate the enrollment	None	3 Minutes	*Data Controller* Data Center
3. **For those who are ineligible to FHE -** Proceed to the Collecting Office	3.1. Verify the amount to be paid by the student thru the Student Ledger in the System 3.2. Accept payment 3.3. Update Ledger in the System Billing of Students 3.4. Issue the Official Receipt of Payment for Tuition Fees, Miscellaneous, and Laboratories	Refer to Tuition and School Fees on the next page	10 Minutes	*Collecting Officer* Collecting Office

4. The student may print the COR or may proceed to the registrar's office for a copy	**4.** Print the COR	None	3 Minutes	*Admin Aide* Registrar's Office
TOTAL		**Refer to Tuition and School Fees on the next page**	**13 Minutes (Non-payee), or 23 Minutes (payee)**	

TUITION AND SCHOOL FEES

PARTICULARS	APPROVED FEES
HIGHER EDUCATION PROGRAM	
Tuition Fee	**In PHP**
All Programs (per unit)	**260.00**
Tutorial	**260.00**
Special Class	**260.00**
Petition / Summer Class	
if lower than 15 students	
15 students and above	**260.00**
Flight Training	
Private Pilot Training	
Ground Course	**700,000.00**
Flight Training	
Commercial Pilot Training	
Ground Course	**1,555,000.00**
Flight Training	
Pilot Simulator and Instrument Flight Training	**501,000.00**
Multi-Engine Training	
Ground Course	**481,000.00**
Flight Training	

Miscellaneous Fees	In PHP
All Year Levels	
Athletics Fee	**160.00**
Cultural Fee	**200.00**
Development Fee	**100.00**
Guidance Fee	**70.00**
Insurance Fee	**130.00**
Library Fee	**210.00**
Matriculation Fee	**130.00**
Medical / Dental Fee	**130.00**
Power Generation Fee	**150.00**
Registration Fee	**210.00**
Research and Policy Studies Fee	**200.00**
School ID Fee	**150.00**
Security and Sanitation Fee	**150.00**
Sports Development Fee	**340.00**
Student Council Fee	**150.00**
Student Publication Fee	**200.00**
For Students taking Physical Education	
PE Fee	**200.00**
For New Entrant Students	
Student Handbook	**100.00**
Admission Fee (Public School)	**400.00**
Admission Fee (Private School)	**700.00**
Admission Fee (Foreign)	**1,300.00**

For Students taking NSTP	
CWTS	**390.00**
ROTC	**390.00**
All Year Levels (with Laboratory subjects)	
Computer Laboratory Fee (per laboratory Hour)	**140.00 per hour; or 420.00 per unit**
Engineering Laboratory Fee (per laboratory Hour)	**140.00 per hour; or 420.00 per unit**
Physics Laboratory Fee (per laboratory Hour)	**140.00 per hour; or 420.00 per unit**
Chemistry Laboratory Fee (per laboratory Hour)	**140.00 per hour; or 420.00 per unit**
Speech Laboratory Fee (per laboratory Hour)	**140.00 per hour; or 420.00 per unit**
Engine Run-Up Fee (per subject) (per laboratory Hour)	**1,300.00**
Thesis Fee (per student) (per laboratory Hour)	**1,820.00**
OJT Laboratory Fee (per laboratory Hour)	**140.00 per hour; or 420.00 per unit**
Note: Computation of Laboratory Fee: P 140.00 per laboratory Hour or P 420.00 per laboratory unit	
For Graduating Students (Associate and BS - 2nd Sem)	
Job Fair Fee	**70.00**
For Late Enrollees	
Late Registration Fee	**700.00**
Other Fees	**In PHP**
Adding of Subject/s Fee	**70.00**
Alumni Fee	**200.00**
Audio Visual Fee	**50.00**
Authentication Fee	**70.00**

Career Placement Examination Fee	300.00
Certification Fee (any kind)	50.00
Change of Section Fee	40.00
Change of Curriculum Fee	40.00
Change of Grades	50.00
Change of Schedule Fee	40.00
Change of Subject Fee	40.00
Completion Fee	50.00
Cross Enrollment Fee	50.00
Diploma Fee	265.00
Documentary Stamp	20.00
Dropping of Subject/s Fee	70.00
Entrance Examination Fee	500.00
Evaluation of Grades Fee	80.00
Honorable Dismissal Fee	50.00
Library ID Fee (Other Users per Semester)	200.00
Library ID Replacement Fee	50.00
Lost Permit Fee	20.00
OJT Recommendation Fee	40.00
Removal Examination Fee	50.00
Replacement of Lost School ID Fee	500.00
Retrieval Fee (Non-current record 5 years and beyond)	100.00
Review Fee	50.00
Skills Test - Practical Examination Fee	1,500.00
Special Examination Fee	50.00
Test Booklet Fee (per subject)	21.00
Transferee Fee (per unit) subjects of transferring students)	10.00
Transcript of Records Fee (per page)	70.00
Verification Fee	50.00

7. Online Enrollment for Old, Continuing, Returning, or Shifting Students (2nd Year to 4th Year Students)

The service is given to old students who wish to continue their studies in the college.

Office or Division:	Registrar's Office, Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Old (Continuing, Returning, or Shifting) Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Continuing / Returning Students:	
1. Clearance for the Last Semester enrolled – 1 original copy	Registrar's Office
2. Medical Certificate – 1 original copy	Medical Clinic
3. CPE Result for incoming 3rd year BSAMT and BSAET – 1 original copy	Program Coordinator / Dean of Institute
4. Evaluation of grades (for shiftees) – 1 original copy	Registrar's Office
5. Letter request approved by program coordinators (for shiftees) – 1 original copy	Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements before the start of enrollment.	1. Check and receive the requirements and if it is complete, will advise the student to proceed to online enrollment as scheduled	None	5 Minutes	*Admin Aide* Registrar's Office

2. Start the online enrollment by opening the default internet browser and type in the website address (https://philsca.pinnacle.com.ph/aims/student) Follow these procedures: i) Click the box and type the username, password and date of birth and click login ii) Find the enrollment tab module and click the start of the enrollment process iii) Select the preferred section, tick the boxes to register the subject and always double check the section before registering the subjects iv) Click register subjects, select mode of payment, then save	2. Validate the enrollment of those qualified to UNIFAST Free Higher Education	None	3 Minutes	*Data Controller* Data Center
3. **For paying student (ineligible to FHE)** - Proceed to the collecting office	3. Accept payment, issue Official Receipt, and validate enrollment.	Refer to Tuition and School Fees on the next page	10 Minutes	*Collecting Officer* Collecting Office
4. The student may print the COR or may proceed to the registrar's office for a copy	4. Print the COR	None	3 Minutes	*Admin Aide* Registrar's Office
	TOTAL	**Refer to Tuition and School Fees on the next page**	**21 Minutes**	

TUITION AND SCHOOL FEES

PARTICULARS	APPROVED FEES
HIGHER EDUCATION PROGRAM	
Tuition Fee	**In PHP**
All Programs (per unit)	**260.00**
Tutorial	**260.00**
Special Class	**260.00**
Petition / Summer Class	
if lower than 15 students	
15 students and above	**260.00**
Flight Training	
Private Pilot Training	
Ground Course	**700,000.00**
Flight Training	
Commercial Pilot Training	
Ground Course	**1,555,000.00**
Flight Training	
Pilot Simulator and Instrument Flight Training	**501,000.00**
Multi-Engine Training	
Ground Course	**481,000.00**
Flight Training	
Miscellaneous Fees	**In PHP**
All Year Levels	
Athletics Fee	**160.00**
Cultural Fee	**200.00**
Development Fee	**100.00**
Guidance Fee	**70.00**
Insurance Fee	**130.00**
Library Fee	**210.00**

Matriculation Fee	**130.00**
Medical / Dental Fee	**130.00**
Power Generation Fee	**150.00**
Registration Fee	**210.00**
Research and Policy Studies Fee	**200.00**
School ID Fee	**150.00**
Security and Sanitation Fee	**150.00**
Sports Development Fee	**340.00**
Student Council Fee	**150.00**
Student Publication Fee	**200.00**
For Students taking Physical Education	
PE Fee	**200.00**
For New Entrant Students	
Student Handbook	**100.00**
Admission Fee (Public School)	**400.00**
Admission Fee (Private School)	**700.00**
Admission Fee (Foreign)	**1,300.00**
For Students taking NSTP	
CWTS	**390.00**
ROTC	**390.00**
All Year Levels (with Laboratory subjects)	
Computer Laboratory Fee (per laboratory Hour)	**140.00 per hour; or 420.00 per unit**
Engineering Laboratory Fee (per laboratory Hour)	**140.00 per hour; or 420.00 per unit**
Physics Laboratory Fee (per laboratory Hour)	**140.00 per hour; or 420.00 per unit**
Chemistry Laboratory Fee (per laboratory Hour)	**140.00 per hour; or 420.00 per unit**

Speech Laboratory Fee (per laboratory Hour)	**140.00 per hour; or 420.00 per unit**
Engine Run-Up Fee (per subject) (per laboratory Hour)	**1,300.00**
Thesis Fee (per student) (per laboratory Hour)	**1,820.00**
OJT Laboratory Fee (per laboratory Hour)	**140.00 per hour; or 420.00 per unit**
Note: Computation of Laboratory Fee: P 140.00 per laboratory Hour or P 420.00 per laboratory unit	
For Graduating Students (Associate and BS - 2nd Sem)	
Job Fair Fee	**70.00**
For Late Enrollees	
Late Registration Fee	**700.00**
Other Fees	**In PHP**
Adding of Subject/s Fee	**70.00**
Alumni Fee	**200.00**
Audio Visual Fee	**50.00**
Authentication Fee	**70.00**
Career Placement Examination Fee	**300.00**
Certification Fee (any kind)	**50.00**
Change of Section Fee	**40.00**
Change of Curriculum Fee	**40.00**
Change of Grades	**50.00**
Change of Schedule Fee	**40.00**
Change of Subject Fee	**40.00**
Completion Fee	**50.00**
Cross Enrollment Fee	**50.00**
Diploma Fee	**265.00**
Documentary Stamp	**20.00**

Dropping of Subject/s Fee	**70.00**
Entrance Examination Fee	**500.00**
Evaluation of Grades Fee	**80.00**
Honorable Dismissal Fee	**50.00**
Library ID Fee (Other Users per Semester)	**200.00**
Library ID Replacement Fee	**50.00**
Lost Permit Fee	**20.00**
OJT Recommendation Fee	**40.00**
Removal Examination Fee	**50.00**
Replacement of Lost School ID Fee	**500.00**
Retrieval Fee (Non-current record 5 years and beyond)	**100.00**
Review Fee	**50.00**
Skills Test - Practical Examination Fee	**1,500.00**
Special Examination Fee	**50.00**
Test Booklet Fee (per subject)	**21.00**
Transferee Fee (per unit) subjects of transferring students)	**10.00**
Transcript of Records Fee (per page)	**70.00**
Verification Fee	**50.00**

8. Application for the Issuance of Diploma – 1st Copy

Diploma is a legal document certifying the completion of a degree program. The document is issued only once but a second copy may be requested if the client provides an affidavit stating the reason for another copy.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Complete credentials (Form 137-A and/or TOR copy for PhilSCA); Student Clearance) – 1 original copy of each document	Registrar's Office
2. BIR Documentary Stamp – 1 piece per copy	Registrar's Office
3. OJT Certificate validated by the OJT coordinator (if applicable) – 1 original and 1 photocopied	Organization or Company of OJT
4. Present 1 valid ID of graduate **Additional requirements in case the claimant is a representative:** i) 1 originally signed authorization letter ii) Present 1 original and 1 photocopy of valid ID of student / graduate iii) Present 1 original and 1 photocopy of valid ID of representative	Personal copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive the requirements, get the diploma, and attach a documentary stamp	None	5 Minutes	*Admin Aide* Registrar's Office
2. Claim the diploma by signing in the logbook	2.1. Give the logbook to the client	None	1 Minute	*Admin Aide* Registrar's Office
	2.2. Release the diploma	None	1 Minute	*Admin Aide* Registrar's Office
	TOTAL	**None**	**7 Minutes**	

9. Application for the Issuance of 2nd Copy of Diploma

Diploma is a legal document certifying the completion of a degree program. The document is issued only once but a second copy may be requested if the client provides an affidavit stating the reason for another copy.

Office or Division:	Registrar's Office, Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registrar's Form No. 25	Registrar's Office
2. Affidavit stating the reason for another copy	Public Attorney's Office or Private Lawyer
3. BIR Documentary Stamp – 1 piece per copy	Registrar's Office
4. Valid ID of Graduate – 1 copy	Personal copy
Additional requirements in case the claimant is a representative: i. Authorization letter (signed) – 1 original copy ii. Present 1 original and 1 photocopy of valid ID of student / graduate iii. Present 1 original and 1 photocopy of valid ID of representative	Personal copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form and requirements except Item No. 5	1.1. Receive and check the complete requirements	None	3 Minutes	*Admin Aide* Registrar's Office
	1.2. Issue claim slip and inform the client to pay the fee on the date of release of the diploma	None	2 Minutes	*Admin Aide* Registrar's Office
	TOTAL	**None**	**5 Minutes**	

10. Application for the Issuance of Certified, Authenticated and Verified Documents

Certified, Authenticated and Verified documents issued to clients who will apply for apostille, and for other purposes.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Graduates or Undergraduates

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Registrar's Form No. 25		Registrar's Office
2. Diploma and TOR – 1 original and 1 photocopy		
3. BIR Documentary Stamp – 1 piece per copy of document		
Additional requirements in case the claimant is a representative: i. 1 originally signed authorization letter ii. Present 1 original and 1 photocopy of valid ID of Student / Graduate iii. Present 1 original and 1 photocopy of valid ID of representative		Personal copy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Application Form	1. Check the completeness of the requirements and accuracy of the entries in the application form and indicate the amount to be paid.	None	5 Minutes	*Admin Aide* Registrar's Office

2. Pay the corresponding fee.	2. Receive payment	Certification – PHP 50.00 per copy Authentication – PHP 70.00 per copy	5 Minutes	*Collecting Officer* Collecting Office
3. Return and submit the form with proof of payment	3. Issue claim slip and inform the client on the date of release.	None	2 Minutes	*Admin Aide* Registrar's Office
	TOTAL	**Certification – PHP 50.00 per copy** **Authentication – PHP 70.00 per copy**	**12 Minutes**	

11. Application for Adding, Changing and Dropping of Courses

After enrollment, students may intend to add, change or drop course/s which is/are allowed only during the period specified in the approved Collegiate Calendar of Activities.

Office or Division:	Registrar's Office, Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Currently Enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Adding / Changing / Dropping Form – 1 original copy	Registrar's Office
2. Latest Certification of Registration (COR) – 1 original copy	Registrar's Office
3. Latest evaluation of grades – 1 original copy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the accomplished form to the respective program coordinator	1. Receive the filled-out form, evaluate and sign the form	None	3 Minutes	*Program Coordinator* InET / ILAS / ICS
2. Submit to the registrar's office for approval	2. Verify the student's enrollment records and evaluation and approve the form	None	3 Minutes	*Admin Aide* Registrar's Office
3. Pay the corresponding fee	3. Receive payment	PHP70.00 per subject for dropping	5 Minutes	*Collecting Officer* Collecting Office
4. Return and submit the form with proof of payment	4. Cut the student's copy and give it to the student	None	1 Minute	*Admin Aide* Registrar's Office
	TOTAL	**PHP 70.00 per subject**	**12 Minutes**	

12. Application for Removal of Incomplete Grades

Removal of INC grade must be done within the prescribed time of one (1) year by passing an examination or satisfying the requirements for the course.

Office or Division:	Registrar's Office, Collecting Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Currently Enrolled Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Form No. 18 (Completion of Grade) – 1 original copy		Registrar's Office
2. Attachment (Ex. Result of exam, quiz, research, etc.) – 1 original copy of each		Concerned Faculty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the form and sign in the logbook.	1. Give the logbook, release the form and inform the student of the date that the completion will lapse.	None	2 Minutes	*Admin Aide* Registrar's Office
2. Give the completion form to the concerned faculty.	2. Attach the requirement and indicate the computed grades in the form.	None	5 Minutes	*Faculty* InET / ILAS / ICS
3. Pay the corresponding fee.	3. Receive payment	PHP 45.00	5 Minutes	*Collecting Officer* Collecting Office
4. Return the accomplished form with complete requirements for approval.	4. Receive, check the entries and requirements and sign the form.	None	3 Minutes	*Head* Registrar's Office
	TOTAL	**PHP 45.00**	**15 Minutes**	

BAGONG PILIPINAS

BALANCE POINT

Research and Development Center

Internal Services

1. Process for Research Proposal Submission, Evaluation, and Approval

This service evaluates and approves research proposals submitted by faculty, students, and staff to ensure alignment with institutional research agenda, priorities, and ethical guidelines.

Office or Division:	Research and Development Center
Classification:	Complex
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen
Who may avail:	Faculty, Students, and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Research Proposal (formatted per institutional guidelines) – 1 original copy	Research Coordinators
2. Endorsement Letter – 1 original copy	Department Head / Dean of the Institute / Campus Directors

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit research proposal together with the requirements and wait for the preliminary evaluation	1.1. Receive and record submission 1.2. Conduct preliminary review	None	2 Days	*Researcher* Research and Development Center *Director* Research and Development Center
2. Receive evaluation feedback	2. Provide feedback and required revisions	None	3 Days	*Researcher* Research and Development Center *Director* Research and Development Center

3. Revise and resubmit if necessary	**3.** Review revisions and approve final proposal	None	2 Days	*Director* Research and Development Center
	TOTAL	**None**	**7 Days**	

2. Process for Research Grants and Funding Assistance

This service provides financial assistance for approved research projects.

Office or Division:	Research and Development Center
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen
Who may avail:	Faculty, Students, Research Teams

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter – 1 original copy	Research Proponent
2. Research Proposal – 1 original copy	Research Proponent
3. Budget Plan and Justification – 1 original copy	Research Proponent
4. Endorsement Letter – 1 original copy	Department Head / Dean of the Institute
5. Budget Request Form – 1 original copy	Budget Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit funding request and requirements	1.1. Receive and check completeness of documents 1.2. Conduct review and validation	None	3 Days	*Researcher* Research and Development Center *Director* Research and Development Center
2. Receive feedback	2.1. Refer to Budget Office for Certificate of Availability of Fund	None	1 Day	*Head* Budget Office

	2.2. Issue Resolution for Signature of the Research Council	None	5 Days	Members of the Research Council (College President, Research Director, Institutional Deans, Campus Directors, Chief Admin Officer)
3. Receive notice of approval and funding disbursement	**3.** Inform proponent of Final Action	None	1 Day	*Researcher* Research and Development Center *Director* Research and Development Center
	TOTAL	**None**	**10 Days**	

3. Process for Request for Research Data / Information

This service provides access to research data for academic or institutional purposes.

Office or Division:	Research and Development Center
Classification:	Complex
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen
Who may avail:	Faculty, Students, Industry Partners, External Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request addressed to the Research Director – 1 original copy	Requesting Party
2. Justification for Data Request – 1 original copy	Requesting Party
3. Institutional Endorsement (if applicable) – 1 original copy	Department Head / Dean of the Institute

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for research data/information	1.1. Receive and log request	None	5 Minutes	*Researcher* Research and Development Center
	1.2. Verify request purpose and availability of data	None	2 Days	*Researcher* Research and Development Center *Director* Research and Development Center
	1.3. Approve and process data request	None	1 Day	*Director* Research and Development Center

2. Receive approved data request / information or justification for denial	**2.** Release data or provide feedback on unavailability	None	1 Day	*Researcher* Research and Development Center *Director* Research and Development Center
	TOTAL	**None**	**4 Days, 5 Minutes**	

4. Process for Research Clearance

This service provides access to research data for academic or institutional purposes.

Office or Division:	Research and Development Center
Classification:	Complex
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen
Who may avail:	Faculty, Students, External Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Completed Research Manuscript – 1 original copy	Research Proponent
2. Institutional Research Approval Form – 1 original copy	Department / Institute

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for research clearance	1.1. Receive and verify completeness of documents	None	5 Minutes	*Researcher* Research and Development Center
	1.2. Conduct compliance review	None	2 Days	*Researcher* Research and Development Center *Director* Research and Development Center
	1.3. Endorse for final approval	None	1 Day	*Director* Research and Development Center

2. Receive Research Clearance	2. Issue Research Clearance	None	1 Day	*Director* Research and Development Center
	TOTAL	**None**	**4 Days, 5 Minutes**	

5. Process for Research Presentation and Publication Assistance

This service assists researchers in publishing their studies in institutional or external journals.

Office or Division:	Research and Development Center
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen
Who may avail:	Faculty, Students, and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accepted Research Paper – 1 original copy	Research Proponent
2. Institutional Endorsement Request – 1 original copy	Department Head / Dean of the Institute
3. Journal / Conference Submission Requirements and Registration – 1 original copy	Target Journal or Conference

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for research presentation / journal publication endorsement	1.1. Receive and review the request	None	5 Minutes	*Researcher* Research and Development Center
	1.2. Evaluate the research paper's suitability for publication	None	3 Days	*Director* Research and Development Center
	1.3. Refer to Budget Office for Certificate of Availability of Fund	None	1 Day	*Head* Budget Office

	1.4. Issue Resolution for Signature of the Research Council	None	5 Days	Members of the Research Council (College President, Research Director, Institutional Deans, Campus Directors, Chief Admin Officer)
	1.5. Recommend revisions if needed	None	1 Day	*Researcher* Research and Development Center *Director* Research and Development Center
2. Receive confirmation of endorsement for assistance	**2.** Issue endorsement and process institutional support (if applicable)	None	2 Days	*Researcher* Research and Development Center *Director* Research and Development Center
TOTAL		**None**	**12 Days, 5 Minutes**	

Supply and Property Office

External Services

1. Supply Office External Process

This procedure defines the actions and responsibilities of the Supply and Property office in providing the institution, especially the students, for the procurement of goods and request of common supplies as external service.

Office or Division:	Supply and Property Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Requisitioner from Villamor, Basa / Palmayo, MBEAB, and FAB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition Inspection Slip and Purchase Request – 3 original copies of each document	Supply and Property Office
2. Certificate of Non-Availability – 2 original copies	
3. Certificate of Emergency Purchase – 1 original copy	
4. Canvass Form – 3 original copies	
5. Inspection and Acceptance Report – 1 original copy	
6. Official Receipt – 1 original copy	End-user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the Requisition and Issue Slip (RIS) and Purchase Request (PR) for procurement request. (Attached APP and Certificate of Availability of Fund	**1.1.** Checked if items included in the request for procurement are in complete details with specifications and or clear to avoid confusion and attached documents are present for approval.	None	5 Minutes	*Admin Aide VI* Supply and Property Office *Head* Supply and Property Office

for budgeted program purchase)	**1.2.** For program purchases, if approved, record the RIS/PR for numbering and forward to Procurement Unit for procurement. **1.3.** For requested supplies, if it is available/in stock, the office will prepare the supplies together with the issuance form signed by the approver and receiver. It will be release to the requester. **1.4.** If the purchase is thru petty cash, the signed the RIS/PR and together with Certificate of Non-Availability, Certificate of Emergency purchase and Canvass form if the amount will be P1,000.00 and above and return the documents to the requester. **1.5.** If not approved, return the RIS/PR to				

	end-user for correction.				
2. Prepare the Inspection and Acceptance Report (IAR) signed by the inspection committee together with the purchase items and official receipts	**2.1.** Signed acceptance in the IAR **2.2.** The office will issue the following: **a.** Inventory Custodian Slip (ICS) for semi-expendable property. it will be signed, recorded and will be issued under the adviser's name. **b.** Issuance form for common supplies signed by the approver and receiver.	None	5 Minutes	*Admin Aide VI* Supply and Property Office *Head* Supply and Property Office
	TOTAL	**None**	**10 Minutes**	

2. Supply Office Procurement Process

This procedure defines the actions and responsibilities of the Supply and Property office in providing the institution for the procurement of goods and services through procurement as external service.

Office or Division:	Supply and Property Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Suppliers or Contractor

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Purchasing Order – 4 original copies	Procurement Unit
2. Delivery receipt/s – 1 original and 2 photocopies	Supplier
3. Invoices – 1 original and 2 photocopies	
4. Inspection and Acceptance Report – 1 original copy	Supply and Property Office
5. Disbursement Voucher – 3 original copies	
6. Journal Entry Voucher – 3 original copies	Accounting Office
7. Budget Utilization and Request Status – 3 original copies	Budget Office
8. Collection / Official Receipts – 1 original copy	Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the goods / services as per approved Purchase Order (PO) / Contract / Work Order	**1.1.** Inspect the delivered goods / services base on approved PO / Contract / Work Order. **1.2.** Signs "Received" portion of the original	None	30 Minutes	*Admin Aide VI* Supply and Property Office *Head* Supply and Property Office

	Delivery Receipt (DR) and Invoice. Files the original DR and Invoice and return the copy to the supplier. **1.3.** For complete delivery, prepare Inspection and Acceptance Report (IAR) in three copies then forwards the copy with Letter for Inspection, IAR, DR, Invoice and PO to Inspection Committee and COA for inspection schedule within 24 Hours after received deliveries. **1.4.** For incomplete delivery, record the delivery as partial delivery together with the DR.			
	For Inspection and Acceptance: **1.5.** Inspects and verifies items as to quantity and conformity with specifications based on the DR and approved PO. If in order, signs and indicates date of inspection in the	None	30 Minutes	*Inspection Committee* Supply and Property Office *Admin Aide VI* Supply and Property Office

	"Inspection" column of the IAR. Retains copy 3 of IAR and forwards the items and Copy 1-2 of IAR, original of DR and Copy 2 of PO to Property/Supply Officer for acceptance. **1.6.** If specifications are not in order or delivery is not complete, indicates notation on the IAR that the deliveries are not in conformity with specifications agreed under the approved PO or a partial inspection if deliveries are not complete.			
	1.7. Signs on the 'Acceptance' column of the IAR, acknowledging receipt of the items delivered. Checks the appropriate box whether complete or partial (indicate quantity received) delivery, and indicate the date of receipt and remarks, if any. Items will be move for safe-keeping / storage.	None	3 Minutes	*Head* Supply and Property Office

	1.8. Forward the IAR to the Accounting Unit in preparation for Journal Entry Voucher (JEV)	None	3 Minutes	*Admin Aide VI* Supply and Property Office *Head* Supply and Property Office / Accounting Office
	1.9. Prepare the Disbursement Voucher (DV) indicating the Supplier as Payee. Attached the original IAR, Copy 2 of DR, PO and photocopy of PR. Forwards documents to Budget Unit for the preparation of Budget Utilization and Request Status (BURS). Forward copy of IAR and copy of PO to the Property Card Keeper for recording in the PC. **Note:** For purchases made through the Procurement Service, the DV shall be prepared on the basis of the Approved Agency Procurement Request. The payment shall be		5 Minutes	*Admin Aide VI* Supply and Property Office *Head* Supply and Property Office *Head* Budget Office

	made directly to the PS.			
2. Prepare the Collection / Official Receipt, Identification ID and Authorization Letter if representative.	2. After the confirmation from Disbursing Office for payment through release of list of payment, inform the supplier that payment is ready to pick up.	None	5 Minutes	*Admin Aide VI* Supply and Property Office *Head* Supply and Property Office Disbursing Office
	TOTAL	**None**	**1 Hour, 16 Minutes**	

Supply and Property Office

Internal Service

3. Supply Office Internal Process

This procedure defines the actions and responsibilities of the Supply and Property office in providing the institution for the procurement of goods and services through procurement, emergency purchases and other services that the office involve.

Office or Division:	Supply and Property Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Requisitioner from Villamor, Basa/Palmayo, MBEAB and FAB

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition Inspection Slip and Purchase Request – 3 original copies	Supply and Property Office
2. Certificate of Non-Availability – 2 original copies	
3. Certificate of Emergency Purchase – 1 original copy	
4. Property Acknowledgement receipt – 3 original copies	
5. Inventory custodian slip – 3 original copies	
6. Transmittal form – 1 original copy	
7. Property Transfer Form – 3 original copies	
8. Annual Procurement Plan – 2 original copies	BAC Office
9. Certificate of Availability of Fund – 1 original copy	Budget Office
10. Report of Lost, Stolen, Destroyed Property Form – 3 original copies	Supply and Property Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Procurement: Prepare the Requisition and Issuance Slip (RIS) and Purchase Request (PR) for	**1.1.** Checked if items included in the request for procurement are in complete details with specifications	None	5 Minutes	*Head* Supply and Property Office

procurement request with attached Annual Procurement Plan (APP) and Certificate of Availability of Fund	and or clear to avoid confusion and attached documents are present for approval. **1.2.** If approved, record the RIS/PR for numbering and forward to Procurement Unit. **1.3.** If not approved, return the RIS/PR to end-user for correction.			
2. Prepare the RIS and PR for procurement request for emergency purchases.	**2.1.** Checked if items included in the request for procurement are in complete details with specifications and or clear to avoid confusion for approval.	None	5 Minutes	*Head* Supply and Property Office
	2.2. If approved, record the RIS/PR for numbering and issuance of Certificate of Non-Availability & Certificate of Emergency Purchase.	None	5 Minutes	*Admin Aide VI* Supply and Property Office
	2.3. If not approved, return the RIS/PR to end-user for correction.			*Head* Supply and Property Office

	Note: If there is a waste materials due to change of parts and other materials which considered scrap, then this will be recorded under the Waste Material Report (WMS)			
3. *Issuance:* Prepare the RIS for common office supplies, equipment and PPE request.	**3.1.** Review the RIS if fully accomplished with signature in "Requested by" for approval. **3.2.** Process the RIS. Determine the availability of the requisitioned of common office supplies, equipment and PPE request. **3.3.** If available, forward the RIS to the head for approval and signature.	None	15 Minutes	*Admin Aide VI* Supply and Property Office *Head* Supply and Property Office
4. Signs in the 'Received by' and 'Issued by' portions of the ICS/PAR and RIS, respectively.	**4.1.** Based on the approved RIS, Indicates the number in the RIS. **4.2.** Prepares ICS / PAR. Indicates the quantity, unit, description and property number of the items being issued. Records the date, number and particulars in the ICS / PAR logbook	None	5 Minutes	*Admin Aide VI* Supply and Property Office

	and in SC / PC / SPC. **Note 1:** ICS / PAR shall be distributed as follows: Original - Supply and Property Unit file Copy 2 - Recipient or user of the property file **Note 2:** The PAR shall be renewed every three years or every time there is a change in custodianship/user of the property			
5. Return / Transfer: Secure the transmittal form indicating the name of items and purpose.	**5.1.** Upon receipt of transmittal form, checked the purpose and items to determine the course of action. **5.2.** For Return, both serviceable and unserviceable, the following documents will be prepared depends on the situation. **a.** PAR / ICS **b.** Receipt of Returned of Semi-expendable / Property **c.** Cancellation of PAR	None	5 Minutes and 1 Day	*Admin Aide VI* Supply and Property Office *Head* Supply and Property Office

	d. Waste Material Report (WMS) **e.** Inventory and Inspection Report for Unserviceable Property (IIRUP) **5.3.** For Transfer, the Property Transfer Report (PTR) should be fully accomplished after checking and confirming the existing of the equipment. Signed by both parties from one to another and issued by Supply officer to ensure the smooth transfer and PAR updated record.			
6. Lost / Damaged / Destroyed Property due to unforeseen events: Secured a notarized Report of Lost, Stolen, Destroyed Property form with attached supporting documents like Police report or Barangay Blotter and others documents that can support the claim.	**6.1.** After receiving the documents, the office must immediately notify the Commission on Audit (COA) or the auditor concerned about the loss, theft, damage, or destruction of government property within 30 Days and for the relieve of accountability. **6.2.** Send copies to the Accounting Office,	None	15 Minutes	*Admin Aide VI* Supply and Property Office *Head* Supply and Property Office

	COA and Supply Office.				
		TOTAL	**None**	**1 Day, 55 Minutes**	

Feedback and Complaints Mechanism

How to Send Feedback	Fill up the PhilSCA Client Satisfaction Measurement and drop it at the designated drop box in the Lobby Guard Area and respective offices Contact Info: hrmo.vab@philsca.edu.ph
Feedback Processing	Every 1st Monday of the Month, the feedback and complaints in charge open the drop box and compile and record all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3 Days) of the receipt of the feedback. The answer of the office concern is then relayed to the citizens. For inquiries and follow-ups, clients may contact **Ms. Allen Joyce Flaviano** thru Email Address hrmo.vab@philsca.edu.ph
Complaint Filing	Fill up the PhilSCA Client Satisfaction Measurement Form and Check the part that corresponds to the Complaint, State Facts/Details surrounding the incident, and drop the form in the designated drop box in the Lobby Guard Area. Complaints can also be filed via email through the email address hrmo.vab@philsca.edu.ph. Make sure to provide the following information: 1. Name of personnel being complained 2. Incident 3. Evidence For inquiries and follow-ups, clients may contact **Ms. Allen Joyce Flaviano** thru Email Address hrmo.vab@philsca.edu.ph
Complaints Processing	The Complaints officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the complaints officer shall start the investigation and forward the complaint to the relevant office for an explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency

	and the VP for Admin and Finance for appropriate action.
	The Complaint Officer will give feedback to the client.
	For inquiries and follow-ups, clients may contact **Ms. Allen Joyce Flaviano** thru Email Address hrmo.vab@philsca.edu.ph
Contact Information of ARTA; Presidential Complaints Center of the Office of the President; Contact Center ng Bayan of the Civil Service Commission	**ARTA:** 1-2782 (1-ARTA) **PCC:** 8888 **CCB:** 0908-881-6565 (SMS)

List of Offices

Office	Address	Contact Information
Accounting Office	2nd Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	aphilsca@gmail.com
Admission Office	1st Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	philscaadmission.villamor@gmail.com 0960-562-9180
Auxiliary Services and Resource Generation Office	1st Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	asrg.philsca@gmail.com
Bids and Awards Committee	1st Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	philscabac@gmail.com
Budget Office	2nd Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	philsca.budget@gmail.com
Cash Services – Collecting Office	1st Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	officecollecting@gmail.com
College and Board Secretary's Office	2nd Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	ocbs.philsca@gmail.com
College Library	3rd Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	philscalibrary69@gmail.com
Community Extension Services	1st Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	rodericksantiago60@gmail.com
Cultural Affairs Unit	4th Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	philscaculturalaffairsunit@gmail.com
General Services Department	1st Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	gsdphilscavab@gmail.com
Guidance Services Unit	1st Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	guidance.vab@philsca.edu.ph

Office	Address	Contact Information
Human Resource Management Services Division	2nd Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	hr.philsca@gmail.com hrmo.vab@philsca.edu.ph 0995-571-9451
Management of Information System Office	2nd Floor, PhilSCA Bldg. B, PIccio Garden, Villamor, Pasay City, 1300	mis.vab@philsca.edu.ph
Medical Unit	1st Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	philscamedicaloffice@gmail.com
National Service Training Program (NSTP)	1st Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	philsca.vab@philsca.edu.ph
Office of Student Affairs	1st Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	osa.vab@philsca.edu.ph
PE and Sports Development Unit	1st Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	philscaculturalaffairsunit@gmail.com
Procurement Unit	1st Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	philscaprocurement@gmail.com 0998-266-7726
Quality Assurance Center	1st Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	qa.philsca@gmail.com
Records Office	2nd Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	philscarecordsoffice2021@gmail.com
Research and Development Center	1st Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	philscaresearchoffice@gmail.com
Registrar's Office	1st Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	registrar.vab@philsca.edu.ph 0975-280-3312
Supply and Property Office	1st Floor, PhilSCA Bldg. A, PIccio Garden, Villamor, Pasay City, 1300	supplyandproperty.philsca@gmail.com