



**CEBU TECHNOLOGICAL UNIVERSITY**

**BARILI CAMPUS**

**CITIZEN'S CHARTER**

**2023 (2<sup>nd</sup> Edition)**



**CEBU TECHNOLOGICAL UNIVERSITY**  
**BARILI CAMPUS**

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**2023 (2<sup>nd</sup> Edition)**



**OFFICE OF THE CAMPUS DIRECTOR**

**CERTIFICATE OF COMPLIANCE**

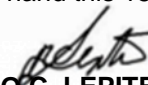
***Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti Red Tape Act of 2007, and for Other Purposes***

**I, ROMEO C. LEPITEN**, Filipino, of legal age, Campus Director of Cebu Technological University – Barili Campus, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

1. The Cebu Technological University – Barili Campus, has established its service standards known as the Citizen’s Charter that enumerates the following:
  - a. Vision, Mission, Goal, Outcomes and Core Values of the agency
  - b. Government Services offered
    - i. Comprehensive and uniform checklist of requirements for each type of application or request;
    - ii. Step by step procedures to obtain a particular service;
    - iii. Person responsible for each step;
    - iv. Maximum time needed to conclude the process;
    - v. Document/s to be presented by the applicant or requesting party, if necessary;
    - vi. Amount of fees, if necessary and
  - c. Procedures for filing complaints.
2. The Citizen’s Charter is posted at the main entrance of the University or at the most conspicuous place of all the said service offices.
3. The Citizen’s Charter is written either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).
4. The Citizen’s Charter is uploaded in the agency’s website and accessible to the public.
5. There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

**IN WITNESS HEREOF**, I have hereunto set my hand this 15<sup>th</sup> day of December 2023 in Cebu City, Philippines.

  
**ROMEO C. LEPITEN, ECE, DM**  
 Campus Director

**SUBSCRIBED AND SWORN** to before me this 15<sup>th</sup> day of December 2023 in Cebu City, Cebu, Philippines, with affiant exhibiting to me his Professional Regulation Commission identification card bearing Registration No. 0006263 issued at Cebu City.

**ATTY. JOELIE MARIE Y. MEDALLE**  
 Acting Chief Administrative Officer-Administration





# CTU MANDATE, VMGO, QUALITY POLICY & CORE VALUES

## I. University Mandate:

The University shall primarily provide advanced professional and technical instruction for special purposes, advanced studies in industrial trade, agriculture, fishery, forestry, aeronautics and land-based programs, arts and sciences, health sciences, information technology and other relevant fields of study. It shall also undertake research and extension services, and provide progressive leadership in its areas of specialization

## II. University Vision:

CTU as a premier, inclusive, globally recognized research and innovation, smart, community-responsive, and sustainable technological university.

## III. University Mission:

The University is primarily providing leading-edge degree programs, innovative professional, entrepreneurial, and technical instruction as well as research, extension and resource generation programs that address both the needs of the region and the nation in the context of the global knowledge economy, Fifth Industrial Revolution, and sustainability.

## IV. University Goals:

By the end of 2024, CTU will be globally recognized for its quality. Specifically, it will:

- Obtain a Philippine university system status with a CHED SUC Level V recognition or equivalent;
- Be ranked among the Top 10 Universities in the Philippines;
- Achieve world-class performance and excellence using leading quality management systems for quality assurance and control;
- Be an internationally recognized and ranked university (including Quacquarelli Symonds, Times Higher Education, Shanghai University Ranking, World University Rankings);
- Develop innovative academic initiatives, including medical and allied fields engineering and technology, and transnational higher education



programs for enhance career pathways, qualifications, recognitions, accreditations, specialization and progression programs, and global mobility; and

- Lead innovations in the Fifth Industrial Revolution.

## **V. University Outcomes**

1. Transformed visionary leadership in innovation to accelerate regional and national development in the context of the modern industrial revolution;
2. Increased access by economically challenged but deserving student to relevant, quality, and world-class tertiary education with learning integration of practical experiences to achieve inclusive and sustainable growth;
3. Developed research-intensive and multi-disciplinary university culture that strengthens higher education research, leading to economic productivity and innovation;
4. Instituted innovative systems resulting in effective, efficient, sustainable, and equitable resource general, mobilization, and management, including optimal utilization of resources provided by the government and expansion of the other revenue and funding streams for financial sustainability;
5. Heightened sustainable community and stakeholder engagements, with harmonized institutional, financial, administrative, and policy frameworks that attain the highest academic, research, extension and resource generation excellence standards;
6. Forged strategic local and international linkages, partnerships, and initiatives leading to heightened regional and global role in the modern industrial revolution and human and intellectual capital for sustained economic development.

## **VI. Quality Policy**

CTU in compliance with statutory and regulatory requirements is committed to provide quality instruction, research, extension and production toward customer satisfaction.



## VII. Core Values

**C - COMMITMENT** to expand access to relevant, effective and quality education for all.

**T - TRANSPARENCY** in implementing good governance for efficient management of resources.

**U - UNITY** in harmonizing operations of the University with clear and strengthened industry and community collaboration.

**P - PATRIOTISM** by giving appreciation and pride of country and people.

**I - INTEGRITY** by embracing moral uprightness and having strong adherence to honesty and fairness.

**E - EXCELLENCE** in developing CTU as a research-intensive university with a good academic reputation that creates solutions to improve lives, communities, and the world through research, innovation and extension across a spectrum of disciplines and in collaboration with the industry and community for sustainable development.

**S - SPIRITUALITY** by cultivating truth, righteousness, peace, and love.

## VIII. Service Pledge

Cebu Technological University (CTU) is committed to delivering excellent education, research, and extension services and engaging in resource generation activities in accordance to international and national standards in response to the increasing levels of customer demand, statutory, regulatory, and international standards. It will strongly pursue efforts for total quality management for continuous quality improvement and good governance. Responsible virtual and/or physical monitoring, review, and upgrading of service delivery is regularly implemented to ensure compliance.

Finally, CTU shall attend to clients, requesting parties, and stakeholders within the premises of the university prior to the end of the official working hours and during lunch breaks (RA 11032 Sec 21.f)



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# **Office of the Campus Director**

Service Office

## **External Service**

Service Category



## 1. Receiving, Approval and Releasing of Documents

Documents from external clients are received by the office of the Campus Director either as hand-carry documents, emailed documents.

<b>Office or Division:</b>		<b>Office of the Campus Director</b>		
<b>Classification:</b>		<b>Simple to Highly Technical as the requirement dictates</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Citizens</b>		
<b>Who may avail:</b>		<b>All Affiliating clients of CTU</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Document		Office of the Campus Director, Barili Campus		
		Postal address: Cagay, Barili, Cebu		
		Email address: <a href="mailto:romeo.lepiten@ctu.edu.ph">romeo.lepiten@ctu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>RECEIVING OF THE DOCUMENT/S</b>				
1. Client forwards the document/s to the Office of the Campus Director in person	1.1 Receiving officer receives the documents. 1.2 Records the document in the logbook. 1.3 Forwards it to the Secretary of Campus Director Staff for review. 1.4 Forwards it to the Campus Director for action.	None	10 minutes	<i>Office Assistant</i>
2. The client sends the document/s to the Office of the Campus Director through email.	2.1 Receiving officer acknowledges receipt of the email. 2.2 Records the document in the logbook. 2.3 Forwards it to the Executive Assistant for review 2.4 Forwards it to the Campus	None	1 working day	<i>Administrative Aide or Office Assistant</i>



	Director for action.			
3. The client sends the document/s to the Office of the Campus Director through a courier.	3.1 Receiving officer receives the documents	None		<i>Administrative Aide or Office Assistant</i>
	3.2 Records the document in the logbook.			
	3.3 Forwards it to the Secretary for review			
	3.4 Forwards it to the Campus Director for action.			
	3.5 Campus Director acts on document			
	• Simple Transactions		2 working days	
	• Complex Transactions		7 working days	
	• Highly Technical		20 working days	
<b>RELEASING OF THE DOCUMENT/S</b>				
4. The client receives the document/s in person from the Office of the Campus Director 4.1 Client signs the logbook/duplicate copy of the document to indicate receipt of the document.	4.1 Hands the logbook for document release	None	10 minutes	<i>Administrative Aide or Office Assistant</i>
	4.2 Releasing Officer releases documents acted upon by the Campus Director in person.			
5. The client receives the	5. Releasing Officer releases documents	None	1 working day	<i>Administrative Aide or Office Assistant</i>



document/s via email from the Office of the Campus Director and is asked to acknowledge receipt of the said email.	acted upon by the Campus Director through email.			
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# **Office of the Campus Dean of Instruction**

Service Office

## **External Service**

Service Category



## 1. Receiving, Recommending/Approving, and Releasing of Documents

Documents from external clients are received by the Office of the Campus Dean of Instruction through different means either in hand-carry, emailed, messenger, or via courier. Likewise, clients are given clear and comprehensive information during the transaction with regard to the process in releasing the document/s or in responding per transaction for proper guidance.

<b>Office or Division:</b>	<b>DEAN OF INSTRUCTION (DOI)</b>			
<b>Classification:</b>	<b>Simple to Highly Technical transaction/s as the requirement dictates</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizens</b>			
<b>Who may avail:</b>	<b>All Affiliating clients of CTU –Barili Campus</b>			
<b>CHECKLIST OF REQUIREMENTS</b>				
Client Document/ localized form from the DOI office to be filled out by the client		Office of the Campus Dean of Instruction CTU -Barili Campus Postal address: CTU Barili Campus Cagay, Barili Cebu Email address: .villarin@ctu.edu.ph		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client delivers the filled-out form in person to the ODOI.	1.1 Receiving staff/Dean of Instruction receives the documents/	None	5-10 minutes	<i>Staff /DOI</i>
2. Client sends the document/s to the Office of the Campus Dean of Instruction in person or via gmail/messenger	1.2 Records the document in the logbook. 1.3 Forwards to the DOI if in case it is the staff who can receive the document 1.4 DOI Facilitates/recommends and/or takes the action of the concern to be forwarded to the	None	2 minutes	<i>Staff in charge</i>



	concerned office and/or Campus Director for apt and appropriate action.			
3. The client logs the purpose of the transaction in the office in person.	2.1 Receiving staff acknowledges receipt of transaction. 2.2 Records the document in the logbook. 2.3 Forwards the document to the DOI. 2.4 DOI office takes the action or facilitates the concern to the respective office and/or Campus Director's office for their apt and appropriate action.	None	1 working day	<i>Staff and DOI</i>
4. The client may send the document through Gmail/email/messenger/courier.	3.1 Receiving staff receives the documents 3.2 Records the document in the logbook. 3.3 Forwards it to the Dean of Instruction for perusal and action. 3.4 DOI office forwards the concern to the concerned office and/or Campus Director's office or action. Simple Transactions	None	1-2 working day/s	
	Complex Transactions		3 working days	
	<ul style="list-style-type: none"> <li>Highly Technical transactions</li> </ul>		5 working days	
<b>RELEASING OF THE DOCUMENT/S</b>				
1. The client receives the	1.1 Records in the			



<p>document/s or response in person from the office of the Dean of Instruction and/or concerned office as being facilitated by the DOI office.</p> <p>3. Staff duplicates the document for filing purpose before the release of the document.</p> <p>4. Client signs the logbook upon the released and received of the document for record purpose.</p>	<p>logbook the document before releasing.</p> <p>2.2 Staff releases the documents in person/to the concern client or to the authorized person</p>			
<p><b>5.</b> For Gmail/email transaction, the client receives the document/s via email from the Office of the Dean of Instruction and client is asked to acknowledge receipt of the e-mailed document.</p>	<p>5. Staff releases documents as per instructions from the DOI</p>			
<p><b>6.</b> The client receives the document/s through courier</p>	<p>2.1 Staff records the document before sending through courier.</p>			



(in case of no available internet connectivity/no email account) from the Office of the Dean of Instruction.				
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# **Office of the Institute of Agricultural and Biosystems Engineering**

Service Office

## **External Service**

Service Category



## 1. Admission of new students

This transaction is applicable to all new students (incoming freshman, transferee, and shifter) of the college prior to enrolment. New students should pass the college interview along other requirements of the desired program for them to qualify for admission.

<b>Office or Division:</b>	Institute of Agricultural and Biosystems Engineering			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Admission of new students			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Online Admission Application 2. SAO Form 1 & Form 2 3. Student ID Number & Email Registration 4. Registration Form		<a href="https://admission.ctu.edu.ph/admission/verify">https://admission.ctu.edu.ph/admission/verify</a> SAO Office IABE Office IABE Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>College Interview</b>				
1. Receives a communication of the schedule of the interview.	1.1. Checks the list of student applicants in the SIS portal. 1.2. Notify the applicants for the schedule of interview via CAFBC FB page or through email or phone call.	None	10 minutes	<i>Admission Committee</i>
2. In-person interview with the assigned Admission committee.	2.1. Conducts face-to-face interview at the office. 2.2. Evaluates and selects the qualifiers for enrolment.	None	10 minutes	<i>Admission Committee</i>
3. Receives email notification for enrollment from the Admission office.	3. Prepares and posts the Lists of Enrolment Qualifiers through the	None	30 minutes	<i>Office Staff</i>



	college FB page.			
4. Confirms enrollment via the Admission Portal.	4. Prepares a list of applicants for enrollment.	None	15 minutes	<i>Office Staff</i>
<b>Processing of Student ID Number and CTU Email</b>				
1. Submits enrollment requirements to the enrolment committee.	1. Receives and checks the authenticity and completeness of submitted documents.	None	2 minutes	<i>Office Staff</i>
2. Fill-out information for the ID Number & CTU Email Registration.	2.1. Provides the information sheet and reviews that all entries are complete. 2.2. Forwards the information sheet to the Admission Office.	None	3 minutes	<i>Office Staff</i>
3. Waits for the posting of issuance of Student ID via the MIS FB page and Admission FB page and proceeds to enrollment once ID Number is posted.	3. Prepares and posts the list of qualifiers with Student ID Number and CTU email	None	15 minutes	<i>Office Staff</i>
<b>Enrollment</b>				
1. Fills-out the Registration Form.	1. Receives, reviews and approves the Student Load of the Registration Form.	None		



## 2. Evaluation for Enrolment of Undergraduate Students

This transaction is applicable to all students of the college and is done upon enrolment. It evaluates the subjects to be enrolled and checks the grade of pre-requisite subject(s).

<b>Office or Division:</b>	Institute of Agricultural and Biosystems Engineering			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Enrolment			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Regular Students</b>				
1. Original/Photocopy of Grade slip (previous semester attended)		MIS/Registrar's Office		
2. One (1) copy Accomplished Registration Form		College Enrolment Committee		
3. Application for Graduation Form (for graduating students only)		College Enrolment Committee		
<b>For Irregular Students:</b>				
1. One (1) copy Letter to Shift Form signed and approved by the College Director & Registrar (for Shiftee only)		IABE Office		
2. One (1) copy of Accomplished Accreditation of Subjects Form		IABE Office		
3. One (1) copy of Accomplished Registration Form		IABE Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Evaluation of Regular Students</b>				
1. Submits Grade Slip and Registration Form.	1.1. Receives Grade Slip and Registration form. 1.2. Checks grades of the pre-requisite subjects. 1.3. Approves the Student Load.	None	10 minutes	<i>Assigned Enrolment Committee</i>
<b>Evaluation of Irregular/Returnee/Shiftee/Transfer Student</b>				
1. Submits Grade Slips, Accreditation Form and Registration Form to the enrolment committee.	1.1. Receives the forms and reviews the subjects to be enrolled for pre-requisite(s).	None	15 minutes	<i>Assigned Enrolment Committee</i>



	1.2. Evaluates the grades of students for board course program 1.3. Approves the Registration form.			
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### 3. Accreditation of Subjects

It is applicable to irregular, returnee, shifter and transferee students for the evaluation of subjects to be credited. It guides the students of the remaining subjects to take or enroll.

<b>Office or Division:</b>	institute of Agricultural and Biosystems Engineering			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing for accreditation of subjects			
<b>Who may avail:</b>	Graduating and Transfer students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Grade slips of previous semesters or informative copy of grades from first year to present or Original or photocopy of TOR (2 <sup>nd</sup> courser)		SIS portal/Registrar's Office		
2. One (1) copy Approved Letter of Intent addressed to the College Dean stating the reason why he/she wants to transfer (transferee) or shift (shifter)		IABE Office		
3. One (1) accomplished Accreditation Form		IABE Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the required documents to the accreditation committee of the specified course or program.	1.1. Receives the documents. 1.2. Assess all the subjects that can be credited. 1.3. Approves the Accreditation form.	None	30 minutes to 1 hour	<i>Accreditation Committee</i>
2. Waits for the release of the approved	2. Returns the approved Accreditation Form.	None	1 minute	<i>Office Staff</i>



Accredited subjects.				
TOTAL		None	31 minutes to 1.1 hours	

#### 4. Request of Unscheduled Subjects

This transaction is applicable for irregular students who would like to request for courses offered off-sem. This is subject for the approval and availability of faculty who will handle the requested subject(s).

<b>Office or Division:</b>	Institute of Agricultural and Biosystems Engineering			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Unscheduled Subjects			
<b>Who may avail:</b>	Irregular students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter approved by the instructor 2. Accomplished Request Form 3. Official receipt (if the schedule is beyond official hours)		Requesting Party IABE Office Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the approved request letter to the college.	1. Receives the letter request and issues the request form for unscheduled subject.	None	2 minutes	<i>Office Assistant</i>
2. Submits accomplished request form.	2.1. Receives the request form and plots the schedule of the requested subject to the concerned faculty load. 2.2. Forwards the request form to the Accounting office for computation of payment. (if the schedule is	None  Computed rate of the concerned instructor	10 minutes  15 minutes	<i>Office Assistant</i>  <i>Accounting Personnel</i>



	beyond the official hours)			
3. Proceeds to the Cashier's office for payment and gives a photocopy of the OR (applicable only if the schedule of the requested subject is beyond office hours).	3.1. Approves and signs the request form.	None	5 minutes	<i>Concerned Faculty Chairperson College Director</i>
4. Receives a copy of the approved request form and files a request for adding subject(s).	4.1. Gives a copy of the approved request form 4.2. Issues Request Form for Adding/ Dropping of Subjects Form.	None	5 minutes	<i>Office Assistant/ College Director or Department Chair</i>
<b>TOTAL</b>		None (Instructor's rate)	20-35 minutes	

## 5. Request for Overload

This transaction is applicable only for irregular graduating students who would like to request for overload of course work in order to complete all required subjects on their last semester.

<b>Office or Division:</b>	Institute of Agricultural and Biosystems Engineering			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Overload			
<b>Who may avail:</b>	Irregular graduating students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Request letter for Overload 2. Accomplished copy of Request Form		Requesting Party IABE Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request to the college.	1.1. Receives and logs the letter request.	None	5 minutes	<i>Office Assistant</i>
				<i>Office Assistant</i>



	1.2. Forwards the letter request to the College Director. 1.3. Approves the request letter.			<i>College Director/ Concerned Department Chair</i>
2. Fills-out and submits request form for overload with attached copy of the approved request letter.	2. Receives and approves request form.	None	5 minutes	<i>College Director/ Concerned Department Chair</i>
3. Receives a copy of the approved request form and attaches the form to his/her Registration form.	3. Release the approved request form.	None	2 minutes	<i>College Director</i>
TOTAL		None	12 minutes	

## 6. Issuance and Processing of Adding/Dropping Form

This transaction is applicable to all students who wants to add or drop subject(s). Adding of subject(s) is done before the enrolment period ends while dropping of subject(s) is allowed if done before the Midterm Exam schedule.

<b>Office or Division:</b>	Institute of Agricultural and Biosystems Engineering			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Overload			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Adding/Dropping Form		IABE Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished Adding/Dropping Form with signature of concerned instructor(s).	1.1. Issues the Adding/Dropping form.	None	10 minutes	<i>Office Assistant</i>
	1.2. Receives and forwards the form to the College Director or			<i>Office Assistant</i>
				<i>College Director</i>



	Department Chair, 1.3. Approves and signs the request form.			<i>Concerned Department Chair</i>
2. Receives and submits the approved form to the Registrar's office.	2. Releases the approved request form.	None	2 minutes	<i>Office Assistant</i>
TOTAL		None	12 minutes	

## 7. Issuance and Processing of Grade Completion Form

This is applicable to all students who have no grade(s) in the previous subject(s) enrolled due to lack of requirements and/or examination and to those who wants to request for removal examination for incomplete grade or conditional grade. Grade completion is allowed up to one year after the subject was enrolled. Beyond one year, it is already considered as lapse and can no longer file for grade completion.

<b>Office or Division:</b>	Institute of Agricultural and Biosystems Engineering			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Overload			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) photocopy of the OR receipt 2. Four (4) copies Accomplished Re-examination/Grade Completion Form		Cashier's Office IABE Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures and presents Official Receipt it the office.	1. Issues the Grade Completion Form	P40 per subject	5 minutes	<i>Cashier's Office</i>
2. Fills-up and submits Grade Completion Form with complete signatories.	2.1. Receives the form and forwards to the concerned instructor. 2.1. Concerned instructor	None	20 minutes	<i>Office Assistant</i>  <i>Concerned Instructor</i>



	inputs the grade and affixes his/her signature. 2.3. Forwards the form to the Registrar's office.			<i>Concerned Instructor/ Office Assistant</i>
3. Receives a copy of the approved Completion Form.	3. Distributes the three (3) copies from Registrar (1-College, 2-Instructor, & 3-Student)	None	5 minutes	<i>Office Assistant</i>
TOTAL		P 40	30 minutes	

## 8. Processing of Student's Clearance

This transaction is applicable only for graduating and transfer students.

<b>Office or Division:</b>	Institute of Agricultural and Biosystems Engineering			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Student's Clearance			
<b>Who may avail:</b>	Graduating and Transfer students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Three (3) copies of the hard bound thesis manuscript 2. Connectivity kit with box 3. Internal clearance with complete signatories		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits thesis manuscripts, connectivity kit and the signed internal clearance to the office.	1.1. Receives, checks & records the submitted requirements. 1.2. Countersigns/ affixes initials in the clearance.	None	5 minutes	<i>Office Assistant</i>



	1.3. Forwards the clearance to the College Director or assigned faculty.			
2. Receives the clearance with signature.	2. Signs and returns the clearance.	None	1 minute	<i>College Director/ Department Chair Assigned Faculty</i>
TOTAL		None	6 minutes	

## 9. Borrowing of Field and Laboratory Equipment/Tools/Materials

Students and faculty who will borrow equipment/tools/materials from the College Office and Laboratory Rooms will check its availability and shall be on a first come, first served basis.

<b>Office or Division:</b>	Institute of Agricultural and Biosystems Engineering			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Faculty and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Office/Laboratory Logbook 2. Student ID		IABE Office/Laboratory Requesting student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires availability of equipment and fills out Borrower's Logbook.	1.1. Assists student/faculty in filling out the logbook; and 1.2. Checks the information entered into the logbook.	None	5 minutes	<i>Staff/Faculty in-charge</i>
2. Gets the borrowed equipment	2. Checks and releases the borrowed equipment	None	3 minutes	<i>Staff/Faculty in-charge</i>



3. Returns the borrowed equipment	3.1. Receives and checks the borrowed equipment/tools/materials. 3.2. Marks the logbook with the returned date of the equipment/tools/materials.	None	2 minutes	Staff/Faculty in-charge
TOTAL		None	10 minutes	

## 10. Offering of New Curricular Program

This transaction is to request the College Curriculum Committee for the offering of new curricular program in the college.

<b>Office or Division:</b>	Institute of Agricultural and Biosystems Engineering			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for the Offering of New Curricular Program			
<b>Who may avail:</b>	Faculty or Proponent/s who proposed the offering of new curricular program			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request to the College Curriculum Committee (CCC) 2. Proposal of New Curriculum with complete documentary attachments		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proponent submits new curricular offering	1.1. Receives the proposal from the proponent department	None	2 minutes	<i>College Director</i>
	1.2. Contacts the College Curriculum Committee (CCC) members as to the availability of time for a meeting to review and		15 minutes	<i>College Director</i>



	discuss the curricular proposal			
	1.3. Prepares the notice for the meeting and distributes to the members or head of the proponent department		15 minutes	<i>College Secretary</i>
	1.4. College Curriculum Committee conducts the meeting together with the members or head of the proponent department		4 hours	<i>College Curriculum Committee</i>
	1.5. College Curriculum Committee submits back to the proponent department for corrections if there is or if none, the CCC will request the College Secretary to prepare the endorsement letter and have it signed by the members of CCC and with recommending approval by the College		3 days	<i>College Curriculum Committee College Secretary</i>



	Director and submits it to the Campus / University Curriculum Committee			
<b>TOTAL</b>		None	<b>3 days and 4.32 hours</b>	

## 11. Receiving and Releasing of Documents

Documents from external clients are received by the Institute of Agricultural and Biosystems Engineering Office may it be thru hand-carry, e-mail, or via courier.

<b>Office or Division:</b>	Institute of Agricultural and Biosystems Engineering			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All Affiliating clients of CTU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clientele's Document		Requesting Party		
2. Logbook for Received Copy		IABE Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>RECEIVING OF DOCUMENT/S</b>				
<b>For walk-in:</b> 1. The client personally forwards the document/s to the Institute of Agricultural and Biosystems Engineering (IABE)office.	1.1. Receives the document/s  1.2. Records the document in the office' logbook  1.3. Forwards it to the concerned faculty for review and action. (e.g. College Dean, Chairperson, IABE Faculty)	None	10 minutes	<i>College Clerk</i>
<b>via email:</b>	1.1. Checks email	None	1 working day	<i>College Secretary</i>



<p>1. The client sends the document/s to the IABE office' email address.</p>	<p>and acknowledge s receipt of the email for confirmation;          1.2. Print and records the document in the office' logbook; and          1.3. Forwards the printed document/s to the concerned personnel for review and action.</p>			<p><i>Office Assistant</i></p>
<p><b>via courier:</b>          1. The client sends the document/s to the IABE office via courier.</p>	<p>1.1. Receives and records the document/s in the logbook          1.2. Forwards it to the concerned personnel.          1.3. Replies and/or acts on the document/s:</p>	<p>None</p>		<p><i>College Clerk</i></p>
	<p>- Simple Transactions</p>		<p>3 working days</p>	<p><i>Concerned Personnel</i></p>
	<p>- Complex Transactions</p>		<p>7 working days</p>	<p><i>Concerned Personnel</i></p>
	<p>- Highly Technical</p>		<p>20 days or depending on the time required for the document to be fully processed</p>	<p><i>Concerned Personnel</i></p>
<p><b>RELEASING OF THE DOCUMENT/S</b></p>				



<p><b>For walk-in:</b> 1. Receives the document and signs with his/her name as the receiver on the logbook or on the duplicated document.</p>	<p>1.1. Hands the logbook to the receiver of the document for release 1.2. Releases the documents acted upon by the concerned personnel.</p>	None	10 minutes	<i>Office Staffs/ Assistants</i>
<p><b>via email:</b> 1. Receives the document/s send via email from the IABE office and acknowledges receipt of the said email.</p>	1. Sends document(s) via email.	None	1 working day	<i>Office Staffs/ Assistants</i>
<p><b>via courier:</b> 1. Receives the document/s through the mail from the IABE office and the transaction is confirmed by the courier.</p>	1. Releases and sends the document(s) acted upon by the concerned personnel through courier.	Prevailing courier rate	Depends on the location of the client	<i>Office Assistant</i>



# **Office of the College of Agriculture, Food Science, Agribusiness & Development Communication**

Service Office

## **External Service**

Service Category



## 1. Admission of new students

This transaction is applicable to all new students (incoming freshman, transferee, and shifter) of the college prior to enrolment. New students should pass the college interview along other requirements of the desired program for them to qualify for admission.

<b>Office or Division:</b>	College of Agriculture, Food Science, Business, and Communication Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Admission of new students			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Online Admission Application 2. SAO Form 1 & Form 2 3. Student ID Number & Email Registration 4. Registration Form		<a href="https://admission.ctu.edu.ph/admission/verify">https://admission.ctu.edu.ph/admission/verify</a> SAO Office CAFBC Office CAFBC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>College Interview</b>				
1. Receives a communication of the schedule of the interview.	1.1. Checks the list of student applicants in the SIS portal. 1.2. Notify the applicants for the schedule of interview via CAFBC FB page or through email or phone call.	None	10 minutes	<i>Admission Committee</i>
2. In-person interview with the assigned Admission committee.	2.1. Conducts face-to-face interview at the office. 2.2. Evaluates and selects the qualifiers for enrolment.	None	10 minutes	<i>Admission Committee</i>



3. Receives email notification for enrollment from the Admission office.	3. Prepares and posts the Lists of Enrolment Qualifiers through the college FB page.	None	30 minutes	<i>Office Staff</i>
4. Confirms enrollment via the Admission Portal.	4. Prepares a list of applicants for enrollment.	None	15 minutes	<i>Office Staff</i>
<b>Processing of Student ID Number and CTU Email</b>				
1. Submits enrollment requirements to the enrolment committee.	1. Receives and checks the authenticity and completeness of submitted documents.	None	2 minutes	<i>Office Staff</i>
2. Fill-out information for the ID Number & CTU Email Registration.	2.1. Provides the information sheet and reviews that all entries are complete. 2.2. Forwards the information sheet to the Admission Office.	None	3 minutes	<i>Office Staff</i>
3. Waits for the posting of issuance of Student ID via the MIS FB page and Admission FB page and proceeds to enrollment once ID Number is posted.	3. Prepares and posts the list of qualifiers with Student ID Number and CTU email	None	15 minutes	<i>Office Staff</i>
<b>Enrollment</b>				
1. Fills-out the Registration Form.	1. Receives, reviews and approves the	None		



	Student Load of the Registration Form.			
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## 2. Evaluation for Enrolment of Undergraduate Students

This transaction is applicable to all students of the college and is done upon enrolment. It evaluates the subjects to be enrolled and checks the grade of pre-requisite subject(s).

<b>Office or Division:</b>	<b>College of Agriculture, Food Science, Business, and Communication Office</b>			
<b>Classification:</b>	<b>Simple Transaction</b>			
<b>Type of Transaction:</b>	<b>Processing of Enrolment</b>			
<b>Who may avail:</b>	<b>All students</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Regular Students</b> 1. Original/Photocopy of Grade slip (previous semester attended) 2. One (1) copy Accomplished Registration Form 3. Application for Graduation Form (for graduating students only)		MIS/Registrar's Office  College Enrolment Committee  College Enrolment Committee		
<b>For Irregular Students:</b> 2. One (1) copy Letter to Shift Form signed and approved by the College Director & Registrar (for Shiftee only) 2. One (1) copy of Accomplished Accreditation of Subjects Form 3. One (1) copy of Accomplished Registration Form		CAFBC Office  CAFBC/DAFS/DADC Office  CAFBC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Evaluation of Regular Students</b>				
1. Submits Grade Slip and Registration Form.	1.1. Receives Grade Slip and Registration form. 1.2. Checks grades of the pre-requisite subjects.	None	10 minutes	<i>Assigned Enrolment Committee</i>



	1.3. Approves the Student Load.			
<b>Evaluation of Irregular/Returnee/Shiftee/Transfer Student</b>				
2. Submits Grade Slips, Accreditation Form and Registration Form to the enrolment committee.	1.1. Receives the forms and reviews the subjects to be enrolled for pre-requite(s). 1.2. Evaluates the grades of students for board course program 1.3. Approves the Registration form.	None	15 minutes	<i>Assigned Enrolment Committee</i>

### 3. Accreditation of Subjects

It is applicable to irregular, returnee, shifter and transferee students for the evaluation of subjects to be credited. It guides the students of the remaining subjects to take or enroll.

<b>Office or Division:</b>	College of Agriculture, Food Science, Business, and Communication Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing for accreditation of subjects			
<b>Who may avail:</b>	Graduating and Transfer students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Grade slips of previous semesters or informative copy of grades from first year to present or Original or photocopy of TOR (2 <sup>nd</sup> courser)		SIS portal/Registrar's Office		
2. One (1) copy Approved Letter of Intent addressed to the College Dean stating the reason why he/she wants to transfer (transferee) or shift (shifter)		CAFBC Office		
3. One (1) accomplished Accreditation Form		CAFBC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submits the required documents to the accreditation committee of the specified course or program.	1.1. Receives the documents. 1.2. Assess all the subjects that can be credited. 1.3. Approves the Accreditation form.	None	30 minutes to 1 hour	<i>Accreditation Committee</i>
2. Waits for the release of the approved Accredited subjects.	2. Returns the approved Accreditation Form.	None	1 minute	<i>Office Staff</i>
TOTAL		None	31 minutes to 1.1 hours	

#### 4. Request of Unscheduled Subjects

This transaction is applicable for irregular students who would like to request for courses offered off-sem. This is subject for the approval and availability of faculty who will handle the requested subject(s).

<b>Office or Division:</b>	College of Agriculture, Food Science, Business, and Communication Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Unscheduled Subjects			
<b>Who may avail:</b>	Irregular students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter approved by the instructor 2. Accomplished Request Form 3. Official receipt (if the schedule is beyond official hours)		Requesting Party CAFBC Office Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the approved request letter to the college.	1. Receives the letter request and issues the request form for unscheduled subject.	None	2 minutes	<i>Office Assistant</i>



2. Submits accomplished request form.	2.1. Receives the request form and plots the schedule of the requested subject to the concerned faculty load.	None	10 minutes	<i>Office Assistant</i>
	2.2. Forwards the request form to the Accounting office for computation of payment. (if the schedule is beyond the official hours)	Computed rate of the concerned instructor	15 minutes	<i>Accounting Personnel</i>
3. Proceeds to the Cashier's office for payment and gives a photocopy of the OR (applicable only if the schedule of the requested subject is beyond office hours).	3.1. Approves and signs the request form.	None	5 minutes	<i>Concerned Faculty Chairperson College Director</i>
4. Receives a copy of the approved request form and files a request for adding subject(s).	4.1. Gives a copy of the approved request form 4.2. Issues Request Form for Adding/ Dropping of Subjects Form.	None	5 minutes	<i>Office Assistant/ College Director or Department Chair</i>
<b>TOTAL</b>		None (Instructor's rate)	20-35 minutes	



## 5. Request for Overload

This transaction is applicable only for irregular graduating students who would like to request for overload of course work in order to complete all required subjects on their last semester.

<b>Office or Division:</b>	College of Agriculture, Food Science, Business, and Communication Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Overload			
<b>Who may avail:</b>	Irregular graduating students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3. Approved Request letter for Overload 4. Accomplished copy of Request Form		Requesting Party CAFBC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request to the college.	1.1. Receives and logs the letter request. 1.2. Forwards the letter request to the College Director. 1.3. Approves the request letter.	None	5 minutes	<i>Office Assistant</i>  <i>Office Assistant</i>  <i>College Director/ Concerned Department Chair</i>
2. Fills-out and submits request form for overload with attached copy of the approved request letter.	2. Receives and approves request form.	None	5 minutes	<i>College Director/ Concerned Department Chair</i>
3. Receives a copy of the approved request form and attaches the form to his/her Registration form.	3. Release the approved request form.	None	2 minutes	<i>College Director</i>
<b>TOTAL</b>		None	12 minutes	



## 6. Issuance and Processing of Adding/Dropping Form

This transaction is applicable to all students who wants to add or drop subject(s). Adding of subject(s) is done before the enrolment period ends while dropping of subject(s) is allowed if done before the Midterm Exam schedule.

<b>Office or Division:</b>	College of Agriculture, Food Science, Business, and Communication Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Overload			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3. Approved Adding/Dropping Form		CAFBC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished Adding/Dropping Form with signature of concerned instructor(s).	1.1. Issues the Adding/Dropping form. 1.2. Receives and forwards the form to the College Director or Department Chair, 1.3. Approves and signs the request form.	None	10 minutes	<i>Office Assistant</i>  <i>Office Assistant</i>  <i>College Director</i> <i>Concerned</i> <i>Department Chair</i>
4. Receives and submits the approved form to the Registrar's office.	2. Releases the approved request form.	None	2 minutes	<i>Office Assistant</i>
<b>TOTAL</b>		None	12 minutes	



## 7. Issuance and Processing of Grade Completion Form

This is applicable to all students who have no grade(s) in the previous subject(s) enrolled due to lack of requirements and/or examination and to those who wants to request for removal examination for incomplete grade or conditional grade. Grade completion is allowed up to one year after the subject was enrolled. Beyond one year, it is already considered as lapse and can no longer file for grade completion.

<b>Office or Division:</b>	College of Agriculture, Food Science, Business, and Communication Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Overload			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) photocopy of the OR receipt 2. Four (4) copies Accomplished Re-examination/Grade Completion Form		Cashier's Office CAFBC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures and presents Official Receipt it the office.	1. Issues the Grade Completion Form	P40 per subject	5 minutes	<i>Cashier's Office</i>
2. Fills-up and submits Grade Completion Form with complete signatories.	2.1. Receives the form and forwards to the concerned instructor. 2.1. Concerned instructor inputs the grade and affixes his/her signature. 2.3. Forwards the form to the Registrar's office.	None	20 minutes	<i>Office Assistant</i>  <i>Concerned Instructor</i>  <i>Concerned Instructor/ Office Assistant</i>
3. Receives a copy of the approved Completion Form.	3. Distributes the three (3) copies from Registrar (1- College, 2-	None	5 minutes	<i>Office Assistant</i>



	Instructor, & 3-Student)			
TOTAL		P 40	30 minutes	

## 8. Processing of Student's Clearance

This transaction is applicable only for graduating and transfer students.

<b>Office or Division:</b>	College of Agriculture, Food Science, Business, and Communication Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Student's Clearance			
<b>Who may avail:</b>	Graduating and Transfer students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Three (3) copies of the hard bound thesis manuscript 2. Connectivity kit with box 3. Internal clearance with complete signatories		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits thesis manuscripts, connectivity kit and the signed internal clearance to the office.	1.1. Receives, checks & records the submitted requirements. 1.2. Countersigns/ affixes initials in the clearance. 1.3. Forwards the clearance to the College Director or assigned faculty.	None	5 minutes	<i>Office Assistant</i>
2. Receives the clearance with signature.	2. Signs and returns the clearance.	None	1 minute	<i>College Director/ Department Chair Assigned Faculty</i>



TOTAL	None	7 minutes	
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## 9. Borrowing of Field and Laboratory Equipment/Tools/Materials

Students and faculty who will borrow equipment/tools/materials from the College Office and Laboratory Rooms will check its availability and shall be on a first come, first served basis.

<b>Office or Division:</b>	College of Agriculture, Food Science, Business, and Communication Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Faculty and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Office/Laboratory Logbook 2. Student ID		CAFBC Office/Laboratory Requesting student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires availability of equipment and fills out Borrower's Logbook.	1.1. Assists student/faculty in filling out the logbook; and 1.2. Checks the information entered into the logbook.	None	5 minutes	<i>Staff/Faculty in-charge</i>
2. Gets the borrowed equipment	2. Checks and releases the borrowed equipment	None	3 minutes	<i>Staff/Faculty in-charge</i>
3. Returns the borrowed equipment	3.1. Receives and checks the borrowed equipment/tools/ materials. 3.2. Marks the logbook with the returned date of the	None	2 minutes	<i>Staff/Faculty in-charge</i>



	equipment/tools/materials.			
TOTAL		None	10 minutes	

## 10. Offering of New Curricular Program

This transaction is to request the College Curriculum Committee for the offering of new curricular program in the college.

<b>Office or Division:</b>	College of Agriculture, Food Science, Business, and Communication Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for the Offering of New Curricular Program			
<b>Who may avail:</b>	Faculty or Proponent/s who proposed the offering of new curricular program			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request to the College Curriculum Committee (CCC) 2. Proposal of New Curriculum with complete documentary attachments		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proponent submits new curricular offering	1.1. Receives the proposal from the proponent department	None	2 minutes	<i>College Director</i>
	1.2. Contacts the College Curriculum Committee (CCC) members as to the availability of time for a meeting to review and discuss the curricular proposal		15 minutes	<i>College Director</i>
	1.3. Prepares the notice for the		15 minutes	<i>College Secretary</i>



	meeting and distributes to the members or head of the proponent department			
	1.4. College Curriculum Committee conducts the meeting together with the members or head of the proponent department		4 hours	<i>College Curriculum Committee</i>
	1.5. College Curriculum Committee submits back to the proponent department for corrections if there is or if none, the CCC will request the College Secretary to prepare the endorsement letter and have it signed by the members of CCC and with recommending approval by the College Director and submits it to the Campus / University		3 days	<i>College Curriculum Committee College Secretary</i>



	Curriculum Committee			
<b>TOTAL</b>		<b>None</b>	<b>3 days and 4.32 hours</b>	

## 11. Receiving and Releasing of Documents

Documents from external clients are received by the College of Agriculture, Food Science, Business, and Communication Office may it be thru hand-carry, e-mail, or via courier.

<b>Office or Division:</b>	College of Agriculture, Food Science, Business, and Communication Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All Affiliating clients of CTU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clientele's Document		Requesting Party		
2. Logbook for Received Copy		CAFBC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>RECEIVING OF DOCUMENT/S</b>				
<b>For walk-in:</b> 1. The client personally forwards the document/s to the College of Agriculture, Food Science, Business, and Communication (CAFBC) office.	1.1. Receives the document/s  1.2. Records the document in the office' logbook  1.3. Forwards it to the concerned faculty for review and action. (e.g. College Dean, Chairperson, CAFBC Faculty)	None	10 minutes	<i>College Clerk</i>
<b>via email:</b>	1.1. Checks email and	None	1 working day	<i>College Secretary Office Assistant</i>



1. The client sends the document/s to the CAFBC office' email address.	<p>acknowledges receipt of the email for confirmation;</p> <p>1.2. Print and records the document in the office' logbook; and</p> <p>1.3. Forwards the printed document/s to the concerned personnel for review and action.</p>			
<p><b>via courier:</b></p> <p>1. The client sends the document/s to the CAFBC office via courier.</p>	<p>1.1. Receives and records the document/s in the logbook</p> <p>1.2. Forwards it to the concerned personnel.</p> <p>1.3. Replies and/or acts on the document/s:</p>	None		<i>College Clerk</i>
	- Simple Transactions		3 working days	<i>Concerned Personnel</i>
	- Complex Transactions		7 working days	<i>Concerned Personnel</i>
	- Highly Technical		20 days or depending on the time required for the document to be fully processed	<i>Concerned Personnel</i>
<b>RELEASING OF THE DOCUMENT/S</b>				
<p><b>For walk-in:</b></p> <p>1. Receives the document and</p>	1.1. Hands the logbook to the receiver of	None	10 minutes	<i>Office Staffs/ Assistants</i>



signs with his/her name as the receiver on the logbook or on the duplicated document.	the document for release 1.2. Releases the documents acted upon by the concerned personnel.			
<b>via email:</b> 1. Receives the document/s send via email from the CAFBC office and acknowledges receipt of the said email.	1. Sends document(s) via email.	None	1 working day	<i>Office Staffs/ Assistants</i>
<b>via courier:</b> 1. Receives the document/s through the mail from the CAFBC office and the transaction is confirmed by the courier.	1. Releases and sends the document(s) acted upon by the concerned personnel through courier.	Prevailing courier rate	Depends on the location of the client	<i>Office Assistant</i>



# **Office of the College of Technology and Management**

Service Office

## **External Service**

Service Category



## 1. Admission of new students

This transaction is applicable to all new students (incoming freshman, transferee, and shifter) of the college prior to enrolment. New students should pass the college interview along other requirements of the desired program for them to qualify for admission.

<b>Office or Division:</b>	College of Technology and Management			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Admission of new students			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Online Admission Application 2. SAO Form 1 & Form 2 3. Student ID Number & Email Registration 4. Registration Form		<a href="https://admission.ctu.edu.ph/admission/verify">https://admission.ctu.edu.ph/admission/verify</a> SAO Office CTM Office CTM Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>College Interview</b>				
1. Receives a communication of the schedule of the interview.	1.1. Checks the list of student applicants in the SIS portal. 1.2. Notify the applicants for the schedule of interview via CTM FB page or through email or phone call.	None	10 minutes	<i>Admission Committee</i>
2. In-person interview with the assigned Admission committee.	2.1. Conducts face-to-face interview at the office. 2.2. Evaluates and selects the qualifiers for enrolment.	None	10 minutes	<i>Admission Committee</i>
3. Receives email notification for	3. Prepares and posts the Lists	None	30 minutes	<i>Office Staff</i>



enrollment from the Admission office.	of Enrolment Qualifiers through the college FB page.			
4. Confirms enrollment via the Admission Portal.	4. Prepares a list of applicants for enrollment.	None	15 minutes	<i>Office Staff</i>
<b>Processing of Student ID Number and CTU Email</b>				
1. Submits enrollment requirements to the enrolment committee.	1. Receives and checks the authenticity and completeness of submitted documents.	None	2 minutes	<i>Office Staff</i>
2. Fill-out information for the ID Number & CTU Email Registration.	2.1. Provides the information sheet and reviews that all entries are complete. 2.2. Forwards the information sheet to the Admission Office.	None	3 minutes	<i>Office Staff</i>
3. Waits for the posting of issuance of Student ID via the MIS FB page and Admission FB page and proceeds to enrollment once ID Number is posted.	3. Prepares and posts the list of qualifiers with Student ID Number and CTU email	None	15 minutes	<i>Office Staff</i>
<b>Enrollment</b>				
1. Fills-out the Registration Form.	1. Receives, reviews and approves the Student Load of	None		



	the Registration Form.			
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## 2. Evaluation for Enrolment of Undergraduate Students

This transaction is applicable to all students of the college and is done upon enrolment. It evaluates the subjects to be enrolled and checks the grade of pre-requisite subject(s).

<b>Office or Division:</b>	College of Technology Management			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Enrolment			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Regular Students</b>				
1. Original/Photocopy of Grade slip (previous semester attended)		MIS/Registrar's Office		
2. One (1) copy Accomplished Registration Form		College Enrolment Committee		
3. Application for Graduation Form (for graduating students only)		College Enrolment Committee		
<b>For Irregular Students:</b>				
3. One (1) copy Letter to Shift Form signed and approved by the College Director & Registrar (for Shiftee only)		CTM Office		
2. One (1) copy of Accomplished Accreditation of Subjects Form		CTM Office		
3. One (1) copy of Accomplished Registration Form		CTM Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Evaluation of Regular Students</b>				
1. Submits Grade Slip and Registration Form.	1.1. Receives Grade Slip and Registration form. 1.2. Checks grades of the pre-requisite subjects. 1.3. Approves the Student Load.	None	10 minutes	<i>Assigned Enrolment Committee</i>



<b>Evaluation of Irregular/Returnee/Shiftee/Transfer Student</b>				
3. Submits Grade Slips, Accreditation Form and Registration Form to the enrolment committee.	1.1. Receives the forms and reviews the subjects to be enrolled for pre-requisite(s). 1.2. Evaluates the grades of students for board course program 1.3. Approves the Registration form.	None	15 minutes	<i>Assigned Enrolment Committee</i>

### 3. Accreditation of Subjects

It is applicable to irregular, returnee, shifter and transferee students for the evaluation of subjects to be credited. It guides the students of the remaining subjects to take or enroll.

<b>Office or Division:</b>	College of Technology Management			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing for accreditation of subjects			
<b>Who may avail:</b>	Graduating and Transfer students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Grade slips of previous semesters or informative copy of grades from first year to present or Original or photocopy of TOR (2 <sup>nd</sup> courser)		SIS portal/Registrar's Office		
2. One (1) copy Approved Letter of Intent addressed to the College Dean stating the reason why he/she wants to transfer (transferee) or shift (shifter)		CTM Office		
3. One (1) accomplished Accreditation Form		CTM Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the required documents to the	1.1. Receives the documents.	None	30 minutes to 1 hour	<i>Accreditation Committee</i>



accreditation committee of the specified course or program.	1.2. Assess all the subjects that can be credited. 1.3. Approves the Accreditation form.			
2. Waits for the release of the approved Accredited subjects.	2. Returns the approved Accreditation Form.	None	1 minute	<i>Office Staff</i>
TOTAL		None	31 minutes to 1.1 hours	

#### 4. Request of Unscheduled Subjects

This transaction is applicable for irregular students who would like to request for courses offered off-sem. This is subject for the approval and availability of faculty who will handle the requested subject(s).

<b>Office or Division:</b>	College of Technology Management			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Unscheduled Subjects			
<b>Who may avail:</b>	Irregular students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter approved by the instructor 2. Accomplished Request Form 3. Official receipt (if the schedule is beyond official hours)		Requesting Party CTM Office Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the approved request letter to the college.	1. Receives the letter request and issues the request form for unscheduled subject.	None	2 minutes	<i>Office Assistant</i>
2. Submits accomplished request form.	2.1. Receives the request form and plots the	None	10 minutes	<i>Office Assistant</i>



	<p>schedule of the requested subject to the concerned faculty load.</p> <p>2.2. Forwards the request form to the Accounting office for computation of payment. (if the schedule is beyond the official hours)</p>	Computed rate of the concerned instructor	15 minutes	<i>Accounting Personnel</i>
3. Proceeds to the Cashier's office for payment and gives a photocopy of the OR (applicable only if the schedule of the requested subject is beyond office hours).	3.1. Approves and signs the request form.	None	5 minutes	<i>Concerned Faculty Chairperson College Director</i>
4. Receives a copy of the approved request form and files a request for adding subject(s).	<p>4.1. Gives a copy of the approved request form</p> <p>4.2. Issues Request Form for Adding/ Dropping of Subjects Form.</p>	None	5 minutes	<i>Office Assistant/ College Director or Department Chair</i>
<b>TOTAL</b>		None (Instructor's rate)	20-35 minutes	



## 5. Request for Overload

This transaction is applicable only for irregular graduating students who would like to request for overload of course work in order to complete all required subjects on their last semester.

<b>Office or Division:</b>	College of Technology Management			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Overload			
<b>Who may avail:</b>	Irregular graduating students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
5. Approved Request letter for Overload 6. Accomplished copy of Request Form		Requesting Party CTM Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request to the college.	1.1. Receives and logs the letter request. 1.2. Forwards the letter request to the College Director. 1.3. Approves the request letter.	None	5 minutes	<i>Office Assistant</i>  <i>Office Assistant</i>  <i>College Director/ Concerned Department Chair</i>
2. Fills-out and submits request form for overload with attached copy of the approved request letter.	2. Receives and approves request form.	None	5 minutes	<i>College Director/ Concerned Department Chair</i>
3. Receives a copy of the approved request form and attaches the form to his/her Registration form.	3. Release the approved request form.	None	2 minutes	<i>College Director</i>
<b>TOTAL</b>		None	12 minutes	



## 6. Issuance and Processing of Adding/Dropping Form

This transaction is applicable to all students who wants to add or drop subject(s). Adding of subject(s) is done before the enrolment period ends while dropping of subject(s) is allowed if done before the Midterm Exam schedule.

<b>Office or Division:</b>	College of Technology Management			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Overload			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
5. Approved Adding/Dropping Form		CTM Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished Adding/Dropping Form with signature of concerned instructor(s).	1.1. Issues the Adding/Dropping form. 1.2. Receives and forwards the form to the College Director or Department Chair, 1.3. Approves and signs the request form.	None	10 minutes	<i>Office Assistant</i>  <i>Office Assistant</i>  <i>College Director</i> <i>Concerned</i> <i>Department Chair</i>
6. Receives and submits the approved form to the Registrar's office.	2. Releases the approved request form.	None	2 minutes	<i>Office Assistant</i>
<b>TOTAL</b>		None	12 minutes	



## 7. Issuance and Processing of Grade Completion Form

This is applicable to all students who have no grade(s) in the previous subject(s) enrolled due to lack of requirements and/or examination and to those who wants to request for removal examination for incomplete grade or conditional grade. Grade completion is allowed up to one year after the subject was enrolled. Beyond one year, it is already considered as lapse and can no longer file for grade completion.

<b>Office or Division:</b>	College of Technology Management			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Overload			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) photocopy of the OR receipt 2. Four (4) copies Accomplished Re-examination/Grade Completion Form		Cashier's Office CTM Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures and presents Official Receipt it the office.	1. Issues the Grade Completion Form	P40 per subject	5 minutes	<i>Cashier's Office</i>
2. Fills-up and submits Grade Completion Form with complete signatories.	2.1. Receives the form and forwards to the concerned instructor. 2.1. Concerned instructor inputs the grade and affixes his/her signature. 2.3. Forwards the form to the Registrar's office.	None	20 minutes	<i>Office Assistant</i>  <i>Concerned Instructor</i>  <i>Concerned Instructor/ Office Assistant</i>
3. Receives a copy of the approved Completion Form.	3. Distributes the three (3) copies from Registrar	None	5 minutes	<i>Office Assistant</i>



	(1-College, 2-Instructor, & 3-Student)			
TOTAL		P 40	30 minutes	

## 8. Processing of Student's Clearance

This transaction is applicable only for graduating and transfer students.

<b>Office or Division:</b>	College of Technology Management			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Student's Clearance			
<b>Who may avail:</b>	Graduating and Transfer students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Three (3) copies of the hard bound thesis manuscript 2. Connectivity kit with box 3. Internal clearance with complete signatories		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits thesis manuscripts, connectivity kit and the signed internal clearance to the office.	1.1. Receives, checks & records the submitted requirements. 1.2. Countersigns/ affixes initials in the clearance. 1.3. Forwards the clearance to the College Director or assigned faculty.	None	5 minutes	<i>Office Assistant</i>
2. Receives the clearance with signature.	2. Signs and returns the clearance.	None	1 minute	<i>College Director/ Department Chair Assigned Faculty</i>



	TOTAL	None	8 minutes	

## 9. Borrowing of Field and Laboratory Equipment/Tools/Materials

Students and faculty who will borrow equipment/tools/materials from the College Office and Laboratory Rooms will check its availability and shall be on a first come, first served basis.

<b>Office or Division:</b>	College of Technology Management			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Faculty and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Office/Laboratory Logbook 2. Student ID		CTM Office/Laboratory Requesting student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires availability of equipment and fills out Borrower's Logbook.	1.1. Assists student/faculty in filling out the logbook; and 1.2. Checks the information entered into the logbook.	None	5 minutes	<i>Staff/Faculty in-charge</i>
2. Gets the borrowed equipment	2. Checks and releases the borrowed equipment	None	3 minutes	<i>Staff/Faculty in-charge</i>
3. Returns the borrowed equipment	3.1. Receives and checks the borrowed equipment/tools/ materials. 3.2. Marks the logbook with the returned date of the	None	2 minutes	<i>Staff/Faculty in-charge</i>



	equipment/tools/materials.			
TOTAL		None	10 minutes	

## 10. Offering of New Curricular Program

This transaction is to request the College Curriculum Committee for the offering of new curricular program in the college.

<b>Office or Division:</b>	College of Technology Management			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for the Offering of New Curricular Program			
<b>Who may avail:</b>	Faculty or Proponent/s who proposed the offering of new curricular program			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request to the College Curriculum Committee (CCC) 2. Proposal of New Curriculum with complete documentary attachments		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proponent submits new curricular offering	1.1. Receives the proposal from the proponent department	None	2 minutes	<i>College Director</i>
	1.2. Contacts the College Curriculum Committee (CCC) members as to the availability of time for a meeting to review and discuss the curricular proposal		15 minutes	<i>College Director</i>



	1.3. Prepares the notice for the meeting and distributes to the members or head of the proponent department		15 minutes	<i>College Secretary</i>
	1.4. College Curriculum Committee conducts the meeting together with the members or head of the proponent department		4 hours	<i>College Curriculum Committee</i>
	1.5. College Curriculum Committee submits back to the proponent department for corrections if there is or if none, the CCC will request the College Secretary to prepare the endorsement letter and have it signed by the members of CCC and with recommending approval by the College Director and submits it to the Campus /		3 days	<i>College Curriculum Committee College Secretary</i>



	University Curriculum Committee			
<b>TOTAL</b>		<b>None</b>	<b>3 days and 4.32 hours</b>	

## 11. Receiving and Releasing of Documents

Documents from external clients are received by the College of Technology Management Office may it be thru hand-carry, e-mail, or via courier.

<b>Office or Division:</b>	College of Technology Management			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All Affiliating clients of CTU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clientele's Document		Requesting Party		
2. Logbook for Received Copy		CTM Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>RECEIVING OF DOCUMENT/S</b>				
<b>For walk-in:</b> 1. The client personally forwards the document/s to the College of Technology Management (CTM)office.	1.1. Receives the document/s  1.2. Records the document in the office' logbook  1.3. Forwards it to the concerned faculty for review and action. (e.g. College Dean, Chairperson, CTM Faculty)	None	10 minutes	<i>College Clerk</i>
<b>via email:</b> 1. The client sends the document/s to	1.1. Checks email and acknowledge	None	1 working day	<i>College Secretary Office Assistant</i>



the CTM office' email address.	s receipt of the email for confirmation; 1.2. Print and records the document in the office' logbook; and 1.3. Forwards the printed document/s to the concerned personnel for review and action.			
<b>via courier:</b> 1. The client sends the document/s to the CTM office via courier.	1.1. Receives and records the document/s in the logbook 1.2. Forwards it to the concerned personnel. 1.3. Replies and/or acts on the document/s:	None		<i>College Clerk</i>
	- Simple Transactions		3 working days	<i>Concerned Personnel</i>
	- Complex Transactions		7 working days	<i>Concerned Personnel</i>
	- Highly Technical		20 days or depending on the time required for the document to be fully processed	<i>Concerned Personnel</i>
<b>RELEASING OF THE DOCUMENT/S</b>				
<b>For walk-in:</b> 1. Receives the document and	1.1. Hands the logbook to the receiver of	None	10 minutes	<i>Office Staffs/ Assistants</i>



signs with his/her name as the receiver on the logbook or on the duplicated document.	the document for release 1.2. Releases the documents acted upon by the concerned personnel.			
<b>via email:</b> 1. Receives the document/s send via email from the CTM office and acknowledges receipt of the said email.	1. Sends document(s) via email.	None	1 working day	<i>Office Staffs/ Assistants</i>
<b>via courier:</b> 1. Receives the document/s through the mail from the CTM office and the transaction is confirmed by the courier.	1. Releases and sends the document(s) acted upon by the concerned personnel through courier.	Prevailing courier rate	Depends on the location of the client	<i>Office Assistant</i>



# College of Education

Service Office

## External Service

Service Category



## 1. Admission of new students

This transaction is applicable to all new students (incoming freshman, transferee, and shifter) of the college prior to enrolment. New students should pass the college interview along other requirements of the desired program for them to qualify for admission.

<b>Office or Division:</b>	College of Arts, Sciences and Education Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Admission of new students			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Online Admission Application 2. SAO Form 1 & Form 2 3. Student ID Number & Email Registration 4. Registration Form		<a href="https://admission.ctu.edu.ph/admission/verify">https://admission.ctu.edu.ph/admission/verify</a> SAO Office CASE Office CASE Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>College Interview</b>				
1. Receives a communication of the schedule of the interview.	1.1. Checks the list of student applicants in the SIS portal. 1.2. Notify the applicants for the schedule of interview via CASE FB page or through email or phone call.	None	10 minutes	Admission Committee
2. In-person interview with the assigned Admission committee.	2.1. Conducts face-to-face interview at the office. 2.2. Evaluates and selects the qualifiers for enrolment.	None	10 minutes	Admission Committee
3. Receives email notification for	3. Prepares and posts the Lists	None	30 minutes	Office Staff



enrollment from the Admission office.	of Enrolment Qualifiers through the college FB page.			
4. Confirms enrollment via the Admission Portal.	4. Prepares a list of applicants for enrollment.	None	15 minutes	Office Staff
<b>Processing of Student ID Number and CTU Email</b>				
1. Submits enrollment requirements to the enrolment committee.	1. Receives and checks the authenticity and completeness of submitted documents.	None	2 minutes	Office Staff
2. Fill-out information for the ID Number & CTU Email Registration.	2.1. Provides the information sheet and reviews that all entries are complete. 2.2. Forwards the information sheet to the Admission Office.	None	3 minutes	Office Staff
3. Waits for the posting of issuance of Student ID via the MIS FB page and Admission FB page and proceeds to enrollment once ID Number is posted.	3. Prepares and posts the list of qualifiers with Student ID Number and CTU email	None	15 minutes	Office Staff
<b>Enrollment</b>				
1. Fills-out the Registration Form.	1. Receives, reviews and approves the Student Load of	None		



	the Registration Form.			
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## 2. Evaluation for Enrolment of Undergraduate Students

This transaction is applicable to all students of the college and is done upon enrolment. It evaluates the subjects to be enrolled and checks the grade of pre-requisite subject(s).

<b>Office or Division:</b>	College of Arts, Sciences and Education Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Enrolment			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Regular Students</b>				
1. Original/Photocopy of Grade slip (previous semester attended)		MIS/Registrar's Office		
2. One (1) copy Accomplished Registration Form		College Enrolment Committee		
3. Application for Graduation Form (for graduating students only)		College Enrolment Committee		
<b>For Irregular Students:</b>				
4. One (1) copy Letter to Shift Form signed and approved by the College Dean & Registrar (for Shiftee only)		CASE Office		
2. One (1) copy of Accomplished Accreditation of Subjects Form		CASE Office		
3. One (1) copy of Accomplished Registration Form		CASE Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Evaluation of Regular Students</b>				
1. Submits Grade Slip and Registration Form.	1.1. Receives Grade Slip and Registration form. 1.2. Checks grades of the pre-requisite subjects. 1.3. Approves the Student Load.	None	10 minutes	Assigned Enrolment Committee



<b>Evaluation of Irregular/Returnee/Shiftee/Transfer Student</b>				
4. Submits Grade Slips, Accreditation Form and Registration Form to the enrolment committee.	1.1. Receives the forms and reviews the subjects to be enrolled for pre-requisite(s). 1.2. Evaluates the grades of students for board course program 1.3. Approves the Registration form.	None	15 minutes	Assigned Enrolment Committee

### 3. Accreditation of Subjects

It is applicable to irregular, returnee, shifter and transferee students for the evaluation of subjects to be credited. It guides the students of the remaining subjects to take or enroll.

<b>Office or Division:</b>	College of Arts, Sciences and Education Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing for accreditation of subjects			
<b>Who may avail:</b>	Graduating and Transfer students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Grade slips of previous semesters or informative copy of grades from first year to present or Original or photocopy of TOR (2 <sup>nd</sup> courser)		SIS portal/Registrar's Office		
2. One (1) copy Approved Letter of Intent addressed to the College Dean stating the reason why he/she wants to transfer (transferee) or shift (shifter)		CASE Office		
3. One (1) accomplished Accreditation Form		CASE Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the required	1.1. Receives the documents.	None	30 minutes to 1 hour	Accreditation Committee



documents to the accreditation committee of the specified course or program.	1.2. Assess all the subjects that can be credited. 1.3. Approves the Accreditation form.			
2. Waits for the release of the approved Accredited subjects.	2. Returns the approved Accreditation Form.	None	1 minute	Office Staff
TOTAL		None	31 minutes to 1.1 hours	

#### 4. Request of Unscheduled Subjects

This transaction is applicable for irregular students who would like to request for courses offered off-sem. This is subject for the approval and availability of faculty who will handle the requested subject(s).

<b>Office or Division:</b>	College of Arts, Sciences and Education Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Unscheduled Subjects			
<b>Who may avail:</b>	Irregular students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter approved by the instructor 2. Accomplished Request Form 3. Official receipt (if the schedule is beyond official hours)		Requesting Party CASE Office Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the approved request letter to the college.	1. Receives the letter request and issues the request form for unscheduled subject.	None	2 minutes	Office Assistant
2. Submits accomplished request form.	2.1. Receives the request form and plots the	None	10 minutes	Office Assistant



	<p>schedule of the requested subject to the concerned faculty load.</p> <p>2.2. Forwards the request form to the Accounting office for computation of payment. (if the schedule is beyond the official hours)</p>	Computed rate of the concerned instructor	15 minutes	Accounting Personnel
3. Proceeds to the Cashier's office for payment and gives a photocopy of the OR (applicable only if the schedule of the requested subject is beyond office hours).	3.1. Approves and signs the request form.	None	5 minutes	Concerned Faculty Chairperson College Dean
4. Receives a copy of the approved request form and files a request for adding subject(s).	<p>4.1. Gives a copy of the approved request form</p> <p>4.2. Issues Request Form for Adding/ Dropping of Subjects Form.</p>	None	5 minutes	Office Assistant/ College Dean or Department Chair
<b>TOTAL</b>		None (Instructor's rate)	20-35 minutes	



## 5. Request for Overload

This transaction is applicable only for irregular graduating students who would like to request for overload of course work in order to complete all required subjects on their last semester.

<b>Office or Division:</b>	College of Arts, Sciences and Education Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Overload			
<b>Who may avail:</b>	Irregular graduating students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
7. Approved Request letter for Overload		Requesting Party		
8. Accomplished copy of Request Form		CASE Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request to the college.	1.1. Receives and logs the letter request.	None	5 minutes	Office Assistant
	1.2. Forwards the letter request to the College Dean.			Office Assistant
	1.3. Approves the request letter.			College Dean/ Concerned Department Chair
2. Fills-out and submits request form for overload with attached copy of the approved request letter.	2. Receives and approves request form.	None	5 minutes	College Dean/ Concerned Department Chair
3. Receives a copy of the approved request form and attaches the form to his/her Registration form.	3. Release the approved request form.	None	2 minutes	College Dean
<b>TOTAL</b>		None	12 minutes	



## 6. Issuance and Processing of Adding/Dropping Form

This transaction is applicable to all students who wants to add or drop subject(s). Adding of subject(s) is done before the enrolment period ends while dropping of subject(s) is allowed if done before the Midterm Exam schedule.

<b>Office or Division:</b>	College of Arts, Sciences and Education Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Overload			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
7. Approved Adding/Dropping Form			CASE Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished Adding/Dropping Form with signature of concerned instructor(s).	1.1. Issues the Adding/Dropping form. 1.2. Receives and forwards the form to the College Dean or Department Chair, 1.3. Approves and signs the request form.	None	10 minutes	Office Assistant  Office Assistant  College Dean Concerned Department Chair
8. Receives and submits the approved form to the Registrar's office.	2. Releases the approved request form.	None	2 minutes	Office Assistant
TOTAL		None	12 minutes	



## 7. Issuance and Processing of Grade Completion Form

This is applicable to all students who have no grade(s) in the previous subject(s) enrolled due to lack of requirements and/or examination and to those who wants to request for removal examination for incomplete grade or conditional grade. Grade completion is allowed up to one year after the subject was enrolled. Beyond one year, it is already considered as lapse and can no longer file for grade completion.

<b>Office or Division:</b>	College of Arts, Sciences and Education Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Overload			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) photocopy of the OR receipt 2. Four (4) copies Accomplished Re-examination/Grade Completion Form		Cashier's Office CASE Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures and presents Official Receipt at the office.	1. Issues the Grade Completion Form	P40 per subject	5 minutes	Cashier's Office
2. Fills-up and submits Grade Completion Form with complete signatories.	2.1. Receives the form and forwards to the concerned instructor. 2.1. Concerned instructor inputs the grade and affixes his/her signature. 2.3. Forwards the form to the Registrar's office.	None	20 minutes	Office Assistant  Concerned Instructor  Concerned Instructor/ Office Assistant
3. Receives a copy of the approved Completion Form.	3. Distributes the three (3) copies from Registrar (1-College, 2-	None	5 minutes	Office Assistant



	Instructor, & 3-Student)			
TOTAL		P 40	30 minutes	

## 8. Processing of Student's Clearance

This transaction is applicable only for graduating and transfer students.

<b>Office or Division:</b>	College of Arts, Sciences and Education Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Student's Clearance			
<b>Who may avail:</b>	Graduating and Transfer students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Three (3) copies of the hard bound thesis manuscript 2. Connectivity kit with box 3. Internal clearance with complete signatories		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits thesis manuscripts, connectivity kit and the signed internal clearance to the office.	1.1. Receives, checks & records the submitted requirements. 1.2. Countersigns/ affixes initials in the clearance. 1.3. Forwards the clearance to the College Dean or assigned faculty.	None	5 minutes	Office Assistant
2. Receives the clearance with signature.	2. Signs and returns the clearance.	None	1 minute	College Dean/ Department Chair Assigned Faculty



TOTAL	None	9 minutes	
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## 9. Borrowing of Field and Laboratory Equipment/Tools/Materials

Students and faculty who will borrow equipment/tools/materials from the College Office and Laboratory Rooms will check its availability and shall be on a first come, first served basis.

<b>Office or Division:</b>	College of Arts, Sciences and Education Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Faculty and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Office/Laboratory Logbook 2. Student ID		CASE Office/Laboratory Requesting student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires availability of equipment and fills out Borrower's Logbook.	1.1. Assists student/faculty in filling out the logbook; and 1.2. Checks the information entered into the logbook.	None	5 minutes	Staff/Faculty in-charge
2. Gets the borrowed equipment	2. Checks and releases the borrowed equipment	None	3 minutes	Staff/Faculty in-charge
3. Returns the borrowed equipment	3.1. Receives and checks the borrowed equipment/tools/ materials. 3.2. Marks the logbook with the returned	None	2 minutes	Staff/Faculty in-charge



	date of the equipment/tools/materials.			
TOTAL		None	10 minutes	

## 10. Offering of New Curricular Program

This transaction is to request the College Curriculum Committee for the offering of new curricular program in the college.

<b>Office or Division:</b>	College of Arts, Sciences and Education Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for the Offering of New Curricular Program			
<b>Who may avail:</b>	Faculty or Proponent/s who proposed the offering of new curricular program			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request to the College Curriculum Committee (CCC) 2. Proposal of New Curriculum with complete documentary attachments		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proponent submits new curricular offering	1.1. Receives the proposal from the proponent department	None	2 minutes	College Dean
	1.2. Contacts the College Curriculum Committee (CCC) members as to the availability of time for a meeting to review and discuss the curricular proposal		15 minutes	College Dean
	1.3. Prepares the notice for the		15 minutes	College Secretary



	meeting and distributes to the members or head of the proponent department			
	1.4. College Curriculum Committee conducts the meeting together with the members or head of the proponent department		4 hours	College Curriculum Committee
	1.5. College Curriculum Committee submits back to the proponent department for corrections if there is or if none, the CCC will request the College Secretary to prepare the endorsement letter and have it signed by the members of CCC and with recommending approval by the College Dean and submits it to the Campus / University Curriculum Committee		3 days	College Curriculum Committee College Secretary



<b>TOTAL</b>	None	<b>3 days and 4.32 hours</b>	
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## 11. Receiving and Releasing of Documents

Documents from external clients are received by the College of Arts, Sciences and Education Office may it be thru hand-carry, e-mail, or via courier.

<b>Office or Division:</b>	College of Arts, Sciences and Education Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All Affiliating clients of CTU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clientele's Document		Requesting Party		
2. Logbook for Received Copy		CASE Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>RECEIVING OF DOCUMENT/S</b>				
<b>For walk-in:</b> 1. The client personally forwards the document/s to the College of Arts, Sciences and Education (CASE) office.	1.1. Receives the document/s  1.2. Records the document in the office' logbook  1.3. Forwards it to the concerned faculty for review and action. (e.g. College Dean, Chairperson, CASE Faculty)	None	10 minutes	College Clerk
<b>via email:</b> 1. The client sends the document/s to	1.1. Checks email and acknowledges receipt of	None	1 working day	College Secretary Office Assistant



the CASE office' email address.	the email for confirmation; 1.2. Print and records the document in the office' logbook; and 1.3. Forwards the printed document/s to the concerned personnel for review and action.			
<b>via courier:</b> 1. The client sends the document/s to the CASE office via courier.	1.1. Receives and records the document/s in the logbook 1.2. Forwards it to the concerned personnel. 1.3. Replies and/or acts on the document/s:	None		College Clerk
	- Simple Transactions		3 working days	Concerned Personnel
	- Complex Transactions		7 working days	Concerned Personnel
	- Highly Technical		20 days or depending on the time required for the document to be fully processed	Concerned Personnel
<b>RELEASING OF THE DOCUMENT/S</b>				
<b>For walk-in:</b> 1. Receives the document and signs with his/her	1.1. Hands the logbook to the receiver of the document	None	10 minutes	Office Staffs/ Assistants



name as the receiver on the logbook or on the duplicated document.	for release 1.2. Releases the documents acted upon by the concerned personnel.			
<b>via email:</b> 1. Receives the document/s send via email from the CASE office and acknowledges receipt of the said email.	1. Sends document(s) via email.	None	1 working day	Office Staffs/ Assistants
<b>via courier:</b> 1. Receives the document/s through the mail from the CASE office and the transaction is confirmed by the courier.	1. Releases and sends the document(s) acted upon by the concerned personnel through courier.	Prevailing courier rate	Depends on the location of the client	Office Assistant



# **College of Veterinary Medicine**

Service Office

## **External Service**

Service Category



## 1. Admission of new students

This transaction is applicable to all new students (incoming freshman, transferee, and shifter) of the college prior to enrolment. New students should pass the college interview along other requirements of the desired program for them to qualify for admission.

<b>Office or Division:</b>	College of Veterinary Medicine Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Admission of new students			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Online Admission Application 2. SAO Form 1 & Form 2 3. Student ID Number & Email Registration 4. Registration Form		<a href="https://admission.ctu.edu.ph/admission/verify">https://admission.ctu.edu.ph/admission/verify</a> SAO Office CVM Office CVM Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>College Interview</b>				
1. Receives a communication of the schedule of the interview.	1.1. Checks the list of student applicants in the SIS portal. 1.2. Notify the applicants for the schedule of interview via CVM FB page or through email or phone call.	None	10 minutes	Admission Committee
2. In-person interview with the assigned Admission committee.	2.1. Conducts face-to-face interview at the office. 2.2. Evaluates and selects the qualifiers for enrolment.	None	10 minutes	Admission Committee
3. Receives email notification for	3. Prepares and posts the Lists	None	30 minutes	Office Staff



enrollment from the Admission office.	of Enrolment Qualifiers through the college FB page.			
4. Confirms enrollment via the Admission Portal.	4. Prepares a list of applicants for enrollment.	None	15 minutes	Office Staff
<b>Processing of Student ID Number and CTU Email</b>				
1. Submits enrollment requirements to the enrolment committee.	1. Receives and checks the authenticity and completeness of submitted documents.	None	2 minutes	Office Staff
2. Fill-out information for the ID Number & CTU Email Registration.	2.1. Provides the information sheet and reviews that all entries are complete. 2.2. Forwards the information sheet to the Admission Office.	None	3 minutes	Office Staff
3. Waits for the posting of issuance of Student ID via the MIS FB page and Admission FB page and proceeds to enrollment once ID Number is posted.	3. Prepares and posts the list of qualifiers with Student ID Number and CTU email	None	15 minutes	Office Staff
<b>Enrollment</b>				
1. Fills-out the Registration Form.	1. Receives, reviews and approves the Student Load of	None		



	the Registration Form.			
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## 2. Evaluation for Enrolment of Undergraduate Students

This transaction is applicable to all students of the college and is done upon enrolment. It evaluates the subjects to be enrolled and checks the grade of pre-requisite subject(s).

<b>Office or Division:</b>	College of Veterinary Medicine Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Enrolment			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Regular Students</b> 1. Original/Photocopy of Grade slip (previous semester attended) 2. One (1) copy Accomplished Registration Form 3. Application for Graduation Form (for graduating students only)		MIS/Registrar's Office  College Enrolment Committee  College Enrolment Committee		
<b>For Irregular Students:</b> 5. One (1) copy Letter to Shift Form signed and approved by the College Dean & Registrar (for Shiftee only) 2. One (1) copy of Accomplished Accreditation of Subjects Form 3. One (1) copy of Accomplished Registration Form		CVM Office  CVM Office  CVM Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Evaluation of Regular Students</b>				
1. Submits Grade Slip and Registration Form.	1.1. Receives Grade Slip and Registration form. 1.2. Checks grades of the pre-requisite subjects. 1.3. Approves the Student Load.	None	10 minutes	Assigned Enrolment Committee



<b>Evaluation of Irregular/Returnee/Shiftee/Transfer Student</b>				
5. Submits Grade Slips, Accreditation Form and Registration Form to the enrolment committee.	1.1. Receives the forms and reviews the subjects to be enrolled for pre-requite(s). 1.2. Evaluates the grades of students for board course program 1.3. Approves the Registration form.	None	15 minutes	Assigned Enrolment Committee

### 3. Accreditation of Subjects

It is applicable to irregular, returnee, shifter and transferee students for the evaluation of subjects to be credited. It guides the students of the remaining subjects to take or enroll.

<b>Office or Division:</b>	College of Veterinary Medicine Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing for accreditation of subjects			
<b>Who may avail:</b>	Graduating and Transfer students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Grade slips of previous semesters or informative copy of grades from first year to present or Original or photocopy of TOR (2 <sup>nd</sup> courser)		SIS portal/Registrar's Office		
2. One (1) copy Approved Letter of Intent addressed to the College Dean stating the reason why he/she wants to transfer (transferee) or shift (shifter)		CVM Office		
3. One (1) accomplished Accreditation Form		CVM Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the required	1.1. Receives the documents.	None	30 minutes to 1 hour	Accreditation Committee



documents to the accreditation committee of the specified course or program.	1.2. Assess all the subjects that can be credited. 1.3. Approves the Accreditation form.			
2. Waits for the release of the approved Accredited subjects.	2. Returns the approved Accreditation Form.	None	1 minute	Office Staff
TOTAL		None	31 minutes to 1.1 hours	

#### 4. Request of Unscheduled Subjects

This transaction is applicable for irregular students who would like to request for courses offered off-sem. This is subject for the approval and availability of faculty who will handle the requested subject(s).

<b>Office or Division:</b>	College of Veterinary Medicine Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Unscheduled Subjects			
<b>Who may avail:</b>	Irregular students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter approved by the instructor 2. Accomplished Request Form 3. Official receipt (if the schedule is beyond official hours)		Requesting Party CVM Office Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the approved request letter to the college.	1. Receives the letter request and issues the request form for unscheduled subject.	None	2 minutes	Office Assistant
2. Submits accomplished request form.	2.1. Receives the request form and plots the	None	10 minutes	Office Assistant



	<p>schedule of the requested subject to the concerned faculty load.</p> <p>2.2. Forwards the request form to the Accounting office for computation of payment. (if the schedule is beyond the official hours)</p>	Computed rate of the concerned instructor	15 minutes	Accounting Personnel
3. Proceeds to the Cashier's office for payment and gives a photocopy of the OR (applicable only if the schedule of the requested subject is beyond office hours).	3.1. Approves and signs the request form.	None	5 minutes	Concerned Faculty Chairperson College Dean
4. Receives a copy of the approved request form and files a request for adding subject(s).	<p>4.1. Gives a copy of the approved request form</p> <p>4.2. Issues Request Form for Adding/ Dropping of Subjects Form.</p>	None	5 minutes	Office Assistant/ College Dean or Department Chair
<b>TOTAL</b>		None (Instructor's rate)	20-35 minutes	



## 5. Request for Overload

This transaction is applicable only for irregular graduating students who would like to request for overload of course work in order to complete all required subjects on their last semester.

<b>Office or Division:</b>	College of Veterinary Medicine Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Overload			
<b>Who may avail:</b>	Irregular graduating students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
9. Approved Request letter for Overload 10. Accomplished copy of Request Form		Requesting Party CVM Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter request to the college.	1.1. Receives and logs the letter request. 1.2. Forwards the letter request to the College Dean. 1.3. Approves the request letter.	None	5 minutes	Office Assistant  Office Assistant  College Dean/ Concerned Department Chair
2. Fills-out and submits request form for overload with attached copy of the approved request letter.	2. Receives and approves request form.	None	5 minutes	College Dean/ Concerned Department Chair
3. Receives a copy of the approved request form and attaches the form to his/her Registration form.	3. Release the approved request form.	None	2 minutes	College Dean
<b>TOTAL</b>		None	12 minutes	



## 6. Issuance and Processing of Adding/Dropping Form

This transaction is applicable to all students who wants to add or drop subject(s). Adding of subject(s) is done before the enrolment period ends while dropping of subject(s) is allowed if done before the Midterm Exam schedule.

<b>Office or Division:</b>	College of Veterinary Medicine Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Overload			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
9. Approved Adding/Dropping Form		CVM Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished Adding/Dropping Form with signature of concerned instructor(s).	1.1. Issues the Adding/Dropping form.	None	10 minutes	Office Assistant
	1.2. Receives and forwards the form to the College Dean or Department Chair,			Office Assistant
	1.3. Approves and signs the request form.			College Dean/ Concerned Department Chair
10. Receives and submits the approved form to the Registrar's office.	2. Releases the approved request form.	None	2 minutes	Office Assistant
<b>TOTAL</b>		None	12 minutes	



## 7. Issuance and Processing of Grade Completion Form

This is applicable to all students who have no grade(s) in the previous subject(s) enrolled due to lack of requirements and/or examination and to those who wants to request for removal examination for incomplete grade or conditional grade. Grade completion is allowed up to one year after the subject was enrolled. Beyond one year, it is already considered as lapse and can no longer file for grade completion.

<b>Office or Division:</b>	College of Veterinary Medicine Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for Overload			
<b>Who may avail:</b>	All students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) photocopy of the OR receipt 2. Four (4) copies Accomplished Re-examination/Grade Completion Form		Cashier's Office CVM Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures and presents Official Receipt it the office.	1. Issues the Grade Completion Form	P40 per subject	5 minutes	Cashier's Office
2. Fills-up and submits Grade Completion Form with complete signatories.	2.1. Receives the form and forwards to the concerned instructor. 2.1. Concerned instructor inputs the grade and affixes his/her signature. 2.3. Forwards the form to the Registrar's office.	None	20 minutes	Office Assistant  Concerned Instructor  Concerned Instructor/ Office Assistant
3. Receives a copy of the approved Completion Form.	3. Distributes the three (3) copies from Registrar (1-College, 2-	None	5 minutes	Office Assistant



	Instructor, & 3-Student)			
TOTAL		P 40	30 minutes	

## 8. Processing of Student's Clearance

This transaction is applicable only for graduating and transfer students.

<b>Office or Division:</b>	College of Veterinary Medicine Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Student's Clearance			
<b>Who may avail:</b>	Graduating and Transfer students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Three (3) copies of the hard bound thesis manuscript 2. Connectivity kit with box 3. Internal clearance with complete signatories		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits thesis manuscripts, connectivity kit and the signed internal clearance to the office.	1.1. Receives, checks & records the submitted requirements. 1.2. Countersigns/ affixes initials in the clearance. 1.3. Forwards the clearance to the College Dean or assigned faculty.	None	5 minutes	Office Assistant
2. Receives the clearance with signature.	2. Signs and returns the clearance.	None	1 minute	College Dean/ Department Chair Assigned Faculty
TOTAL		None	10 minutes	



## 9. Borrowing of Field and Laboratory Equipment/Tools/Materials

Students and faculty who will borrow equipment/tools/materials from the College Office and Laboratory Rooms will check its availability and shall be on a first come, first served basis.

<b>Office or Division:</b>	College of Veterinary Medicine Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Faculty and Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Office/Laboratory Logbook 2. Student ID		CVM Office/Laboratory Requesting student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires availability of equipment and fills out Borrower's Logbook.	1.1. Assists student/faculty in filling out the logbook; and 1.2. Checks the information entered into the logbook.	None	5 minutes	Staff/Faculty in-charge
2. Gets the borrowed equipment	2. Checks and releases the borrowed equipment	None	3 minutes	Staff/Faculty in-charge
3. Returns the borrowed equipment	3.1. Receives and checks the borrowed equipment/tools/materials. 3.2. Marks the logbook with the returned date of the equipment/tools/materials.	None	2 minutes	Staff/Faculty in-charge



TOTAL	None	10 minutes	
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## 10. Offering of New Curricular Program

This transaction is to request the College Curriculum Committee for the offering of new curricular program in the college.

<b>Office or Division:</b>	College of Veterinary Medicine Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Processing of Request for the Offering of New Curricular Program			
<b>Who may avail:</b>	Faculty or Proponent/s who proposed the offering of new curricular program			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request to the College Curriculum Committee (CCC) 2. Proposal of New Curriculum with complete documentary attachments		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proponent submits new curricular offering	1.1. Receives the proposal from the proponent department	None	2 minutes	College Dean
	1.2. Contacts the College Curriculum Committee (CCC) members as to the availability of time for a meeting to review and discuss the curricular proposal		15 minutes	College Dean
	1.3. Prepares the notice for the meeting and distributes to the members		15 minutes	College Secretary



	or head of the proponent department			
	1.4. College Curriculum Committee conducts the meeting together with the members or head of the proponent department		4 hours	College Curriculum Committee
	1.5. College Curriculum Committee submits back to the proponent department for corrections if there is or if none, the CCC will request the College Secretary to prepare the endorsement letter and have it signed by the members of CCC and with recommending approval by the College Dean and submits it to the Campus / University Curriculum Committee		3 days	College Curriculum Committee College Secretary
<b>TOTAL</b>		<b>None</b>	<b>3 days and 4.32 hours</b>	



## 11. Receiving and Releasing of Documents

Documents from external clients are received by the College of Veterinary Medicine Office may it be thru hand-carry, e-mail, or via courier.

<b>Office or Division:</b>	College of Veterinary Medicine Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All Affiliating clients of CTU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Clientele's Document		Requesting Party		
2. Logbook for Received Copy		CVM Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>RECEIVING OF DOCUMENT/S</b>				
<b>For walk-in:</b> 1. The client personally forwards the document/s to the College of Veterinary Medicine (CVM) office.	1.1. Receives the document/s  1.2. Records the document in the office' logbook  1.3. Forwards it to the concerned faculty for review and action. (e.g. College Dean, Chairperson, CVM Faculty)	None	10 minutes	College Clerk
<b>via email:</b> 1. The client sends the document/s to the CVM office' email address.	1.1. Checks email and acknowledges receipt of the email for confirmation;  1.2. Print and records the document in	None	1 working day	College Secretary Office Assistant



	the office' logbook; and 1.3. Forwards the printed document/s to the concerned personnel for review and action.			
<b>via courier:</b> 1. The client sends the document/s to the CVM office via courier.	1.1. Receives and records the document/s in the logbook 1.2. Forwards it to the concerned personnel. 1.3. Replies and/or acts on the document/s:	None		College Clerk
	- Simple Transactions		3 working days	Concerned Personnel
	- Complex Transactions		7 working days	Concerned Personnel
	- Highly Technical		20 days or depending on the time required for the document to be fully processed	Concerned Personnel
<b>RELEASING OF THE DOCUMENT/S</b>				
<b>For walk-in:</b> 1. Receives the document and signs with his/her name as the receiver on the logbook or on the duplicated document.	1.1. Hands the logbook to the receiver of the document for release 1.2. Releases the documents acted upon by the	None	10 minutes	Office Staffs/ Assistants



	concerned personnel.			
<b>via email:</b> 1. Receives the document/s send via email from the CVM office and acknowledges receipt of the said email.	1. Sends document(s) via email.	None	1 working day	Office Staffs/ Assistants
<b>via courier:</b> 1. Receives the document/s through the mail from the CVM office and the transaction is confirmed by the courier.	1. Releases and sends the document(s) acted upon by the concerned personnel through courier.	Prevailing courier rate	Depends on the location of the client	Office Assistant



# **Office of the Graduate School**

Service Office

## **External Service**

Service Category



## 1. RECEIVING AND RELEASING OF DOCUMENTS

Documents from external clients are received by the Office of the Graduate School may it be thru hand-carry, email or via courier.

<b>Office or Division:</b>	<b>Office of the Graduate School</b>			
<b>Classification:</b>	<b>Simple to Highly Technical as the requirements dictates</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizens</b>			
<b>Who may avail:</b>	<b>All Affiliating clients of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clientele's Documents		Office of the Graduate School		
		CTU-Barili Campus		
Logbook/for Received Copy		Postal Address: CTU-Barili Campus, Cagay, Barili, Cebu 6036 Email address: <a href="mailto:graduateschoolbarili@ctu.edu.ph">graduateschoolbarili@ctu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>RECEIVING OF THE DOCUMENT/S</b>				
1. The client personally forwards the document/s to the Office of the Graduate School.	1. An office staff receives the document/s; 2. Records the document in the office' logbook; 3. Forwards it to the concerned personnel for review and action. (e.g. GS Director, GS Faculty).	None	10 minutes	<i>Office Staff/Assistant</i>
2. The client sends the document/s to the Office of the Graduate School email address.	4. The office staff/assistant checks email, acknowledges receipt of the email for confirmation; 5. Records the document in the office' logbook; 6. Forwards or print the document/s received to the concerned personnel for review and action.	None	1 working day	<i>Office Staff/Assistant</i>
3. The clients sends the document/s to the Office of the Graduate School via courier.	7. An office staff/assistant receives the document/s; 8. Records the documents in the office' logbook; 9. Forwards it to the concerned personnel for review and action. (e.g. GS	None	20 working days	<i>Office Staff/Assistant</i>



	Director, College Director, GS Faculty).			
	10. Concerned personnel acts on the document/s			
	10.1. Simple Transactions			
	10.2. Complex Transactions		7 working days	
	10.3. Highly Technical		20 working days	
<b>RELEASING OF THE DOCUMENT/S</b>				
1. The client receives the document and sign with his/her name as the receiver on the logbook or on the duplicated document.	11.Hands the logbook to the receiver of the documents for release. 12.The staff releases the documents acted upon by the concerned personnel.	None	10 minutes	<i>Office Staff/Assistant</i>
2. The client receives the document/s send via email from the Office of the Graduate School and is asked to acknowledge receipt of the said email for confirmation that they have received it.	13.The office staff/assistant releases documents via email acted upon by the concerned personnel.	None	1 working day	<i>Office Staff/Assistant</i>
3. The client receives the document/s through the email from Office and the	14.The staff releases the documents acted upon by the concerned personnel through courier.	Prevailing courier rate	Depends on the location of the client	<i>Office Staff/Assistant</i>



transactions confirmed by the courier.				
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## 2. IRREGULAR AND RETURNEE STUDENT

Evaluation copy of TOR from previous semester or last school attended for crediting of subjects.

<b>Office or Division:</b>	<b>Office of the Graduate School</b>			
<b>Classification:</b>	<b>Students Support Services</b>			
<b>Type of Transaction:</b>	<b>Accreditation of subjects</b>			
<b>Who may avail:</b>	<b>Irregular and Returnee Students</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Evaluation Copy of the TOR RO Form 14		From the previous school attended CTU Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>RECEIVING OF THE DOCUMENT/S</b>				
Fill out the RO FORM 14 (Accreditation of Subject of Transferees) based on the identified subjects taken from the previous school or degree program to be credited to CTU curriculum.	Signed by the evaluator and approved by the College Director	None	Minimum of 20 minutes, depending on the number of subjects taken from the previous degree program	<i>Office Staff/Assistant and College Director</i>



### 3. CHECKING OF SIMILARITY INDEX ALSO KNOWN AS PLAGIARISM CHECK

Plagiarism is a breach of academic integrity. Proper credit or citation is necessary when someone's ideas or words are used. Plagiarism can have a serious consequences especially if the intention is done purposively. Hence, the Office of the Graduate School is offering a Plagiarism Check to the graduate students and faculty members to help them keep track of their works.

<b>Office or Division:</b>	<b>Office of the Graduate School</b>			
<b>Classification:</b>	<b>Simple Transaction</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizens</b>			
<b>Who may avail:</b>	<b>Graduating Students, Graduate School Faculty</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form Soft Copy of Research Paper/Manuscript		Office of the Graduate School CTU- Barili Campus Postal Address: CTU-Barili Campus, Cagay, Barili, Cebu 6036 Email address: <a href="mailto:graduateschoolbarili@ctu.edu.ph">graduateschoolbarili@ctu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>RECEIVING OF THE DOCUMENT/S</b>				
1. Client visits the College Plagiarism Check site. Everything about the service is discussed.	Receiving Officer makes sure to forward/post the link for the site	None	3 minutes	<i>Plagiarism Check Officer</i>
2. The client submits the softcopy of the research paper/manuscript in Word format to the Plagiarism Check Officer thru <a href="mailto:graduateschoolbarili@ctu.edu.ph">graduateschoolbarili@ctu.edu.ph</a>	2.1. Receiving Officer checks the Google Form whether the client have filled out the Request Form via Google Form.	Php 200 for Masteral student and Php 300 for Doctoral students  Note: The payment is good for 2 runs.	5 minutes	<i>Plagiarism Check Officer</i>
	2.2. Once the status has been verified, the receiving officer uploads and runs the documents	None	10 minutes	<i>Plagiarism Check Officer</i>



	in the web tool (TURNITIN).			
	2.3. The Receiving Officer waits for the web tool to finish checking the Plagiarism.	None	10 minutes	<i>Plagiarism Check Officer</i>
	2.4. The Receiving Officer downloads the Similarity Index Report if the paper did not exceed 10%.	None	10 minutes	<i>Plagiarism Check Officer</i>
<b>RELEASING OF THE DOCUMENT/S</b>				
4. The client receives an email notification of the status of his request.	4.1. Releasing Officer informs the client via email of the status of the request.	None	1 working day	<i>Plagiarism Check Officer</i>
	4.2. Releasing Officer releases the Certificate of Similarity Index together with the downloaded Similarity Index Report.	None	Depends if the client wants to receive the document in person or via Email.	<i>Plagiarism Check Officer</i>



# Admission Office

Service Office

## External Service

Service Category



## 1. Admissions Service

### Service Information

<b>Office or Division:</b>	<b>Admissions Office</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2C- Government to Citizens</b>
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li><b>A. Senior High School Graduating Students</b></li> <li><b>B. Transferees</b></li> <li><b>C. Shiftees (Students coming from CTU Barili Campus only)</b></li> <li><b>D. Returnees three years up (CTU Barili Campus Students Who Stopped Schooling for Three Years or More)</b></li> <li><b>E. Alternative Learning System (ALS) Passers</b></li> <li><b>F. Old Secondary Curriculum Graduates</b></li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p><b>Grade Requirements:</b> Evaluation of Grades is per semester.</p> <p><b>Board Programs</b></p> <ol style="list-style-type: none"> <li>1. GPA of at least 85</li> <li>2. Grades in MATH, SCIENCE, and ENGLISH, and area of specialization should be at least 85</li> <li>3. No grade below 80 in any subject</li> </ol> <p><b>Non-Board Programs</b></p> <ol style="list-style-type: none"> <li>1. GPA of at least 80</li> </ol> <p><b>A. SENIOR HIGH SCHOOL GRADUATES FROM SCHOOLS OUTSIDE CTU</b></p> <ol style="list-style-type: none"> <li>1. Original Copy of Grade 12 report card as of 1st semester signed by the school principal; Original Copy of Grade 11 report card if you don't have Math, English, and Science in Grade 12 (especially for All Board Program Applicants)</li> <li>2. Original copy of Certificate of Good Moral Character</li> </ol>	<p>Guidance Office, 2<sup>nd</sup> Floor Administrative Building, Cagay, Barili, Cebu Email address: <a href="mailto:guidancebarili@ctu.edu.ph">guidancebarili@ctu.edu.ph</a></p>



3. 1-piece recent 2x2 colored picture with white background and name tag

**B. TRANSFEREES FROM OTHER SCHOOLS/UNIVERSITIES**

1. Original copy of Transcript of Records (TOR) with Remarks: For Evaluation
2. Original copy of Certificate of Good Moral Character from the last school attended
3. 1-piece recent 2x2 colored picture with white background and name tag

**C. OLD SECONDARY CURRICULUM GRADUATES**

1. Original copy of High School report card signed by the school principal
2. Original Copy of Certificate of Good Moral Character
3. 1-piece recent picture 2x2 colored picture with white background and name tag

**D. ALTERNATIVE LEARNING SYSTEM (ALS) GRADUATES**

1. Original copy of ALS Examination Rating
2. Original copy of Certificate of Eligibility to College
3. Original copy of certificate of Good Moral Character from last school attended
4. 1-piece recent 2x2 colored picture with white background and name tag

**E. SHIFTER WITHIN CTU BARILI CAMPUS**



1. Original copy of Transcript of Records (TOR) with Remarks: For Evaluation
2. 1-piece recent 2x2 colored picture with white background and name tag
3. Endorsement letter from the Dean of the sending college to the sending college to the Dean of the receiving college

**F. RETURNEES/OLTEC GRADUATES FROM CTU BARILI CAMPUS**

1. Original copy of Transcript of Records (TOR) with Remarks: For Evaluation
2. 1-piece recent 2x2 colored picture with white background and name tag

**G. 2nd COURSEERS**

1. Original copy of Transcript of Records (TOR) with Remarks: For Evaluation
2. Original Copy of Certificate of Good Moral Character from last school attended
3. 1-piece recent 2x2 colored picture with white background and name tags
4. Testing Fee:
  - 400 pesos for board programs
  - 300 pesos for non-board programs

**H. TRANSFEREES FROM CTU-SATELLITE CAMPUSES**

1. Original copy of Transcript of Records (TOR) with Remarks: For Evaluation
2. Endorsement letter from CTU Satellite Campus Director



<p>addressed to the CTU Barili Campus Director</p> <p><b>Note:</b> Applicants are exempted from the entrance examination and will only undergo interview as long as they meet the grade requirements of the College in which they intend to enroll.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan your documents and 2x2 picture and save them in JPEG or PDF format		None		
2. Apply online using the admission portal below: <a href="http://order.ctu.edu.ph/admission">order.ctu.edu.ph/admission</a> <b>Note:</b> Fill-in the fields or blank spaces		None		
3. Submit online your scanned documents using the admission portal below: <a href="http://order.ctu.edu.ph/admission">order.ctu.edu.ph/admission</a> <b>Note:</b> Take note of your tracking code which will be given after you successfully submit your application because you will use it in tracking or monitoring the status of your application.	3.1. Check the completeness of the documents. 3.2. Check the GPA and other grades 3.3. Approve or disapprove the online application	None	3 days	Approver Assigned by the College Dean
4. Print Entrance Test Application Form and Entrance Test Permit upon approval of your application. <b>Note:</b> Take note of your test schedule and		None		



things to bring written in your Entrance Test Permit.				
5. Report to CTU Barili Campus during your entrance test schedule <b>Note:</b> No Entrance Test Permit, Entrance Test Application Form, and Official Receipt (if applicable)	5.1. Conduct the entrance test	For 2 <sup>nd</sup> Coursers Only: 400.00 For Board Programs and 300.00 for	Board Program: 4 hours Non-Board Program: 1 ½ hours	Guidance Counselor Guidance Office
<b>No Exam:</b> Examinees who will be late or absent during their scheduled exam will forfeit their application.		Non-Board programs		
6. Track if you qualified for the interview using your tracking code through the admission portal		None		
7. Report to CTU Barili Campus during your interview schedule	7.1. Interview the Student Applicant	None		Interviewer Assigned by the College Dean
8. Track if you qualified for enrolment using your tracking code in the admission portal		None		
9. Report for enrolment on the scheduled date if qualified		None		



# Library Office

Service Office

## External Service

Service Category



## 1. Reference Service

Refers to answering questions, need directions, or want advice about finding information for their research or interests in the Library.

<b>Office or Division:</b>	<b>LIBRARY</b>			
<b>Classification:</b>	<b>SIMPLE</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<b>All Bonafide Students, Faculty and Staff of CTU and community</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
.Fully accomplished Reference Query Form (Lib. Form 3) School ID COR		LIBRARY		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. REFERENCE SERVICE</b>				
1. Request for reference assistance	1.1. Issue reference query form 1.2. Interview library clients/users	None	5 minutes	Librarian/Library Staff
2. Accomplish the library query form	Validate reference query and availability of the resources.	None	15 minutes	Librarian/Library Staff
3. For Outside Researcher: *Pay to the cashier	Issue Official Receipt	Php 25.00/visit	1 minute	Cashier
	Check the Official Receipt and Referral letter		1 minute	Librarian/Library Staff



## 2. Circulation Service

Refers to borrowing and returning of library materials in the Library

<b>Office or Division:</b>	<b>LIBRARY</b>			
<b>Classification:</b>	<b>SIMPLE</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<b>All bonafide students, Faculty and Staff of CTU and community</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School ID COR		LIBRARY		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>CIRCULATION SERVICE (Borrowing/Returning of Library Materials)</b>				
1. Sign the borrower's card	1.1. Write the date as to when to return the book on the date due slip.  1.2. File the borrower's card in the borrower's catalog	None	5 minutes	Librarian/Library Staff
2. Return the borrowed library materials	Search the client's School ID/Library ID card from the file	None	1 minute	Librarian/Library Staff



### 3. Issuance of Student's Referral Letter

Refers to the process of providing a letter that recommends or refers a student to a particular organization, or institution for further study, or other purposes

<b>Office or Division:</b>	<b>LIBRARY</b>			
<b>Classification:</b>	<b>SIMPLE</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<b>All bonafide students of CTU who wants to avail the services from other libraries</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School ID COR		LIBRARY		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Referral letter from the Librarians to avail of the library service from other libraries	1.1. Interview the students of what references he/she will need from other libraries	None	5 minutes	Librarian
	1.2. Release Referral letter		1 minute	



# Office of the Registrar

Service Office

## External Service

Service Category



## 1. Registrar's Service

### Service Information

<b>Office or Division:</b>	<b>Registrar's Office</b>	
<b>Classification:</b>	<b>Monday to Friday; 8:00AM-5:00PM</b>	
<b>Type of Transaction:</b>	<b>Complex</b>	
<b>Who may avail:</b>	<b>G2C – Government to Citizen</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Online Request &amp; Document Issuance Reporting (ORDIR) System</b>		<b>Registrar Portal</b> <a href="https://ordir.ctu.edu.ph/registrar/">https://ordir.ctu.edu.ph/registrar/</a>
1. CAV		<b>Registrar Portal</b> <a href="https://ordir.ctu.edu.ph/registrar/">https://ordir.ctu.edu.ph/registrar</a>
a. Certified copy of TOR and Diploma/Certificate		
b. Certified copy of TOR and Certification		
2. CERTIFICATION Clearance if first request		<b>Registrar Portal</b> <a href="https://ordir.ctu.edu.ph/registrar/">https://ordir.ctu.edu.ph/registrar/</a>
3. CERTIFIED COPY		<b>Registrar Portal</b> <a href="https://ordir.ctu.edu.ph/registrar/">https://ordir.ctu.edu.ph/registrar/</a>
a. Original and photocopy of the documents		
4. DIPLOMA/CERTIFICATE Clearance if first request		<b>Registrar Portal</b> <a href="https://ordir.ctu.edu.ph/registrar/">https://ordir.ctu.edu.ph/registrar/</a>
5. TRANSCRIPT OF RECORDS		<b>Registrar Portal</b> <a href="https://ordir.ctu.edu.ph/registrar/">https://ordir.ctu.edu.ph/registrar/</a>
a. Clearance if first request and if for transfer purposes		
b. 2x2 picture with white background or in academic gown.		<b>Citizen/Client</b>
<b>B. ONLINE REGISTRATION</b>		<b>Originating School</b> <b>Originating School</b>
a. First Year Students		<b>Philippine Statistics Authority</b>
i. Form 138-A or its equivalent		
ii. Certificate of Good Moral		<b>Philippine Statistics Authority</b> <b>Citizen/Client</b>
iii. Photocopy of Birth Certificate from Philippine Statistics Authority		
iv. Marriage Certificate from Philippine Statistics Authority if applicable		<b>Respective Colleges</b>
v. 1 copy of 2x2 picture		
b. Regular Second Year and Subsequent Years Students		
c. Irregular/Readmitted/Shifted Students		<b>Originating School</b> <b>Originating School</b>
i. RO Form 14- Accreditation of		



subjects of transferees & shiftees d. Transferees 'i. Certificate of Transfer Credentials ii. Transcript of Records (for evaluation) iv. RO Form 14-Accreditation of subjects of transferees & shiftees e. Cross-Enrollees 'i. Permit to study		<b>Respective Colleges</b>  <b>Originating School</b>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. ONLINE REQUEST &amp; DOCUMENT ISSUANCE REPORTING (ORDIR) SYSTEM</b>				
1. Goes to <a href="https://ordir.ctu.edu.ph/registrar/">https://ordir.ctu.edu.ph/registrar/</a> and clicks Request	Logs-in account	Please refer to the table below	2 minutes	Registrar and staff
2. Fills out all the required fields and submits request	2. Monitors pending request		On going	Registrar and staff
3. Records the tracking code to follow-up request status	a. Goes to Process Module b. Processes or declines the request c. Retrieves records  Assesses the corresponding fees and informs client to present additional requirements upon claiming the document requested		10-60 minutes	Registrar and staff
4. Receives e-mail notification	4. Goes to printing Module & prints the requested document.		5 minutes	Registrar and staff
5. Receives e-mail notification	5. Goes to Approval		5 minutes	Registrar and staff



	Module and signs the document.			
6. Pays the appropriate fee to the cashier	6. Accepts payment for documents requested and issues official receipt			
7. Submits the official receipt and other requirement as earlier advised to the counter clerk & waits for name to be called	7. a. Goes to releasing module Encodes the O.R. number and other information in the releasing module and releases the document.		30 minutes	Registrar and staff
8. Receives the document & checks all the information before leaving the premises,				

TOTAL : 52 minutes – 1 hr.

**NOTICE:**

**Processing of documents and Lead Times**

<b>DOCUMENTS</b>	<b>LEAD TIMES</b>	<b>REQUIREMENTS</b>	<b>FEES</b>
<b>CAV</b>	7 working days	1. Certified copy of TOR and Diploma/ Certificate or Certified copy of TOR and Certification of earned units.	Ph40.00 and Doc. Stamp Ph30.00
<b>Certification</b>	3 working days	2. Clearance if first request	Ph40.00 and Doc. Stamp Ph30.00
<b>Certified Copy</b>	3 working days	3. Original and photocopy of the documents	Ph40.00/document



<b>Diploma/Certificate</b>	7 working days	4. Clearance if first request	Undergraduate programs= Ph200 (+Ph50 for succeeding issuance) Graduate programs=Ph300 (+Ph50 for succeeding issuance) Doc.Stamp Ph30.00
<b>Transcript of Records</b>	7 working days	1. Clearance if first request and if for transfer purposes 5. 2x2 picture with white background or in academic gown.	Ph50.00/page – local purposes Ph75.00/page – international purposes Doc.Stamp Ph30.00

#### A. ONLINE REGISTRATION

Logs in @ portal.ctu.edu.ph	Logs in @portal.ctu.edu.ph	None	1 minute	Registrar and staff College enrollment committee
Presents requirements to the enrollment committee of the respective colleges	2. a. Receives and evaluates requirements. Issues accreditation form & evaluation sheet if applicable	None	5 minutes	Enrollment Committee
			20 minutes	Enrollment Committee
Fills-out the online Registration Form	3. Assigns program and issues student ID Number	None	5 minutes	Enrollment Committee
Submits requirements to the Medical and Dental Clinic	4. Approves/Disapproves the application for enrollment Approves the block section	None	5 minutes 1 minute	School Physician/Nurse Enrollment Committee
Pays tuition and other Fiduciary Accounts ( for non-scholar)	5. Receives payment & issues Official Receipt	None	3 minutes	Cashier
Submits hard copy of requirements (new and	6. Receives requirements and Issues Certificate of Registration	None	10 minutes	Registrar & Staff



transferee students only)				
Requests online for the Student's ID (new and transferee students only)	7.Capture of Students Photo & Signature Printing of School ID Card	Ph100.00	15 minutes	MIS Staff



# Guidance Office

Service Office

## External Service

Service Category



## 1. Information Service

### Service Information

<b>Office or Division:</b>	<b>Guidance Office</b>			
<b>Classification:</b>	<b>Simple to Highly Technical – basis as to client’s assessed needs.</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizens</b>			
<b>Who may avail:</b>	<b>All Officially Enrolled Evening Students in Different Year Levels of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Services		Guidance Office, 2 <sup>nd</sup> Floor Administrative Building, Cagay, Barili, Cebu Email address: <a href="mailto:guidancebarili@ctu.edu.ph">guidancebarili@ctu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Reads the announcement	Posts either or all thru: 1.1 bulletin boards 1.2 FB Page 1.3. Group Chat	None	5 minutes	<i>Guidance Counselor</i> Guidance Office
2. Registers in the Registration Sheet	If Face to Face Activity - Attendees to fill-out the Attendance Sheet  If Online - Attendees to register via google form	None	5 minutes	<i>Guidance Counselor</i> Guidance Office
3. Listens and participates in the Orientation	Conducts the Activity either thru: - Face to Face or - Online whichever mode of delivery is approved by the	None	4 hours	<i>Guidance Counselor</i> Guidance Office



	campus authorities.			
4. Evaluates the Activity	Attendees of the activity either face to face or thru online are to evaluate via google form	None	5 minutes	Guidance Counselor Guidance Office
5. Receives Certificates	E-Certificate will be given to the attendees of the activity after accomplishing the evaluation via google form	None	5 minutes	Guidance Counselor Guidance Office

## 2. Counseling Service: Walk-In Counseling

### Service Information

<b>Office or Division:</b>	<b>Guidance Office</b>			
<b>Classification:</b>	<b>Simple to Highly Technical – basis as to client’s assessed needs.</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizens</b>			
<b>Who may avail:</b>	<b>All Officially Enrolled Evening Students in Different Year Levels of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Services		Guidance Office, 2 <sup>nd</sup> Floor Administrative Building, Cagay, Barili, Cebu Email address: <a href="mailto:guidancebarili@ctu.edu.ph">guidancebarili@ctu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out in the Counseling Logbook	Entertained walk-in clients	None	5 minutes	Guidance Counselor Guidance Office
2. Undergo Initial Interview	If based on the initial interview, the client’s issue or concern is	None	5 minutes	Guidance Counselor Guidance Office



	critical, he/she will be accommodated as soon as possible			
3. Refers to the available counselor	Conducts the counseling session; In case no counselor is available, the walk-in client and counselor will set an appointment convenient to both.	None	5 minutes	<i>Guidance Counselor</i> Guidance Office
4. Counseling Session	Prepares a Counseling Record of the counseling session immediately after it ends.	None	45 minutes – 1 hour	<i>Guidance Counselor</i> Guidance Office
5. Evaluates counseling session.	Counseling Evaluation Form will be provided to the Counselee at the end of the counseling session.	None	5 minutes	<i>Guidance Counselor</i> Guidance Office



### 3. Counseling Service: Referral Counseling

#### Service Information

<b>Office or Division:</b>	<b>Guidance Office</b>			
<b>Classification:</b>	<b>Simple to Highly Technical – basis as to client’s assessed needs.</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizens</b>			
<b>Who may avail:</b>	<b>All Officially Enrolled Evening Students in Different Year Levels of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Services		Guidance Office, 2 <sup>nd</sup> Floor Administrative Building, Cagay, Barili, Cebu Email address: <a href="mailto:guidancebarili@ctu.edu.ph">guidancebarili@ctu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out the Referral Form	The referring teacher will fill-out the Referral Form to be returned to the counselor.	None	5 minutes	<i>Guidance Counselor</i> Guidance Office
2. Appointment for a Counseling Session.	The teacher and counselor will schedule the date for the counseling session. The teacher will inform the student of the date set for counseling.	None	5 minutes	<i>Guidance Counselor</i> Guidance Office
3. Fill-out the Counseling Logbook Log	The counselor will request counselee to fill-out the logbook.	None	5 minutes	<i>Guidance Counselor</i> Guidance Office



4. Counseling Session.	Facilitates Counseling session	None	45 minutes – 1 hour	Guidance Counselor Guidance Office
5. Evaluates Counseling Session	Counseling Evaluation Form will be provided to the Counselee at the end of the counseling session.	None	5 minutes	Guidance Counselor Guidance Office
6. Fill-out the Feedback Form	The counselor will request the referring teacher to fill-out the Feedback Form.	None	5 minutes	Guidance Counselor Guidance Office

#### 4. Follow-up Service

##### Service Information

<b>Office or Division:</b>	<b>Guidance Office</b>			
<b>Classification:</b>	<b>Simple to Highly Technical – basis as to client’s assessed needs.</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizens</b>			
<b>Who may avail:</b>	<b>All Officially Enrolled Evening Students in Different Year Levels of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Services		Guidance Office, 2 <sup>nd</sup> Floor Administrative Building, Cagay, Barili, Cebu Email address: <a href="mailto:guidancebarili@ctu.edu.ph">guidancebarili@ctu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Waits for the follow-up	Calls the referred student to make a follow-up on his/her progress.	None	5 minutes	Guidance Counselor Guidance Office
2. Feedbacks success of adjustments	Checks the element of adjustment by	None	5 minutes	Guidance Counselor Guidance Office



	the referred student.			
3. Feedbacks achievement of the desired outcome	Checks the element of achievement of the desired outcome set by both counselor and counselee.	None	5 minutes	<i>Guidance Counselor</i> Guidance Office

## 5. Appraisal Service

### Service Information

<b>Office or Division:</b>	<b>Guidance Office</b>			
<b>Classification:</b>	<b>Simple to Highly Technical – basis as to client’s assessed needs.</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizens</b>			
<b>Who may avail:</b>	<b>All Officially Enrolled Evening Students in Different Year Levels of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Services		Guidance Office, 2 <sup>nd</sup> Floor Administrative Building, Cagay, Barili, Cebu Email address: <a href="mailto:guidancebarili@ctu.edu.ph">guidancebarili@ctu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Reads the announcement - Date - Time - Venue	Posts either or all thru: 1.1. bulletin boards 1.2. FB Page 1.3. Group Chat	None	5 minutes	<i>Guidance Counselor</i> Guidance Office
2. Registers in the Registration Sheet	Facilitates the online registration via google form	None	5 minutes	<i>Guidance Counselor</i> Guidance Office



3. Takes Standardized Examination	Facilitates Standardized Examination to those who availed of the service.	None	1 hour	Guidance Counselor Guidance Office
4. Evaluates the Activity	Facilitates the Appraisal Evaluation after administering the standardized test.	None	5 minutes	Guidance Counselor Guidance Office

## 6. Individual Inventory Service

### Service Information

<b>Office or Division:</b>	<b>Guidance Office</b>			
<b>Classification:</b>	<b>Simple to Highly Technical – basis as to client’s assessed needs.</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizens</b>			
<b>Who may avail:</b>	<b>All Officially Enrolled Evening Students in Different Year Levels of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Services		Guidance Office, 2 <sup>nd</sup> Floor Administrative Building, Cagay, Barili, Cebu Email address: <a href="mailto:guidancebarili@ctu.edu.ph">guidancebarili@ctu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Reads the announcement - Date - Time	Posts either or all thru: 1.1 bulletin boards 1.2. FB Page 1.3 Group Chat	None	5 minutes	Guidance Counselor Guidance Office
2. Fills-out the Cumulative Record Form	Supervises the student in filling-out of the form or provides analysis and interpretation of the beneficiary’s	None	30 minutes	Guidance Counselor Guidance Office



	data found in the cumulative record.			
3. Submits the accomplished form to the Guidance Counselor	Receives and keeps the Cumulative Record for future use/needs	None	5 minutes	Guidance Counselor Guidance Office
4. Signs in the logsheet	Facilitates the signing of the client in the logsheet	None	1 minutes	Guidance Counselor Guidance Office

## 7. Evaluation Service

### Service Information

<b>Office or Division:</b>	<b>Guidance Office</b>			
<b>Classification:</b>	<b>Simple to Highly Technical – basis as to client’s assessed needs.</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizens</b>			
<b>Who may avail:</b>	<b>All Officially Enrolled Evening Students in Different Year Levels of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Services		Guidance Office, 2 <sup>nd</sup> Floor Administrative Building, Cagay, Barili, Cebu Email address: <a href="mailto:guidancebarili@ctu.edu.ph">guidancebarili@ctu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out the Survey	Posts the link of the google form	None	5 minutes	Guidance Counselor Guidance Office
2. Submits the Survey	Consolidates the submitted responses	None	1 minute	Guidance Counselor Guidance Office



# **Student Affairs Office**

Service Office

## **External Service**

Service Category



## 1. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER

The issuance of a Certificate of Good Moral Character is typically a service provided by educational institutions, government agencies, or local authorities. The purpose of such a certificate is to attest that an individual possesses good moral standing and conduct. This document is often required for various purposes, such as employment, education, immigration, or professional licensing.

<b>Office or Division:</b>	<b>Student Affairs Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students of CTU Barili Campus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Customer Satisfaction Evaluation</li> <li>2. Good Moral Character Application Link</li> <li>3. Official Receipt</li> <li>4. Exit Interview Form</li> </ol>		<b>Student Affairs Office</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Expresses his/her intention to request for a Good Moral Certificate	<ol style="list-style-type: none"> <li>a. Checks his/her records to identify if he/she has uncleared infractions to the University Policy.</li> <li>b. Checks his/her academic records in the MIS. Advise him/her to pay the cashier.</li> </ol>	₱ 70.00	3 minutes per applicant	<i>Office Staff / SAO Director</i>  Student Affairs Office
2. Presents the proof of payment / Official Receipt	Prepares the Certificate of Good Moral Character		5 minutes per applicant	<i>Office Staff</i>  Student Affairs Office



3. Provide his/her personal information on the logbook	Checks and verifies the details of the of the information on the logbook	None	4 minutes per applicant	<i>SAO Director</i> Student Affairs Office
4. Encoding and printing of the Certificate of Good Moral Character	Signs the Certificate of Good Moral Character			
5. Receives the signed and sealed Certificate of Good Moral Character	a. Signs the OR upon claiming  Releases Certificate of Good Moral Character		3 minutes per applicant	<i>SAO Director</i> Student Affairs Office

## 2. STUDENT CLEARANCE

Student clearance is a process conducted by educational institutions to ensure that a student has met all the necessary requirements and obligations before leaving or graduating from the institution. It typically involves the verification of academic, financial, and administrative matters.

<b>Office or Division:</b>	<b>Student Affairs Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Bonafide Students of CTU Barili Campus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student Clearance		<b>Student Affairs Office</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents Student Clearance to the SAO Personnel	a. Verify Students clearance if properly filled out	None	5 minutes per applicant	<i>Office Staff / SAO Director</i> Student Affairs Office



	<p>b. Checks and verifies if the client has uncleared infraction of the school policy</p> <p>Signed the Student's clearance on the space provided for SAO</p>			
2. Fills in the entry in the Clearance Log Book	<p>a. Verify Student's clearance Log Book if properly filled in</p> <p>b. Signs the clearance</p> <p>Released Student's Clearance</p>	None	3 minutes per applicant	<p><i>Office Staff / SAO Director</i></p> <p>Student Affairs Office</p>



# Scholarship Office

Service Office

## External Service

Service Category



## 1. Renewal and Evaluation of Scholarship Grant

The renewal and evaluation process for a scholarship grant typically varies depending on the specific scholarship program and the institution or organization providing the scholarship.

<b>Office or Division:</b>	<b>Scholarship Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<b>All on-going scholars</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Certificate of Employment (for BOT 530, BOT 294, and BOR 28 scholars only)-once a year</li> <li>2. Daily Time Records, Performance Evaluation (for Student Assistant/Labors only)-every semester</li> <li>3. Other documents as specified by the linkages or benefactor</li> </ol>		<b>Scholarship Office</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the documentary requirements	1. Check the documents if complete	None	5 minutes per grantee	<i>Scholarship Office Assistant / Coordinator</i>  Scholarship Office
2. Present the documentary requirements	2.1. Compute for the Grade Point Average of the Previous Semester and check if qualified for the renewal of scholarship			<i>Scholarship Office Assistant / Coordinator</i>  Scholarship Office
3. Fill in the necessary	3.1. Verify the completeness of the information		5 minutes per grantee	<i>Scholarship Office Assistant / Coordinator</i>  Scholarship Office



information in the Registration Log Sheet				
4. Fill in the necessary information in the Registration Log Sheet	4.1. Stamp the enrolment form to Proceed on the next stage of Enrolment			Scholarship Office Assistant / Coordinator Scholarship Office
	4.2. Encode the master list of qualified scholars		One month after the start of class	Scholarship Office Assistant / Coordinator Scholarship Office
	4.3. Submit to EDPO for posting			

## 2. Processing and Filling of Application for the Scholarship or Financial Assistance

Service Information

<b>Office or Division:</b>	<b>Scholarship Office</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>
<b>Who may avail:</b>	<b>All students that fit to the set qualifications</b>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Application Form</li> <li>2. Income Tax Return or Certificate of Indigency or Low Income from the Barangay or its equivalent (as needed)</li> <li>3. Other documents as set by the sponsors or scholarship agencies</li> <li>4. Other documents as specified by the linkages or benefactor</li> </ol>	<b>Scholarship Office</b>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about the scholarship slot	1. Issue the Application Form and the List of Requirements	None	5 minutes per grantee	Scholarship Office Assistant / Coordinator Scholarship Office
	1. 2. Discuss briefly on how to fill out the form, what are other requirements and when and where to submit the requirements	None		
2. Submit the accomplished forms along with other documentary requirements	2.1. Check if submitted documents are complete	None	3 minutes per grantee	Scholarship Office Assistant / Coordinator Scholarship Office
	2.2. Verify if all necessary information is filled in			
	2.3. Let the applicants with complete documents log in the Record Book			Scholarship Office Assistant / Coordinator Scholarship Office
	2.4. Identify the qualified applicants through paper screening		Maximum of 15 working days after the deadline	Scholarship Office Assistant / Coordinator and /or the invited person/s
	2.5. Inform the qualified applicants for a scheduled interview			Scholarship Office Assistant / Coordinator Scholarship Office



3. Present himself/herself for an interview as scheduled	3.1. Let the applicant sign in the Attendance Sheet and fill in the Interview Assessment Form	None	5 minutes per applicant	Scholarship Office Assistant / Coordinator  Scholarship Office
	3.2. Interview the Applicants		5-10 minutes per applicant	Interviewers
	3.3. Prepare the Comparative Assessment		5 working days after the scheduled interview	Scholarship Coordinator  Scholarship Office
	3.4. Recommend the list of most qualified applicants to the sponsoring individual or agency for approval			



# **Campus Medical Office**

Service Office

## **External Service**

Service Category



## 1. Consultation and Treatment (In-Campus)

<b>Office or Division:</b>	Health Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All students, school personnel and visitors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Identification Card</b>		<b>Registrar's Office (for students)</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit self for checkup /treatment/medical advice	1.1 Accommodate the patient in the clinic's reception area	None	3 minutes	Charity C. Donozo Nurse II /Janice V. Pacaldo Clinic Staff Campus Clinic
	1.2. Ask for patient's name, his/her chief complaints or reason for visiting the clinic	None	2 minutes	Charity C. Donozo Nurse II /Janice V. Pacaldo Clinic Staff Campus Clinic
	1.3. Prepare Patient's Treatment Record	None	1 minute	Charity C. Donozo Nurse II Campus Clinic
	1.4. Take vital signs and obtain health history of present illness	None	5 minutes	Charity C. Donozo Nurse II Campus Clinic
	1.5. Physical examination, assessment and treatment/ refer for further management	None	5 minutes	Charity C. Donozo Nurse II /Physician Campus Clinic
	1.6. Dispense medicines and give health teachings	None	3 minutes	Charity C. Donozo Nurse II Campus Clinic
	1.7. Instruct client to sign in the logbook	None	1 minute	Charity C. Donozo Nurse II



				Campus Clinic
	1.8. Instruct client to come back to the clinic for follow-up, check for monitoring or if symptoms persist	None	1 minute	Charity C. Donozo Nurse II Campus Clinic
2. Answers the patient satisfaction survey form	Give Customer's Satisfaction Survey Form	None	1 minute	Charity C. Donozo Nurse II /Janice V. Pacaldo Clinic Staff Campus Clinic
	Sanitize all medical equipment after every use	None	3 minutes	Charity C. Donozo Nurse II /Janice V. Pacaldo Clinic Staff Campus Clinic

- End of Transaction -

## 2. Physical Examination (During Enrolment Period)

<b>Office or Division:</b>	<b>Health Services</b>		
<b>Classification:</b>	<b>Simple</b>		
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>		
<b>Who may avail:</b>	<b>Students</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. All incoming freshmen students, transferees and returnees <ul style="list-style-type: none"> <li>a. Chest X-ray (PA view) result</li> <li>b. Complete Blood Count</li> <li>c. Medical Certificate</li> <li>d. Drug Test</li> </ul> 2. All incoming freshmen BSHM, BS Food Tech <ul style="list-style-type: none"> <li>a. Chest X-ray (PA view) result</li> <li>b. Complete Blood Count</li> <li>c. Stool Examination Result</li> <li>d. Medical Certificate</li> <li>e. Drug Test</li> </ul>		<b>DOH Accredited Medical Laboratories</b>	



3. Old Students of food related programs, BSHM, BS Food Tech, BTLEd a. Chest X-ray (PA view) result b. Stool Examination Result 4. On-the-Job Training/ Practice Teaching a. Chest X-ray (PA view) result b. Medical Certificate * Bring the original and a photocopy of all medical requirements * In Case of abnormal findings, the medical personnel may request additional requirements as deemed necessary.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit medical requirements	1.1. Check if medical requirements presented are complete.	None	2 minutes	Charity C. Donozo Nurse II Campus Clinic
	1.2. Give physical examination form and instruct client to fill- up the personal information only	None	1 minute	Charity C. Donozo Nurse II /Janice V. Pacaldo Clinic Staff Campus Clinic
2. Fill-up the blanks for personal information and once accomplished submit for assessment	2.1. Check for vital signs and interview the client regarding his/her health history and present illness and conditions; conduct health assessment	None	10 minutes	Charity C. Donozo Nurse II /Janice V. Pacaldo Clinic Staff Campus Clinic
	2. 2. Physical Examination and Laboratory findings appraisal, inform client on the	None	9 minutes	Charity C. Donozo Nurse II /Physician Campus Clinic



	findings and sign the enrollment form			
	2. 3. Proceed to the next step for filing of records	None	3 minutes	Charity C. Donozo Nurse II /Janice V. Pacaldo Clinic Staff Campus Clinic

- End of Transaction -

### 3. Referral

<b>Office or Division:</b>		<b>Health Services</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Citizen</b>		
<b>Who may avail:</b>		<b>Students and School Personnel</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client visits the clinic and submit self for consultation: - if symptoms persist after the given treatment - serious illness/diseases - needs laboratory	1. Evaluate if patient needs further observation or immediate referral	None	5 -10 minutes	Charity C. Donozo Nurse II /Doctor Campus Clinic
	2. Inform and explain the patient details of the referral: -reason for the referral -health care unit /facility referred -laboratory exams needed *It is only during life-threatening situations that the patient will be	None	2 minutes	Charity C. Donozo Nurse II /Physician Campus Clinic



	accompanied by a nurse on duty.			
	3. Call or notify the parent/guardian	None	2 minutes	<i>Charity C. Donozo Nurse II Campus Clinic</i>
	4. Give referral form to the client and instruct patient to revisit clinic for follow-up check	None	1 minutes	<i>Charity C. Donozo Nurse II Campus Clinic</i>

- End of Transaction –

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#### 4. Emergency Care

<b>Office or Division:</b>		<b>Health Services</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Citizen</b>		
<b>Who may avail:</b>		<b>Students and School Personnel</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client is brought to the clinic	1. Assess the patient and Check for: -Level of consciousness -Airway, Breathing and Circulation (ABC) -Injuries and Bleeding	None	1 minute	<i>Charity C. Donozo Nurse II Campus Clinic</i>
	2. Administer First Aid Treatment	None	3 minutes	<i>Charity C. Donozo Nurse II /Physician Campus Clinic</i>
	3. If needed, transport patient to the nearest hospital or health facility	None	5 minutes	<i>Charity C. Donozo Nurse II Campus Clinic</i>



	*It is only during life-threatening situations that the patient will be accompanied by a nurse on duty			
	4. Inform /Notify parent or guardian of the client	None	2 minutes	<i>Charity C. Donozo Nurse II Campus Clinic</i>
	5. Document the incident	None	1 minute	<i>Charity C. Donozo Nurse II Campus Clinic</i>
	6. Follow – up	None	1 minute	<i>Charity C. Donozo Nurse II Campus Clinic</i>

- End of Transaction -



# Management Information System

Service Office

## External Service

Service Category



## 1. ISSUANCE OF ID NUMBER TO ALL NEW, TRANSFEREES, RETURNEE

<b>Office or Division:</b>		Management Information System (MIS)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All New, Transferees, Returnees (undergrad/graduate Students of CTU)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration Form		College		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get Registration Form	1. Assist new, transferees, returnee students	None	5 minutes	Enrolment Committee
2. Fill-up Registration Form	None	None	5 minutes	Student
3. Submit filled-up Registration Form	2.1 Encode the information provided and assign student ID number	None	15 minutes	MIS Personnel
	2.2 Return the Registration Form with ID number	None	5 minutes	MIS Personnel
End of transaction				

## 2. POSTING OF STUDENT’S SCHOLARSHIPS/DISCOUNTS

<b>Office or Division:</b>		Management Information System (MIS)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Students with scholarship/discounts		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved list of scholars from the Scholarship Office		Scholarship Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Ask assistance from the Scholarship Office	1. Assist in posting of student's scholarship/discounts	None	10 minutes	Scholarship Coordinator
End of transaction				

### 3. ADDING, CHANGING, WITHDRAWAL AND DROPPING FORM

<b>Office or Division:</b>	<b>Management Information System (MIS)</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<b>Students of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Adding, Changing, Withdrawal and Dropping Form			Registrar's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get an Adding, Changing, Withdrawal and Dropping Form from the Registrar's Office	1. Provide Adding, Changing, Withdrawal and Dropping Form	None	1 minute	Registrar's Staff
2. Fill-up the form with the subject/s to add / change / withdraw / drop		None	5 minutes	Student
3. Signature from the College Dean	1. Review and approve filled-up form	None	3 minutes	College Dean
4. Submit to MIS Office for encoding	1. Add / change / withdraw / drop subject as written in the form	None	5 minutes	MIS Personnel
5. Submit to Registrar's Office	1. Verify and approve	None	1 minute	Registrar's Staff
End of transaction				



#### 4. Virus Scanning (External Drives, Flash Drives and other Removable Drives)

<b>Office or Division:</b>		<b>Management Information System (MIS)</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Citizen</b>		
<b>Who may avail:</b>		<b>CTU Faculty and Admin Staff</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
MIS Service Request Form		MIS Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get MIS Service Request Form	1. Provide MIS Service Request Form	None	1 minute	MIS Personnel
2. Fill-up the form	1. Check and scan removable drive	None	10 minutes <i>(Depends on the size of the drive)</i>	MIS Technical Staff
3. Receive scanned drive	3.1 Return removable drive	None	1 minute	MIS Technical Staff
	3.2 Log who avails the service	None	1 minute	MIS Technical Staff
End of transaction				

#### 5. Internet Access Request/New Ip Address Request

<b>Office or Division:</b>		<b>Management Information System (MIS)</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Citizen</b>		
<b>Who may avail:</b>		<b>CTU Faculty and Admin Staff</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
MIS Service Request Form		MIS Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get MIS Service Request Form	1. Provide MIS Service Request Form	None	1 minute	MIS Personnel
2. Fill-up the form	1. Check available IP address/enable internet access	None	5 minutes	MIS Technical Staff



3. Take note the IP Address	3.1. Give IP Address to client	None	1 minute	MIS Technical Staff
	3.2 Set-up IP Address to the unit/test the internet connection	None	3 minutes	MIS Technical Staff
	3.3 Log who avails the service	None	1 minute	MIS Technical Staff
	3.4 Log who avails the service	None	1 minute	MIS Technical Staff
End of transaction				

## 6. Software-Related Problems/Support (Operating System, Microsoft Office, School Systems/Apps, Etc.)

<b>Office or Division:</b>	<b>Management Information System (MIS)</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<b>CTU Faculty and Admin Staff</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
MIS Service Request Form		MIS Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get MIS Service Request Form	1. Provide MIS Service Request Form	None	1 minute	MIS Personnel
2. Fill-up the form, report problems and errors	2.1 Ask for problems encountered	None	2 minutes	MIS Technical Staff
	2.2 Troubleshoot the error/problem	None	15 minutes <i>(Depends on the nature of the problem)</i>	MIS Technical Staff
3. Take notes	3.1 Inform client of the basic troubleshooting solutions for the error	None	3 minutes	MIS Technical Staff
	3.2 Log who avails the service	None	1 minute	MIS Technical Staff
End of transaction				



## 7. Hardware-Related Problems/Support (Laptop, System Unit, Monitor, Printer, Scanner, Etc.)

<b>Office or Division:</b>		Management Information System (MIS)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		CTU Faculty and Admin Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
MIS Service Request Form		MIS Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get MIS Service Request Form	1. Provide MIS Service Request Form	None	1 minute	MIS Personnel
2. Fill-up the form, report problems and errors	2.1 Ask for problems encountered	None	2 minutes	MIS Technical Staff
	2.2 Troubleshoot the error/problem	None	10 minutes <i>(Depends on the nature of the problem)</i>	MIS Technical Staff
3. Take notes	3.1 Inform client of the basic troubleshooting solutions for the error	None	3 minutes	MIS Technical Staff
	3.2 Log who avails the service	None	1 minute	MIS Technical Staff
End of transaction				

## 8. Network-Related Problems/Support (Network Cable, No Network, No Internet Access, Shared Printer, Etc.)

<b>Office or Division:</b>		Management Information System (MIS)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		CTU Faculty and Admin Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
MIS Service Request Form		MIS Office		



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get MIS Service Request Form	1. Provide MIS Service Request Form	None	1 minute	MIS Personnel
2. Fill-up the form, report problems and errors	2.1 Ask for problems encountered	None	2 minutes	MIS Technical Staff
	2.2 Troubleshoot the error/problem	None	10 minutes <i>(Depends on the nature of the problem)</i>	MIS Technical Staff
3. Take notes	3.1 Inform client of the basic troubleshooting solutions for the error	None	3 minutes	MIS Technical Staff
	3.2 Log who avails the service	None	1 minute	MIS Technical Staff
End of transaction				



# **Office of the Campus Administrative Officer- Administration**

Service Office

## **External Service**

Service Category



## 1. Filing of Administrative Complaint for Preliminary Investigation

<b>Office or Division:</b>		<b>Office of the Campus Administrative Officer - Administration</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Citizen</b>		
<b>Who may avail:</b>		<b>A. All interested individuals / parties</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Office of the Campus Administrative Officer - Administration		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complaint/witness affidavit /sworn statements and required supporting documents of complaint	1. Office of the Admin. Officer - Administration	None	5 – 10 minutes	Receiving Personnel /Admin Office Staff
2. Fill up Investigation Data Form (IDF) copies and submit to the Admin Officer V	2. Office of the Administrative Officer – Administration	None	5 – 10 minutes	Receiving Personnel /Admin Office Staff
3. Receive the duly stamped / received copy of IDF and the complaint with attachments	3. Office of the Administrative Officer – Administration	None	5 – 10 minutes	Receiving Personnel /Admin Office Staff
4. Get received copy of the complaint and keep docket number as reference.	4. Office of the Administrative Officer – Administration	None	5 – 10 minutes	Complainant



# **Office of the Human Resource Management**

Service Office

## **External Service**

Service Category



## 1. Receiving, Signing, and Releasing of Documents

Requested documents from external clients are received by the HRMO

<b>Office or Division:</b>	<b>Human Resource Management Office</b>			
<b>Classification:</b>	<b>Simple to Highly Technical as the requirements dictates</b>			
<b>Type of Transaction:</b>	<b>G2C-Government to Citizen</b>			
<b>Who may avail:</b>	<b>All internal Stakeholders</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filing of Certificate of Employment and other required certifications Filing of Service Records		Human Resource Management Office Barili Campus Postal address: Cagay, Barili, Cebu Email address: <a href="mailto:ctubarilihr@yahoo.com.ph">ctubarilihr@yahoo.com.ph</a> / <a href="mailto:catherine.jordao@ctu.edu.ph">catherine.jordao@ctu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client requests the desired document in person by filing the document request slip  Certification of Employment and Service Records	1.1 Receiving officer receives the request  1.2 Client pay to the Cashier's Office for the certification requested and present it to the HR Staff in-charge  1.3 The HRMO make the certification  1.4 Forwards it to the Campus Director for signature  1.5 Records the signed document in the logbook  1.6 Releases the requested document to the client and let the client sign the releasing logbook	None  Php 70.00	10 minutes    10 minutes	Administrative Aide or Office Assistant       HRMO
2. Signing and releasing of HR related documents	2.1 Client submit document for signing to the HR Staff In-charge  2.2 The HR Staff	None	1 working day	Administrative Aide or Office Assistant and University HRMO



	<p>In-charge record thereceived document in the log-book</p> <p>2.3 Forwards it to the HRMO forreview and signature.</p> <p>2.4 Records the signed document in thelogbook</p> <p>2.5 Releases the signed document to the requesting client and let the client signed the logbook</p>			
End of Transaction				



# Supply Office

Service Office

# External Service

Service Category



## 1. Receiving of Purchase Orders

<b>Office or Division:</b>		Supply Office		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		All Affiliating clients of CTU Barili Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Receiving of Documents (Purchase Order)		BAC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receipt of Purchase Order	1.1 Record the Conformed Purchase Order from BAC	None	5 minutes	Supply Office Personnel
	1.2 Supply Office Staff: for PICK UP – ask the Supplier when supplies ready for pick up; for DELIVERY: advise the Supplier to call first the Office of the date of delivery	None	15 minutes	Supply Office Personnel
End of Transaction				

## 2. Acceptance of Delivery

<b>Office or Division:</b>		Supply Office		
<b>Classification</b>		Simple Transactions		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		All Affiliating clients of CTU Barili Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Acceptance of Delivery		Suppliers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Sales Invoice and/or Delivery Receipt of the supplies and materials/	1.1 Supply Office staff informs the inspection committee and prepares inspection and acceptance report for the equipment and/or supplies received.	None	15-20 minutes	Supply Office Staff



equipment delivered	1.2 Inspection Committee inspects the equipment and/or supplies for specifications, accuracy and quantity	None	30-45 minutes	Supply Officer/Staff and Inspection Committee
	1.3 Inspection Committee and Supply Officer sign the inspection and acceptance report.	None	10-12 minutes	Supply Officer and Inspectorate Committee Member
	1.4 Supply Office Personnel sign the Sales Invoice or Delivery Receipt of the supplier.	None	3 minutes	Supply Officer
	1.5 Supply Office Personnel notify the end-user or requisitioner the availability of the equipment and/or supplies	None	5 minutes	Supply Office Personnel

### 3. Issuance of Equipment and/or Supplies

<b>Office or Division:</b>		Supply Office		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2C-Government to Citizen		
<b>Who may avail:</b>		All Affiliating clients of CTU Barili Campus		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Issuance of PAR/ ICS/ RIS		Supply Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Check and signed the PAR/ICS/ RIS form	1.1 Supply Office personnel prepares: - Property Acknowledgment Receipt (PAR) for equipment amounting 50,000 up. - Inventory Custodian Slip (ICS) for equipment amounting below 50,000. - Requisition & Issuance Slip ( RIS ) for consumables	None	30 minutes minutes	Supply Office Personnel



	1.2 Supply Office Personnel assign property number and encode the unit's inventory of PPE (for equipment)	None	15 minutes	Supply Office Personnel
	1.3 Supply Officer/ signs the issued PAR/ICS/RIS	None	5 minutes	Supply Officer
	1.4 Supply Office personnel releases the equipment and/or supplies to the end-user.	None	45 minutes	Supply Office Personnel and end user
	1.5 Supply Office Personnel notify the end-user or requisitioner the availability of the equipment and/or supplies through Group chat	None	10 minutes	Supply Office Personnel

#### 4. Disposal of Unserviceable Property/ Waste Materials

<b>Office or Division:</b>	Supply Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All Affiliating clients of CTU Barili Campus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
BIDDING DOCUMENTS		BAC Office/Supply Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter Of Intent	1.1 Release Of Payment Slip For Bidding Documents	None	5 - 10 Minutes	Prospective Bidders/Supply Officer
2. Submit Official Receipt Of Bidding Documents Paid	2.1 Releasing Of Bidding Documents	500 - 1000 PHP	5 - 10 Minutes	Prospective Bidders/Supply Officer
3. Submit Bid Proposal	3.1 Conduct Bidding	None	1 - 2 Hours	Prospective Bidders/Supply Officer
	3.2 Issue Notice Of Award To Winning Bidder		5 Minutes	Winning Bidder & Supply Officer



4. Submit Bid Security	4.1 Inform Winning Bidder To Pay The Bid Amount At The Cashier's Office Within 5 Working-Days After Receiving The Noa	10% Of ABC	3 - 5 Minutes	Winning Bidder & Supply Officer
5. Submit Official Receipt		Highest Bid Amount	1 - 2 Minutes	Winning Bidder & Supply Officer
	Total -----		150 minutes	

## 5. Signing of Clearance

<b>Office or Division:</b>	Supply Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All Affiliating clients of CTU Barili Campus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Client Clearance Form 14A –Teaching Personnel 2.Client Clearance Form 13 – Non-teaching Personnel		HR Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Organic Employee presents his/her clearance for signing.	1.1 Supply staff checks the employee's record according to its Property Acknowledgment Receipt.	None	3 – 5 minutes	Supply Office Personnel
	1.2 Supply Officer signs the clearance of said employee if he/she has no accountability on record. If found unreturned item/unit.	None	1 minute	Supply Officer



2. Employee returns all the item/unit under his/her accountability.	2.1 Supply staff checks the returned items and reconcile its record.	None	3 – 5 minutes	Supply Office Personnel
	2.2 Supply Officer signs the clearance of the said employee.	None	1 minute	Supply Officer
3. Part timers- the Supply Officer check if the Direct Head made a counter signed their clearance.	1. Supply Officer will sign the clearance if the Direct Head had a counter signed.	None	1 minute	Supply Officer
	Total		8-15 minutes	



# Cashier's Office

Service Office

## External Service

Service Category



## 1. Receiving Payments: For Enrollees (All Year Levels)

<b>Office or Division</b>	Cashier Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Students, graduates, parents, and other stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Assessment from Electronic Data Processing Office/Student Affairs Office/Registrars/ Administration			EDPO/ Student Affairs Office/ Registrars/ Administration	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure priority number	1. Give priority no.	None	1 minute	Cashier Staff
2. Submission of Enrolment Form (assessment)	2. Verify the completeness and validity check the total no. of units enrolled. Require partial payment	P1,500.00 (Required entrance fee for Graduate School) P1, 000(for Under Graduate)	1 minute	Cash Collection in charge
3. Payment	3. Accept payment and issue O.R.	Required Minimum Fee	1 minute	Cash Collection In charge
<b>TOTAL</b>			<b>2 MINUTES</b>	

## 2. Receiving Payments: For Alumni/ Former Students

<b>Office or Division</b>	Cashier Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Students, graduates, parents, and other stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Assessment from Electronic Data Processing Office/Student Affairs Office/Registrars/ Administration			EDPO/ Student Affairs Office/ Registrars/ Administration	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
For Alumni/ Former Students	1. Verification Process	None	1 minute	Cash Collection In charge



1. Present request form/ Assessment slip/ Payment Order Form				
2. Payment of Fee/s	2. Count and Check money received and issue	Required Fee	1 minute	Cash Collection In charge
<b>TOTAL</b>			<b>1 MINUTES</b>	

### 3. Receiving Payment: Payor of Miscellaneous Transactions

<b>Office or Division</b>	Cashier Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Students, graduates, parents, and other stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Assessment from Electronic Data Processing Office/Student Affairs Office/Registrars/ Administration		EDPO/ Student Affairs Office/ Registrars/ Administration		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present request form/ Assessment slip/Payment Order Form	1. Verification Process	None	1 minute	Cash Collection In charge
2. Payment of Fee/s	2. Count and Check money received and issue O.R.	None	1 minute	Cash Collection In charge
<b>TOTAL</b>			<b>2 MINUTES</b>	

### 4. Payment of Bills to Creditors

<b>Office or Division</b>	Cashier Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Suppliers/Utilities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Authorization to collect with Company I.D. Official Receipt		Citizen/ Client		



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Authorization with I.D.	1. Verification and validity of documents		1 minute	Cashier Staff
2. Affixes signature in the logbook and signs in the receipt portion of the Disbursement Voucher(DV) and issue Official Receipt for payment/check received	2.1. Payment, check if DV is duly signed and Official Receipt issued	As per Bill	1 minute	Cashier Staff
<b>TOTAL</b>			<b>2 MINUTES</b>	



# **Office of the Bookkeeper (Budget/Accounting)**

Service Office

## **External Category**

Service Category



## Budget Office

### 1. Receiving of Documents

#### Service Information

<b>Office or Division:</b>	<b>Budget Office</b>			
<b>Classification:</b>	<b>Simple to Highly Technical as the requirement dictates</b>			
<b>Type of Transaction:</b>	<b>Non - Frontline Service: Certification of Allotment Availability for Purchase Request (PR), TSCAR &amp; Cash Advances</b>			
<b>Who may avail:</b>	<b>Creditors/Suppliers; Employees; Students</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Client Document			Budget Office CTU - Barili Campus Postal address: Cagay, Barili, Cebu Email address: <a href="mailto:aida.libradilla@ctu.edu.ph">aida.libradilla@ctu.edu.ph</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit pertinent financial documents	1.1 Check completeness of supporting documents	None	3 mins	AO IV – Budget Officer
	1.2 Log documents in the logbook if found complete	None	2 mins	AO IV – Budget Officer
	1.3 Verify allotment availability based on approved PRE for requesting office/dept/college and countersign request if found proper	None	10 mins	AO IV – Budget Officer
	1.4 Certify allotment availability	None	3 mins	AO IV – Budget Officer
	1.5 Log as released documents in the logbook	None	2 mins	AO IV – Budget Officer
	1.6 Stamp "Received" and log complete supporting documents in the logbook	None	3 mins	AO IV – Budget Officer
	1.7 Verify correctness in the number of claims	None	20 mins	AO IV – Budget Officer



	1.8 Classify transaction as to Responsibility Center, Particulars, UACS Code and corresponding Amount	None	20 mins	AO IV – Budget Officer
	1.9 Prepare ObR for Fund 101 /BUR for Fund 164, Certified as lawful, necessary and under the direct supervision of the immediate head of office/dept/college and certified as to allotment availability by the Budget Officer IV	None	10 mins	AO IV – Budget Officer
	1.10 Assign ObR/BUR number	None	2 mins	AO IV – Budget Officer
	1.11 Review correctness of ObR/BUR entries including all supporting documents	None	30 mins	AO IV – Budget Officer
	1.12 Verify availability of allotment based on the approved budget of the requesting office/dept/college	None	10 mins	AO IV – Budget Officer
	1.13 Certify allotment availability	None	2 mins	AO IV – Budget Officer
	1.14 Log in the outgoing logbook ObR/BUR certified and stamp "Released"	None	3 mins	AO IV – Budget Officer
	1.15 Forward ObR/BUR and all supporting documents to the direct supervisor for signature	None	15 mins	AO IV – Budget Officer



## Finance Office

### 1. Receiving of Documents: Process of salaries, Honoria, wages of Job order and benefits

<b>Office or Division</b>	<b>Accounting Office</b>			
<b>Classification</b>	<b>Simple to Highly Technical as the requirement dictates</b>			
<b>Type of Transaction</b>	<b>G2C – Government to Citizens</b>			
<b>Who may avail?</b>	<b>All Affiliating clients of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Clientele's Document			Accounting Office CTU – Barili Campus Postal Address: Cagay, Barili, Cebu Email address: <a href="mailto:samuel.glova@ctu.edu.ph">samuel.glova@ctu.edu.ph</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>RECEIVING OF DOCUMENT/S</b>				
Processing of claims for salaries, honoraria, wages of Job Order and other benefits	Receiving of DTRs with approved contracts/COS for honoraria of PT Instructor/Non-Teaching Personnel and Job Order for computation and payroll preparation with the corresponding deductions for loans, contributions and withholding taxes	NONE	3 – 5 days	Accounting Staff

### 2. Voucher Processing

Service Information

<b>Office or Division</b>	<b>Accounting Office</b>			
<b>Classification</b>	<b>Simple to Highly Technical as the requirement dictates</b>			
<b>Type of Transaction</b>	<b>G2C – Government to Citizens</b>			
<b>Who may avail?</b>	<b>All Affiliating clients of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	



Clientele's Document		Accounting Office CTU – Barili Campus Postal Address: Cagay, Barili, Cebu Email address: <a href="mailto:samuel.glova@ctu.edu.ph">samuel.glova@ctu.edu.ph</a>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>RECEIVING OF DOCUMENT/S</b>				
VOUCHER PROCESSING (for salaries, honoraria & other benefits)	Receiving of approved payroll with the corresponding deductions for contributions, loans and withholding taxes and assigning of control number upon issuance of DVs	NONE	2 min per DV of one payee or up to 5 min depending on the number of payee	Accounting Staff Budget Officer Accountant
	Forward DVs for checking and verification/ certification for cash availability & approval of authorized signatory	NONE	2-3 mins	Accounting Staff Accountant
	Forward DV for certification as to necessity and legality of expenses under his direct supervision	NONE	1-2 min	Catherine A. Jordao AO V
	Forward DV for Pre-Audit	NONE	2 min	Catherine A. Jordao
	Forward Pre-Audited DV for Approval of Agency Head/ Authorized Representative	NONE	1 min. per DV of one payee/2-5 min. depending on the number of payee per DV	Romeo C. Lepiten Campus Director
VOUCHER PROCESSING (for reimbursement)	Receiving of claims per ObR/BUR	NONE	1 min	Receiving personnel
	Distribute ObR/BUR to assigned processor for issuance of Disbursement Voucher (DV) and assigning control number	NONE	1 min	Accounting Staff Accountant
	Forward DVs for checking and verification/ certification for cash availability & approval of authorized signatory	NONE	2-3 mins	Accounting Staff Accountant



	Forward DV for certification as to necessity and legality of expenses under his direct supervision	NONE	1-2 mins	Catherine A. Jordao AO V
	Forward DV for Pre-Audit	NONE	1-2 mins	Catherine A. Jordao AO V
	Forward Pre-Audited DV for Approval of Agency Head/ Authorized Representative	NONE	1 min. per DV of one payee/2-5 min. depending on the number of payee per DV	Romeo C. Lepiten Campus Director
<b>VOUCHER PROCESSING (for suppliers)</b>	Receiving of claims per ObR/BUR	NONE	1 min	Receiving personnel
	Distribute ObR/BUR to assigned processor for issuance of Disbursement Voucher (DV) and assigning control number	NONE	1 min	Accounting Staff Accountant
	Forward DVs for checking and verification/ certification for cash availability & approval of authorized signatory	NONE	2-3 mins	Accounting Staff Accountant
	Forward DV for certification as to necessity and legality of expenses under his direct supervision	NONE	1-2 mins	Catherine A. Jordao AO IV
	Forward DV for Pre-Audit	NONE	1-2 mins	Catherine A. Jordao AO V
	Forward Pre-Audited DV for Approval of Agency Head/ Authorized Representative	NONE	1 min. per DV of one payee/2-5 min. depending on the number of payee per DV	Romeo C. Lepiten Campus Director
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
VOUCHER (for contractor)	1. Receiving of claims per ObR/BUR	NONE	1 min	Receiving personnel
	2. Distribute ObR/BUR to assigned processor for issuance of Disbursement	NONE	1 min	Accounting Staff Accountant



	Voucher (DV) and assigning control number			
	3. Forward DVs for checking and verification/ certification for cash availability & approval of authorized signatory	NONE	2-3 mins	Accounting Staff Accountant
	4. Forward DV for certification as to necessity and legality of expenses under his direct supervision	NONE	1-2 mins	Catherine A. Jordao AO V
	5. Forward DV for Pre-Audit	NONE	1-2 mins	Catherine A. Jordao AO IV
	6. Forward Pre-Audited DV for Approval of Agency Head/ Authorized Representative	NONE	1 min. per DV of one payee/2-5 min. depending on the number of payee per DV	Romeo C. Lepiten
VOUCHER (for cash advance/financial assistance)	1. Receiving of claims per ObR/BUR	NONE	1 min	Receiving personnel
	2. Distribute ObR/BUR to assigned processor for issuance of Disbursement Voucher (DV) and assigning control number	NONE	1 min	Accounting Staff Accountant
	3. Forward DVs for checking and verification/ certification for cash availability & approval of authorized signatory	NONE	2-3 mins	Accounting Staff Accountant
	4. Forward DV for certification as to necessity and legality of	NONE	1-2 mins	Catherine A. Jordao AO V



	expenses under his direct supervision			
	5. Forward DV for Pre-Audit	NONE	1-2 mins	Catherine A. Jordao AO V
	6. Forward Pre-Audited DV for Approval of Agency Head/ Authorized Representative	NONE	1 min. per DV of one payee/2-5 min. depending on the number of payee per DV	Romeo C. Lepiten – Campus Director
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
VOUCHER PROCESSING (liquidation)	1. Receiving	NONE	1 min	Receiving personnel
	2. Preparation of Liquidation Report and assigning control number	NONE	3 mins	Accounting Staff Accountant
	3. Signature of Approving Official	NONE	1 min	Campus Director

### 3. Issuance of Certification

#### Service Information

<b>Office or Division</b>	<b>Accounting Office</b>			
<b>Classification</b>	<b>Simple to Highly Technical as the requirement dictates</b>			
<b>Type of Transaction</b>	<b>G2C – Government to Citizens</b>			
<b>Who may avail?</b>	<b>All Affiliating clients of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clientele's Document		Accounting Office CTU – Barili Campus Postal Address: Cagay, Barili, Cebu Email address: <a href="mailto:samuel.glova@ctu.edu.ph">samuel.glova@ctu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Certification of Availability of Funds (Contract of Service, Job Order,	1. Receiving of COS, JO, Office Memo, Basic Paper and endorsing to concerned	NONE	1 min	Accounting Staff Accountant



Purchase Order, Office Memo, Basic Paper)	Fund Controller/Accountant in Charge			
	2. Availability of fund and verification for consistency within the purposes of the Trust Account	NONE	5 mins	Accounting Staff Accountant
	3. Checking & approval of authorized signatory	NONE	5 mins per Contract of Service, Job Order, Office Memo	Campus Director
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
CERTIFICATION OF LOST RECEIPT	1. Receiving of request form from client	NONE	1 min	Receiving personnel
	2. Verify records from collection database and prepare certification of lost receipt. Initial prior to approval of the authorized signatory	NONE	10 min	Certifying officer
	3. Review/checking of the certification/releasing to client		2 mins	Accountant/Campus Director



# **Office of the Records and Archive Management**

Service Office

## **Internal Service**

Service Category



## 1. Authentication of Faculty, Staff and University Records

<b>Office or Division</b>	<b>Records and Archive Management Office</b>			
<b>Classification</b>	Authentication of Faculty, Staff and University Records			
<b>Type of Transaction</b>	G2C – Government to Citizens			
<b>Who may avail?</b>	Faculty, Staff and Retired Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
CTU Identification Card Original Documents		Citizen/ Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Complete authentication requirement: a. Bring at least 1 valid government issued ID b. Document/s to be authenticated		None		
2. Proceed to CTU Records Section that offers authentication services		None		
3. Submit documents to Receiving Officer at the Records Section	3.1 Greet the client and let him/her sit	None	1 minute	Receiving Officer
	3.2 Documents reviewed, examined and subjected to authentication procedure	None	10 – 15 minutes	Receiving Officer
	3.3 Record, stamp the Records for authentication	None	1 minute per record	Receiving Officer
	3.4 Verify and signed the documents	None	1 minute per record	Receiving Officer
4. Claim your authenticated documents	4.1 Returned the authenticated documents	None	1 minute	Receiving Officer



# **Public Assistance and Information Desk**

Service Office

## **External Service**

Service Category



## 1. Inquiries, Complaints, and Commendations

<b>Office or Division</b>	<b>Public Assistance and information Desk</b>			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizens			
<b>Who may avail?</b>	All Faculty, Students and Visitors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Public Assistance and Information Desk		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to PAID to verify simple queries regarding some information on faculty / student.	1. Assists clients	None	5 – 10 minutes	PAID Officer
2. Facilitate queries / complaints from the suggestion box.	2. Gets the complaints from the suggestion box	None	30 minutes	PAID Officer
3. Conduct dialogue meeting if necessary when complaints arise.	3. Calls both parties	None	1 hour	PAID Officer
4. Submit Monthly Report as to the action taken by the Management.	4. Indorses the complaint to concerned	None	2 days	PAIO Officer



# Maintenance Office

Service Office

## Internal Service

Service Category



# 1. Maintenance Service

<b>Office or Division:</b>	<b>Maintenance Office</b>			
<b>Classification:</b>	<b>Simple to Highly Technical as the requirement dictates</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizens</b>			
<b>Who may avail:</b>	<b>Maintenance Office</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clientele's Document		Maintenance Office CTU-Barili Campus  Postal Address: Cagay, Barili, Cebu  Email Address: <a href="mailto:debasanung@gmail.com">debasanung@gmail.com</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Processing of requests for maintenance work	1.1 Receive requests for Maintenance work placed on the approved form prescribed in the approved CTU-Barili Campus Maintenance Manual	None	2-3 days dependent upon availability of materials, tools and personnel	▪ Maintenance Personnel
2. Assignment of personnel to do requested maintenance work	2.1 Assignment of personnel to do requested maintenance work shall be based on what type of maintenance work need to be fulfilled	None	2-3 days dependent upon availability of materials, tools and personnel	Maintenance Personnel
3. Implementation of requested maintenance work	3.1 Assigned personnel for each specific maintenance work request are directed to do their assigned tasks  3.2 Required tools and materials are provided to the assigned personnel to do assigned maintenance work  3.3 Required or needed maintenance equipment are also provided to the assigned maintenance personnel if needed to do their assigned task	None	2-3 days dependent upon availability of materials, tools, equipment and personnel needed for each specific maintenance task as requested.  Weather conditions also has impact on	Assigned Maintenance Personnel dependent upon scope of Maintenance Work



			the earliest completion of each assigned maintenance work	
4. Verification of actual maintenance work done	<p>4.1 Monitoring of work while actually done</p> <p>4.2 Inspection made to verify actual maintenance work if it is done based on established CTU – Main Campus quality and standard</p> <p>4.3 Signed accomplished maintenance work request form if duly satisfied otherwise order assigned personnel to do necessary work to meet CTU – Main Campus required quality and standards</p>	None	1 day	
5. Documentation of actual maintenance works done during the period	<p>5.1 Taking photos to determine the extent of maintenance work to be done before actual work commences</p> <p>5.2 Taking of photos to determine the completion</p> <p>5.3 Comparative analysis of photos taken before and after implementation of assigned maintenance work</p>	None	1 day	<p>Maintenance Director</p> <p>Maintenance Chairman</p> <p>Maintenance Personnel</p>



# **Extension Services Office**

Service Office

# **Internal Service**

Service Category



## 1. Processing of Community Extension Proposal with Funding Request from GAA

This applies to all community extension project proposals of the University requiring GAA Funding Allotment. All community extension team will respond to the call for application as issued by the Office of the University Director. It covers from the receiving of the proposals to the issuance of special orders to the team.

<b>Office or Division:</b>	<b>Extension Services Office (ESO)</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>College Extension Chairpersons, Extension Program Coordinators, and Community Extension Teams</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Community Extension Proposal (with prescribed template for New proposals and Phase 2-Above) <ul style="list-style-type: none"> <li>o Attachments:               <ul style="list-style-type: none"> <li>1.1. Research Basis                   <ul style="list-style-type: none"> <li>1.1.1. Technical Paper (TNA)</li> <li>1.1.2. Abstract and Chapter III of the study if thesis or dissertation</li> <li>1.1.3. Utility Model Certificate (if applicable)</li> </ul> </li> <li>1.2. Terminal Report (with prescribed template)</li> </ul> </li> </ul>		Extension Services Office Barili Campus Postal address: Cagay, Barili, Cebu, Philippines Email address: <a href="mailto:cleanne.corsiga@ctu.edu.ph">cleanne.corsiga@ctu.edu.ph</a> <a href="mailto:esoctubarili@gmail.com">/esoctubarili@gmail.com</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Community Extension Proposals with complete attachments	1.1 Receives, stamps and encodes Proposals and other necessary attachments 1.2 Reviews completeness of the proposal (Pre-assessment)	None	3 minutes  5-15 minutes	Campus ESO Staff Director, ESO
	1.3 Issues Advisory for the schedule of	None	1 working day	Campus ESO Staff Director, ESO



	<p>presentation</p> <p>1.4 Sends proposals to external panel of evaluators for review/assessment</p> <p>1.5 Evaluates Community Extension Project Proposals</p> <p>1.6 Encodes evaluation results</p> <p>1.7 Provides feedback on the results of the evaluation</p>		<p>2 working days</p> <p>3 working days</p> <p>1 working day</p> <p>1 working day</p>	
	<p>1.8 Issues Advisory for the schedule of presentation</p> <p>1.9 Sends proposals to external panel of evaluators for review/assessment</p> <p>1.10 Evaluates Community Extension Project Proposals</p> <p>1.11 Encodes evaluation results</p> <p>1.12 Provides feedback on the results of the evaluation</p>	None	<p>1 working day</p> <p>2 working days</p> <p>3 working days</p> <p>1 working day</p> <p>1 working day</p>	<p>Campus ESO Staff Director, ESO</p>



2. Receives comments and recommendations from Panel of Evaluators; Revise Community Extension Project Proposals	2.1 Issues memorandum for the revision of community extension project proposals	None	7-14 Days	Campus ESO Staff Community Extension Team Director, ESO
3. Submits revised Community Extension Proposal	3.1. Receives revised proposal 3.2. Reviews/Evaluates completeness of the revised proposal 3.3. Prepares and facilitates the signing of the Community Extension Proposal for approval	None	5-10 minutes	University Director for Extension Services (UESO) Community Extension Team Director, ESO Campus ESO Staff
<b>TOTAL</b>	<b>None</b>	<b>23 days and 15 minutes</b>	<b>TOTAL</b>	<b>None</b>



## 2. Receiving of Request and other similar correspondences for Community Extension Service Engagement from external clients

This refers to receiving of documents either hand-carry and emailed. This covers communication/request letters (meeting, extension experts, conduct of extension) from other partner-agencies and external clients, endorsement letters and office orders forwarded to UESO by other offices within and outside the university.

<b>Office or Division:</b>	<b>Extension Services Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizens</b> <b>G2B – Government to Business Entity/ies</b> <b>G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>Government Agencies, Private Organizations, Local Government Units, Schools, MSMEs, Professionals, etc.</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Document (Letter Request)		Requesting Party  Send to:  Extension Services Office Barili Campus Postal address: Cagay, Barili, Cebu, Philippines Email address: <a href="mailto:cleanne.corsiga@ctu.edu.ph">cleanne.corsiga@ctu.edu.ph</a> / <a href="mailto:esoctubarili@gmail.com">esoctubarili@gmail.com</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Letter of Request or Intent personally	1.1 Receives Letter Request 1.2 Acknowledges the receipt of request 1.4 Stamps request with date and <i>received by</i> information 1.4 Records request in the	None	1 working day	Campus ESO Staff



	<p>Incoming Logbook</p> <p>1.5 Forwards the request to the Chairperson, Extension Services for review</p> <p>1.6 Endorses the request to the Office of the Campus Director</p>			
<p>2. Submits Letter of Request or Intent via email</p> <p>Clients may send request thru email:</p> <p>cleanne.corsiga@ctu.edu.ph / esoctubarili@gmail.com</p>	<p>2.1 Acknowledges the receipt of request through email</p> <p>2.2 Downloads and prints the copy of the request</p> <p>2.3 Stamps the request with date and <i>received by</i> information</p> <p>2.4 Records the request in the Incoming Logbook</p> <p>2.5 Forwards the request to the Chairperson for Extension Services for review</p> <p>2.6 Endorses the request to the Office of the Campus Director</p>	None	1 working day	Campus ESO Staff Director, ESO

**RELEASING OF THE DOCUMENT/S**



3. Receives the result of the request	3.1 Forwards the result of the request to the Chairperson for Extension Services 3.2 Chairperson for Extension Services acts on the request 3.3 Notifies the client on the outcome of the request	None	1 working day	Campus ESO Staff Director, ESO
	<b>TOTAL</b>	<b>None</b>	<b>3 working days</b>	

### 3. Request for Extension Documents and Reports

This covers the receiving and serving of the request for extension documents and reports by faculty, personnel of the University and other external agencies/organizations.

<b>Office or Division:</b>	<b>Extension Services Office (ESO)</b>			
<b>Classification:</b>	<b>Simple to Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizens G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>Extension Chairpersons, CTU Faculty and Students and other external agencies and organizations (PASUC, DBM,CHED, etc)</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Document (Request)		Requesting Party		
External Agencies (Advisory, Memorandum, Directive endorsed by the Office of the President)		Extension Services Office CTU - Barili Postal Address: Cagay, Barili, Cebu, Philippines Email Address: <a href="mailto:cleanne.corsiga@ctu.edu.ph">cleanne.corsiga@ctu.edu.ph</a> / <a href="mailto:esoctubarili@gmail.com">esoctubarili@gmail.com</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Submits Documents</p> <p>1.1. Request from Extension Chairperson/Faculty stating the purpose of the document request</p>	<p>1.1.1 Receives the Request</p> <p>1.1.2 Logs request in the Incoming Logbook</p> <p>1.1.3 Forwards the request to the Chairperson for Extension Services for review and approval</p>	None	30 minutes	Campus ESO Staff, Director, ESO
<p>1.2. Forwarded Memorandum, Advisory or Directive from the Office of the Campus Director for request from external agencies</p>	<p>1.2.1 Logs the request in the Incoming Logbook</p> <p>1.2.2 Forwards the request to the Chairperson for Extension Services for review and approval</p> <p>1.2.3 Office Staff prepares the requested documents/reports</p>	None	<p>5-15 minutes</p> <p><i>(Dependent on the classification of the transaction)</i></p>	Campus ESO Staff, Director, ESO
<b>RELEASING OF THE DOCUMENT/S</b>				
<p>2. Receives the result of the request</p>	<p>2.1. Submits/Serves the requested documents/reports upon verification and approval of the Director for Extension Services Office</p>	None	1 working day	Campus ESO Staff



#### 4. Processing of Community Extension Project-Related Agreements (MOA/MOU/Usufruct Agreements)

This covers MOAs, MOUs, and UAs from active linkages as a result of extension activities and projects. All GAA Funded Projects are required to enter into these agreements with their partner-implementers (Government Agencies, LGUs, MSMEs, Cooperatives, Private Organizations, Professionals, etc.)

<b>Office or Division:</b>	<b>Extension Services Office (ESO)</b>			
<b>Classification:</b>	<b>Complex-Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>Extension Services Office (CTU-Barili)</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Memorandum of Agreement, Memorandum of Understanding, Usufruct Agreements for GAA Funded Projects MOA and UA- with issued template; Must be signed already by the Second Party, Community Extension Team, Extension Chairperson and Campus Director)</li> <li>Approved Community Extension Proposal with complete attachments</li> <li>Draft MOA, MOU or UA (if not using the issued template)</li> </ol>		Extension Services Office CTU - Barili Postal Address: Cagay, Barili, Cebu, Philippines Email Address: <a href="mailto:cleanne.corsiga@ctu.edu.ph">cleanne.corsiga@ctu.edu.ph</a> / <a href="mailto:esoctubarili@gmail.com">esoctubarili@gmail.com</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits MOA/MOU/UA using the issued template and Approved Community Extension Proposal with attachments	<ol style="list-style-type: none"> <li>1.1 Receives and records the document in the Incoming Logbook</li> <li>1.2 Forwards the document to the Chairperson for Extension Services and Campus Director for signature</li> <li>1.3 Facilitates the</li> </ol>	None	1-2 working days	Campus ESO Staff Chairperson ESO Campus Director University Director for Extension Services Office (UESO)



	approval of the document to the office of the University Director for Extension Services			
2. Submits Draft MOA/MOU/UA which does not follow the issued template	<p>2.1 Receives and records the document in the Incoming Logbook</p> <p>2.2 Forwards the document to the Chairperson for Extension Services for review of the general provisions of the Agreement</p> <p>2.3 Endorses the document to the Office of the Campus Director</p>	None	1-3 working days	Campus ESO Staff Director, ESO Campus Director
3. Complies with the recommendations	<p>3.1. Forwards feedback to the client for required action/ revision</p> <p>3.2. Receives and reviews revised document</p> <p>3.3. Endorses to the office of the Campus Director</p>	None	3-5 working days	Campus ESO Staff Director, ESO Campus Director
4. Submits revised documents with signature	4.1. Forwards to client the reviewed agreement for required signature of the parties	None	3-5 working days	Campus ESO Staff Director, ESO Campus Director



	involved 4.2. Endorses the document for the signature of CTU Party <i>*Notarizing of Document is subject for agreement</i>			
<b>RELEASING OF THE DOCUMENT/S</b>				
5. Receives the signed and/or notarized agreement	5.1.Submits/Serves the document to the requesting party (Signs the logbook)	None	10 minutes	Campus ESO Staff
	<b>TOTAL</b>	<b>None</b>	<b>15 days and 10 minutes</b>	



# Production Office

Service Office

## External Service

Service Category



## 1. Receiving, Approval, and Releasing of Documents

Documents from external clients are received by the Office of the Director for Production either through hand-carry, emailed, or via messenger/courier. Clients are given appropriate action/s upon transaction with clear and comprehensive information as to the process of the said transaction.

<b>Office or Division:</b>	<b>Production Office</b>			
<b>Classification:</b>	<b>Simple to Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizens</b>			
<b>Who may avail:</b>	<b>All affiliating clients of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Client Document/s			Production Office  CTU-Barili Campus Postal address: Cagay, Barili, Cebu, Philippines  Email address: <a href="mailto:cleanne.corsiga@ctu.edu.ph">cleanne.corsiga@ctu.edu.ph</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>RECEIVING OF THE DOCUMENTS</b>				
1. Personally forwarded hard copy documents/ communications to the Director of the Production Office.	1.1 The Office Personnel receives the documents. 1.2 Records the documents in the logbook. 1.3 Forwards the documents to the Director of the Production Office.	None	5-15 minutes	Office Personnel
2. The clients send electronic documents/ communications to the Director of the Production Office through official email	2.1 Receiving staff acknowledges the receipt of the electronic document/ communication.	None	1 working day	Office Personnel



address or any online platforms.	2.2 Records the electronic document/ communication received. 2.3 Transmits and forward the electronic file to the Director of the Production Office.			
3. The clients send the document/s via messenger or courier to the Director of the Production Office	3.1 The Office receives the documents. 3.2 Records the documents in the logbook. 3.3 Forwards the documents to the Director of the Production Office.	None	2 working days	Office Personnel
4. Transaction are taken action for the receiving of documents/ communications	4.1 The Director of the Production Office take action on the forwarded documents/ communications.	None	1 working day	Director, Production Office
	<b>TOTAL</b>	None	4 days and 15 minutes	
<b>RELEASING OF THE DOCUMENTS</b>				
1. The clients receives the document/s in person from the Production Office.  1.1 The clients signs the logbook/ duplicate copy of the documents as receipt of the released documents	1.1.1.Hands the logbook to the clients for the releasing of the documents 1.1.2.Releasing personnel releases the documents acted upon by the Director of the Production Office in person.	None	5-15 minutes	Office Personnel
2. The clients receives the documents via	2.1.1 Releasing	None	1 working day	



<p>email from the Director of the Production Office.</p> <p>2.1 The Director of the Production Office courteously asks to acknowledge receipt of the email.</p>	<p>personnel releases the documents acted upon by the Director of the Production Office through email.</p>			Office Personnel
	<b>TOTAL</b>	None	1 day and 15 minutes	
<p>3. The clients receives the documents through mail from the Director of the Production Office.</p> <p>3.1 The transaction is confirmed by the courier or messenger</p>	<p>3.1.1 Releasing personnel releases the documents acted upon by the Director of the Production Office through courier/ messenger.</p>	Courier rate	Depends on the location of the client	Office Personnel
	<b>TOTAL</b>	Depends on the courier rate	Depends on the classification of the transaction	



# **Research and Development Office**

Service Office

## **Internal Service**

Service Category



## 1. Receiving, Approval, and Releasing of Document

Documents from external clients are received by the Office of the Research and Development either as hand-carry documents, emailed documents, or via courier.

<b>Office or Division</b>	Office of the Research and Development			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizens			
<b>Who may avail?</b>	All Faculty and Staff of CTU – Barili Campus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Document		Office of the Research and Development Barili Campus Postal address: Cagay, Barili, Cebu Email address: <a href="mailto:rdbarili@ctu.edu.ph">rdbarili@ctu.edu.ph</a>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>RECEIVING OF DOCUMENT</b>				
Forward the document to the Office of the R&D	1.1 Receiving officer receive the document. 1.2 Record the document in the logbook. 1.3 Forward it to the R&D Director for review. 1.4 Forward it to the Campus Director for action.	None	10 minutes	Administrative staff/EPS/Office Assistant
Send the document to the Office of the Research and Development through email.	2.1 Receiving officer acknowledge receipt of the email. 2.2 Record the information in the logbook. 2.3 Forwards it to the R&D Director for review and action.	None	1-2 working days	Administrative staff/EPS/Office Assistant



<b>RELEASING OF THE DOCUMENT</b>				
Receive the document in person from the Office of the R&D and sign the logbook/duplicate copy of the document to indicate receipt of the document.	3.1 Record the release of the document in the logbook 3.2 Releasing Officer releases document acted upon by the R&D Director in person.	None	10 minutes	Administrative staff/EPS/Office Assistant
Receive the document via email from the Office of the R&D and is asked to acknowledge receipt of the said email.	4. Releasing Officer releases document acted upon by the R&D Director through email.	None	1 working day	Administrative staff/EPS/Office Assistant



# **Internationalization and ASEAN Integration**

Service Office

## **Internal Service**

Service Category



1. **TYPE OF TRANSACTION:** *Receiving, Approval, and Releasing of Documents*

Documents from external clients are received by the Office of the Internationalization and ASEAN Integration either as hand-carry documents, emailed documents, or via courier.

<b>Office or Division:</b>	Office of the Internationalization and ASEAN Integration			
<b>Classification:</b>	Simple to Highly Technical as the requirement dictates			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All Affiliating clients of CTU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Document		Office of the Internationalization and ASEAN Integration Main Campus  Postal address: Internationalization and ASEAN Integration Office, 2 <sup>nd</sup> Floor, Narra Building, Cebu Technological University Barili Campus, Barili, Cebu, Philippines  Email address: julibethalbarracin20@gmail.com		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>RECEIVING OF THE DOCUMENTS</b>				
1. Client forwards the document/s to the Office of the Internationalization and ASEAN Integration in person	1.1 Receiving officer receives the documents.  1.2 Records the document in the logbook.  Forwards it to the University Director for review and action.	None	10 minutes	<i>Director, Internationalization and ASEAN Integration</i>  <i>Internationalization and ASEAN Integration Office</i>
2. The client sends the document/s to the Office of the Internationalization and	2.1 Receiving officer acknowledges receipt	None	1 working day	<i>Director, Internationalization and ASEAN Integration</i>



ASEAN Integration through email.	of the email. 2.2 Records the document in the logbook. Forwards it to the University Director for review and action.			<i>Internationalization and ASEAN Integration Office</i>
3. The client sends the document/s to the Office of the Internationalization and ASEAN Integration through a courier.	3.1 Receiving officer receives the documents 3.2 Records the document in the logbook. 3.3 Forwards it to the University Director for review and action.  - Simple Transactions	None	2 working days	<i>Director, Internationalization and ASEAN Integration</i>  <i>Internationalization and ASEAN Integration Office</i>
	- Complex Transactions		7 working days	
	- Highly Technical		20 working days	
4. The client receives the document/s in person from the Office of the Internationalization and ASEAN Integration  4.1 Client signs the logbook/ duplicate copy of the document	4.1 Hands the logbook for document release  Releasing Officer releases documents acted upon by the University Director in person.	None	10 minutes	Office Assistant



to indicate receipt of the document.				
5. The client receives the document/s via email from the Office of the Internationalization and ASEAN Integration and is asked to acknowledge receipt of the said email.	5.1 Releasing Officer releases documents acted upon by the University Director through email.	None	1 working day	Office Assistant
6. The client receives the document/s through the mail from the Office of the University Director and the transaction is confirmed by the courier.	6. Releasing Officer releases documents acted upon by the University Director through courier.	Prevailing courier rate	Depends on the location of the client	Office Assistant



# **Office of the Campus Sports Director**

Service Office

## **External Service**

Service Category



## 1. Receiving, Approval and releasing of Documents

<b>Office or Division:</b>	<b>Office of the Campus Sports Director</b>			
<b>Classification:</b>	<b>Simple to Highly Technical as the requirement dictates</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizens</b>			
<b>Who may avail:</b>	<b>All Affiliating clients of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client Document		Office of the Campus Sports Director CTU – Barili Postal address: Cagay, Barili, Cebu Email address: <a href="mailto:george.albarracin@ctu.edu.ph">george.albarracin@ctu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>RECEIVING OF THE DOCUMENTS</b>				
1. Client forwards the document/s to the Office of the University Sports Director in person	1.1 Receiving officer receives the documents.  1.2 Records the document in the logbook. 1.3 Forwards it to the UD for Sports for review and action.	None	10 minutes	Sports Director
2. Client forwards the document/s to the Office of the University Sports Director through email.	2.1 Receiving officer acknowledges receipt of the email. Records the document in the logbook.  2.2 Forwards it to the UD for Sports for review and action.	None	1 working day	Office Assistant / Sports Director
3. Client forwards the document/s to the Office of the University Sports Director through courier.	3.1 Receiving officer acknowledges receipt of the email. 3.2 Records the document in the logbook.	None	2 working days	Office Assistant / Sports Director



	3.3 Forwards it to the UD for Sports for review and action.			
	- Complex Transactions		7 working days	
	- Highly Technical		20 working days	
<b>RELEASING OF THE DOCUMENT/S</b>				
4. The client receives the document/s in person from the Office of the University Sports Director in person	1.1 Hands the logbook for document release 1.2 Releasing Officer releases documents acted upon by the University Sports Director in person.	None	10 minutes	Office Assistant / Sports Director
4.1 Client signs the logbook/duplicate copy of the document to indicate receipt of the document.	upon by the University Sports Director in person.			
5. The client receives the document/s via email from the Office of the University Sports Director and is asked to acknowledge receipt of the said email.	5. Releasing Officer releases documents acted upon by the University Sports Director through email.	None	1 working day	Office Assistant / Sports Director
6. The client receives the document/s through the mail from the Office of the University Sports Director and the transaction is confirmed by the courier.	6. Releasing Officer releases documents acted upon by the University Sports Director through courier.	Prevailing courier rate	Depends on the location of the client	Office Assistant / Office Director



# **Bids and Awards Committee Office**

Service Office

## **External Service**

Service Category



## 1. PROCUREMENT THROUGH ALTERNATIVE MODES

- Per RA 9184 the General Mode of Procurement is Public Bidding
- PR is prepared by the End-user including the technical specification and/or terms of reference
- Brand names for PR is not allowed per section 18 of RA 9184, except for compatibility issue BAC Secretary provides administrative support to the Bids and Awards Committee

<b>Office or Division:</b>		<b>BIDS and Awards Committee Office</b>		
<b>Classification:</b>		<b>Technical and/or Confidential in Nature</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Citizens</b>		
<b>Who may avail:</b>		<b>End-User or Procuring Unit</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Request		Can be downloaded at <a href="http://www.ctu.edu.ph/public-bidding/">www.ctu.edu.ph/public-bidding/</a> (Name: PR Form)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Campus Director Office forwards the approved Purchase Request (PR) to the Procurement Officer (PO)	1.1 Receiving officer/staff receives the document 1.2 Records the document/s in the logbook 1.3 PR with lacking/incomplete technical specification will be return to End-user	None	5 – 10 Minutes	Procurement Officer (PO)
2. Encode the PR which will now be the Request for Quotation (RFQ)	2.1 Determine s the mode of procurement of the RFQ by referring to the approved Annual	None	30 Minutes for 1 PR (Encoding may depend on the contents of PR)	Procurement Officer (PO)  PO, BAC, CD



	<p>Procurement Plan</p> <p>2.2 Any change in mode of procurement requires BAC Resolution and Approval by the Head of the Procuring Entity or Authorized Representative</p>		4 Calendar Days	
3. Post the RFQ in the PhilGEPS for amount exceeding fifty thousand pesos (50,000), otherwise amount not exceeding 50,000 go to Step 4	3.1 Post the RFQ in PhilGEPS	None	At least 3 Calendar Days	BAC Secretary
4. Send the RFQ to PhilGEPS registered Supplier	<p>4.1 Send and Receive the RFQ</p> <p>4.2 If no receive RFQ, BAC may determine the causes of failure of procurement and return to End-user the RFQ for amendment of the Technical Specification/ Terms of Reference or the Budget Cost of the project</p>	None	<p>3 Calendar Days</p> <p>1 day</p>	<p>Procurement Officer</p> <p>PO, BAC, End- User</p>
5. Prepares Abstract of Quotation	5.1 Verify the RFQ against the Technical Specification or	None	1 Calendar Day	End-User, BAC, CD



	Terms of Reference of the PR			
6. Prepares Notice of Award (NOA) and Purchase Order (P.O.)	<p>6.1 Forward the Notice of Award to the CD Office (for Approval)</p> <p>6.2 CD Office forwards the P.O. to the Accounting Office for fund availability</p> <p>6.3 CD approves the P.O. and return all documents to PO</p> <p>6.4 PO notifies supplier for receipt of P.O.</p> <p>PO forwards the conformed P.O. and documents to Supply Office</p>	None	<p>1 Calendar Day</p> <p>Number of days is relative to the approving office</p> <p>1 Calendar Day</p> <p>1 Calendar Day</p>	<p>CD</p> <p>CD, Accountant</p> <p>Supplier, PO</p> <p>PO, Supply Office</p>

## 2. PROCUREMENT THROUGH PUBLIC BIDDING

- Per RA 9184 the General Mode of Procurement is Public Bidding
- PR is prepared by the End-user including the technical specification and/or terms of reference
- Brand names for PR is not allowed per section 18 of RA 9184, except for compatibility issue
- BAC Secretary provides administrative support to the Bids and Awards Committee

<b>Office or Division:</b>	<b>BIDS and Awards Committee Office</b>
<b>Classification:</b>	<b>Technical and/or Confidential in Nature</b>



<b>Type of Transaction:</b>		<b>G2C – Government to Citizens</b>		
<b>Who may avail:</b>		<b>End-User or Procuring Unit</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Request		Can be downloaded at <a href="http://www.ctu.edu.ph/public-biddng/">www.ctu.edu.ph/public-biddng/</a> (Name: PR Form)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Campus Director Office forwards the approved Purchase Request (PR) to the Procurement Officer (PO)	1.1 Receiving officer/staff receives the document 1.2 Records the document/s in the logbook 1.3 PR with lacking/incomplete technical specification will be return to End-user	None	5 – 10 Minutes	PO
2. Encode the PR as reference for making bidding documents  2.1 BAC office forwards Approved PR to the PMO-Main for public bidding procedures for ABC amounting to 1 million and more	2.1 Refers the PR to the approved Annual Procurement Plan 2.2 Forward Approved PR to PMO Main Campus for public bidding procedures	None	30 Minutes for 1 PR (Encoding may depend on the contents of PR)  5 minutes (depends on internet connection in the campus)	PO/BAC Secretary  PMO Main Campus
3. Schedule for Pre-Procurement Conference for: Goods amount exceeding 2,000,000.00 Infrastructure amount exceeding 5,000,000.00	Send Notice of Pre-procurement activity to BAC and End-User	None	30 Minutes – 1 hour	PO, BAC, End-User



Consultancy amount exceeding 1,000,000.00				
4. Posting in PhilGEPS the opportunity or the Project to be Bid	Posting in PhilGEPS the Bidding Documents	Cost of Bid Docs will vary on the ABC (see below)  Note: Bidder may still secure payment of Bid Document even on the last day of posting	20 Calendar Day (Minimum)  Note: Posting may beyond the 20 CD depending on the complexity of the project	BAC Secretary
5. Conduct Pre-Bidding Conference	Send Notice to BAC, BAC-TWG, End-User and Observer of the schedule Procurement Activity  Note: Sending of Notice must be at least 5 CD prior to schedule activity	None	1 hour  Note: Pre-bid conference shall be held at least 12 calendar days prior to bid submission, but not earlier than 7 calendar days from PhilGEPS posting	PO, BAC, End-User, Observer
6. Opening of Bids	Send Notice to BAC, BAC-TWG, End-User and Observer of the schedule Procurement Activity P.O. and	None	1 day	PO, BAC, End-User, Observer, Bidder



	documents to Supply Office  Note: Sending of Notice must be at least 5 CD prior to schedule activity			
7. Bid Evaluation	Send Notice to BAC, BAC-TWG, End-User and Observer of the schedule Procurement Activity	None	1 Calendar Day	PO, BAC, End-User, Observer
8. Post-Qualification	Send Notice to BAC, BAC-TWG, End-User and Observer of the schedule Procurement Activity  Notice of Post-qualification is, likewise, send to the Bidder of the schedule post-qualification	None	1 Calendar Day  Note: Post-qualification may beyond 1 CD depending the complexity of the project to be post-qualify	PO, BAC, End-User, Observer, Bidder

### Standard Rate on the Sale of Bidding Document

<b>Approved Budget for the Contract</b>	<b>Maximum Cost of Bidding Documents (in Philippine Peso)</b>
500,000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00



## Earliest Possible Time and Maximum Period Allowed

Section	Procurement Activity	Minimum Calendar Days Recommended for Activity	Operational Timeline (Recommended Earliest Possible Time)	Maximum Calendar Days Allowed for Activity	Operational Timeline (Maximum Period Allowed)
20	Pre-Procurement Conference	1 CD	Day 0	<i>Whenever necessary</i>	0
21.2.1	Advertisement / Posting of Invitation to Bid	7 CDs	Days 1 to 7	7 CDs	Day 1 to 7
22.2	Pre-Bid Conference	1 CD	Day 8	<i>Whenever necessary</i>	Day 8 to 40
25.5	Deadline of Submission and Receipt of Bids / Bid Opening	1 CD	Day 20	45 CDs	Day 52
32.4	Bid Evaluation	1 CD	Day 21	7 CDs	Day 53 to 59
34.8	Post-Qualification	2 CDs <sup>28</sup>	Day 22 to 23	45 CDs	Day 60 to 104
37.1.2	Approval of Resolution/Issuance of Notice of Award	1 CD	Day 24	15 CDs	Day 105 to 119
37.2.1	Contract Preparation and Signing	1 CD	Day 25	10 CDs	Day 120 to 129
37.3	Approval of contract by higher authority	1CD		20 or 30 CDs	
37.4.1	Issuance of Notice to Proceed	1 CD	Day 26	7 CDs	Day 130 to 136
<b>TOTAL TIME</b>			<b>26 CDs</b>		<b>136 CDs</b>



# **Civil Security Unit**

Service Office

## **External Service**

Service Category



## 1. Response to Emergencies

<b>Office or Division:</b>		<b>CIVIL SECURITY UNIT</b>		
<b>Classification:</b>		<b>Simple to Highly Technical as the Requirement Dictates</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Citizens</b>		
<b>Who may avail:</b>		<b>All Affiliating Clients of CTU</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Contract of Service		Cafe Security Agency		
Duty Detail Order		Cafe Security Agency		
Memorandum		Office of Campus Director		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Reports personally / by call	1.1 Guard-on-Post receives the report, relays to the Security In Charge (SIC)/Head Guard (HG) through hand-held radio, and records the reports.	None	1-2 minutes (Response Time)	Guard-on-post/SIC/HG
	1.2 Security-In-Charge (SIC) coordinate with the Head Guard (HG) through hand-held radio and go to the incident area and make necessary or appropriate action for said emergency.	None	1-3 minutes (Response Time)	Security-In-Charge(SIC)/Head Guard(HG) and Guard-on Post
	1.3 Should services needed, the Head Guard (HG) will contact the nearest Government Agency concerned for any assistance (Barangay, Police, Fire, and Social Welfare).			
	1.4 The Head Guard (HG) submits after incident report to the Chief Security Officer (CSO) for information and record purposes.		1 day	Head Guard (HG)



## 2. Response to Incident

<b>Office or Division:</b>	<b>CIVIL SECURITY UNIT</b>			
<b>Classification:</b>	<b>Simple to Highly Technical as the Requirement Dictates</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizens</b>			
<b>Who may avail:</b>	<b>All Affiliating Clients of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Contract of Service			Cafe Security Agency	
Duty Detail Order			Cafe Security Agency	
Memorandum			Office of Campus Director	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Reports personally / by call	2.1 Guard -on-Post the receives and record the nature of incident in the blotter, relays to the Security in Charge (SIC) / Guard on Post through hand-held radio, and records the report.	None	1 – 3 minutes (Response Time)	Guard on Post/SIC/HG
	2.2 Security in Charge (SIC) / Guard on Post coordinate with Head Guard (HG) through hand-held radio ang go to the incident area to conduct preliminary investigation.			
	2.3 The Head Guard (HG) submits after the incident report to the Chief Security Officer (CSO) for information and record purposes.  2.4 The Head Guard (HG) will make appropriate action and / or		1 day ( After the completion of the response)	Head Guard



	coordinate to the nearest Government Agency Concerned (Barangay, Police, Fire, Social Welfare)			
	2.5 If the nature of incident needs deep investigation, the Civil Security Unit (CSU)/ Security Agency (through a third party) will conduct and submit investigative report and recommendation to the administration.		1 week (After the incident)	Civil Security Unit (CSU) / Security Agency
	2.6 Submit Report after the Investigation to the Campus Director/Administrative Officer(AO)		1 day ( upon receipt)	Chief Security Officer

### 3. Response to Complaint

<b>Office or Division:</b>	<b>CIVIL SECURITY UNIT</b>			
<b>Classification:</b>	<b>Simple to Highly Technical as the Requirement Dictates</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizens</b>			
<b>Who may avail:</b>	<b>All Affiliating Clients of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Contract of Service		Cafe Security Agency		
Duty Detail Order		Cafe Security Agency		
Memorandum		Office of Campus Director		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Submits written or verbal complaints to CSU office	1.1 Receives the verbal or written complaints and records.	None	10 – 15 minutes (Response Time)	Chief Security Officer / Head Guard
	1.2 Summon concerned individual/s and conduct preliminary investigation		1 day (Upon receipt of the complaint)	Head Guard/ Concerned Individual



	Give explanation order if the concerned individual belongs to the security force of the campus			
	<b>3.3 The Head Guard (HG) submits report to the Chief Security Officer (CSO) for information and record purposes.</b>		2 days ( Upon receipt of the complain	
	<b>3.4 Submit Report after investigation to the Campus Director / Administrative Officer (AO) for appropriate action.</b>		1 day (Upon receipt of the report	Chief Security Officer (CSO)

#### 4. RESPONSE TO REQUEST FOR ASSISTANCE (Student Activity/ Campus Event)

<b>Office or Division:</b>	<b>CIVIL SECURITY UNIT</b>			
<b>Classification:</b>	<b>Simple to Highly Technical as the Requirement Dictates</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizens</b>			
<b>Who may avail:</b>	<b>All Affiliating Clients of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Contract of Service		Cafe Security Agency		
Duty Detail Order		Cafe Security Agency		
Memorandum		Office of Campus Director		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits duly signed letter request/activity permit to CSU Office.(Letter should be approved by the Campus Director)	1.1. Received, records, approved and compile copy of the request.	None	5 – 10 minutes (Response Time)	Head Guard (HG)/ Chief Security Officer
	1.2 Make schedule and assign personnel		1 day (Upon receipt of the request	Head Guard (HG)
	1.3 Implement and make documentations.		Duration of the activity / event	Head guard (HG) and assigned personnel



# **Office of the Campus Director for Culture and the Arts**

Service Office

## **External Service**

Service Category



## 1. Receiving of the Documents

<b>Office or Division:</b>	<b>Office of the Campus Director for Culture and the Arts</b>			
<b>Classification:</b>	<b>Simple to Highly Technical as the requirement dictates</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizens</b>			
<b>Who may avail:</b>	<b>All Affiliating Clients of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Client's Document		Office of the Director for Culture and the Arts- Barili Campus Postal Address: Cagay, Barili Cebu ZIP Code 6036 Email address: <a href="mailto:leslie.obiso@ctu.edu.ph">leslie.obiso@ctu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client forwards the document/s to the Office of the Director for Culture and the Arts in person	1.1 Receiving officer receives the documents.  1.2 Records the document in the logbook.  1.3 Forwards it to the Office of the Campus Director for Culture and the Arts for review and action.	None	10 minutes	Office Assistant
2. Client forwards the document/s to the Office of the Campus Director for Culture and the Arts through email.	2.1 Receiving officer acknowledges receipt of the email. 2.2 Records the document in the logbook.	None	1 working day	Office Assistant
	2.3 Forwards it to the Office of the Campus Director for Culture and the Arts for review and action.			
3. Client forwards the document/s to the	3.1 Receiving officer	None	2 working days	Office Assistant



Office of the Campus Director for Culture and the Arts through courier.	acknowledges receipt of the email.  3.2 Records the document in the logbook. Forwards it to the Office of the Campus Director for Culture and the Arts for review and action.			
	○ Complex Transaction		7 working days	
	○ Highly Technical		20 working days	
<b>RELEASING OF DOCUMENTS</b>				
1. The client receives the document/s in person from the Office of the Campus Director for Culture and the Arts in person  1. 1 Client signs the logbook/duplicate copy of the document to indicate receipt of the document.	4.1 Hands the logbook for document release  4.2 Releasing Officer releases documents acted upon by the Office of the Campus Director for Culture and the Arts in person.	None	10 minutes	Office Assistant
2. The client receives the document/s via email from the Office of the Campus Director for Culture and the Arts and is asked to acknowledge receipt of the said email.	2.1 Releasing Officer releases documents acted upon by the Office of the Campus Director for Culture and the Arts through email.	None	1 working day	Office Assistant
3. The client receives the document/s through the mail from the Office	3.1 Releasing Officer releases documents acted	Prevailing courier rate	Depending on the location of the client	Office Assistant



of the Campus Director for Culture and the Arts and the transaction is confirmed by the courier.	upon by the Office of the Campus Director for Culture and the Arts through courier.			
<b>TOTAL</b>	<b>Courier Rate</b>	<b>Dependent on the classification of the transaction</b>		

## 2. Borrowing/Renting/Replacemnet Of Costumes, Musical Instruments, And Other Equipment Related To The Culture And The Arts Division

Students, faculty, and outside clients who will borrow/rent costumes, musical instruments, and other related equipment from the Culture and the Arts Division will check its availability and shall be on a first-come, first-served basis

<b>Office or Division:</b>	<b>Office of the Campus Director for Culture and the Arts</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizens</b>			
<b>Who may avail:</b>	<b>All Affiliating Clients of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Office Borrowers' Logbook Student ID Faculty ID Valid ID for outside client		Office of the Culture and the Arts-Barili Campus Postal Address: Cagay, Barili Cebu ZIP Code 6036 Email address: <a href="mailto:leslie.obiso@ctu.edu.ph">leslie.obiso@ctu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires availability of equipment and filling-up of Borrower's Logbook Valid ID	1.1 Assists student/faculty in filling-up of borrower's logbook. 1.2 Checks the information entered into the logbook for completeness 1.3 Require Valid	Dependin g on the kind of costume, musical instrument , and related equipment	2 minutes	Staff in charge



	ID 1.4 Takes note of the purpose			
Gets the borrowed equipment	3.1 Checks the borrowed equipment 3.2 Releases the borrowed equipment		2 minutes	Staff in charge
Returns the borrowed equipment	4.1 Checks the borrowed equipment 4.2 Gets the logbook and indicates the time returned 4.3 Keeps the equipment		2 minutes	Staff in charge

### 3. Replacement Processes of Costumes, Musical Instruments, and other Equipment Related to the Culture and the Arts Division

<b>Office or Division:</b>	<b>Office of the Campus Director for Culture and the Arts</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizens</b>			
<b>Who may avail:</b>	<b>All Affiliating Clients of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-Out Borrower Slips Student ID Faculty ID Valid ID for outside client School ID		Office of the Culture and the Arts-Barili Campus Postal Address: Cagay, Barili Cebu ZIP Code 6036 Email address: <a href="mailto:leslie.obiso@ctu.edu.ph">leslie.obiso@ctu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
The client returns the replacement of the lost/ damaged costume, musical instrument, and other related equipment of the division within a	1. The staff receives and checks the replaced costumes, musical	Dependin g on the number of damaged and lost costumes,		Director, Culture and the Arts Area Chairman Support Staff



week together with the proof of payment/ receipt in person to the division.	instruments, and other related equipment of the division. Once evaluated by the director and area chairman the support staff returns the borrower slip to the client.	musical instruments, and other related equipment of the division.		
<b>END OF TRANSACTION</b>				

#### 4. Reservation for Farmers Museum Visit (When Fully Operational)

<b>Office or Division:</b>	<b>Office of the Campus Director for Culture and the Arts</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizens</b>			
<b>Who may avail:</b>	<b>All Affiliating Clients of CTU</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-Out Borrower Slips Student ID Faculty ID Valid ID for outside client School ID		Office of the Culture and the Arts-Barili Campus Postal Address: Cagay, Barili Cebu ZIP Code 6036 Email address: <a href="mailto:leslie.obiso@ctu.edu.ph">leslie.obiso@ctu.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Students and faculty planning to visit the museum as part of their class activity must secure a reservation/schedule on a first come first serve basis.	The staff receives and checks the availability of the requested schedule and logs the reservation in the logbook.	None	2 minutes	Support Staff
<b>END OF TRANSACTION</b>				



## FEEDBACK AND COMPLAINTS MECHANISM

### How to send a feedback?

- Answer the client satisfaction survey form and drop in the CSS box in each office where the transaction occurred.
- Provide feedback using the form available from the **Public Assistance and Information Office** located along the entrance of each campus.
- Access customer satisfaction survey form via the university website. On the bottom most portion is the “Feedback” tab, click it and the Customer Satisfaction Survey appears. See details below.



- Send us a message through the University website chat bot.





	<ul style="list-style-type: none"> <li>If you receive an email from any office of CTU, click the link embedded in the email. See sample below:  <a href="https://docs.google.com/forms/d/e/1FAIpQLScGh-YyAAm38JmeMEu4cVr4-ffR7BIMq50P5oZcgGVg0AcHnw/viewform">https://docs.google.com/forms/d/e/1FAIpQLScGh-YyAAm38JmeMEu4cVr4-ffR7BIMq50P5oZcgGVg0AcHnw/viewform</a> </li> </ul>
<p><b>How is feedback processed?</b></p>	<p>Feedback received through the various channels are processed in either or combination of the following ways:</p> <ol style="list-style-type: none"> <li>Investigation conducted by the Administrative Officer of the Campus concerned.</li> <li>Referral of the feedback to the concerned office and to the Campus Director's Office.</li> <li>Discussion of the feedback with the University President and the Legal Office after investigation report had been submitted by the campus concerned.</li> </ol> <p>Discussion and deliberation of the concerns or issues in the Executive Committee, Management Council or Joint Councils Meeting.</p>
<p><b>How to file complaints?</b></p>	<p>Complaints can be filed in any of the following ways:</p> <ol style="list-style-type: none"> <li>Send us an electronic mail via these channels:             <ol style="list-style-type: none"> <li>Directly to the Office of the Campus Director: cd(name of campus)@ctu.edu.ph</li> <li>Send us an email using the website. Access the CTU website then click the "Key Officials" tab and in the lowest right portion of the screen, an email ready link is available. See sample below:</li> </ol> </li> </ol>
<p><b>How to file complaints?</b></p>	<p>Complaints can be filed in any of the following ways:</p> <ol style="list-style-type: none"> <li>Send us an electronic mail via these channels:             <ol style="list-style-type: none"> <li>Directly to the Office of the Campus Director: cd(name of campus)@ctu.edu.ph</li> <li>Send us an email using the website. Access the CTU website then click the "Key Officials" tab and in the lowest right portion of the screen, an</li> </ol> </li> </ol>



email ready link is available. See sample below:

Email is sent to: [information@ctu.edu.ph](mailto:information@ctu.edu.ph) (Public Information Office).



1.3. Directly send to [ootp@ctu.edu.ph](mailto:ootp@ctu.edu.ph) (Office of the University President)

3 Write a formal complaint and send to Office of the University President [ootp@ctu.edu.ph](mailto:ootp@ctu.edu.ph)

Mailing Address:

3.3 Office of the University President CTU Main Campus  
Corner M.J. Cuenco Ave. and R. Palma St. Cebu City 6000

3.4 Public Assistance and Information Office:  
[information@ctu.edu.ph](mailto:information@ctu.edu.ph)

3.5 Office of the Campus Director concerned through email: [romeo.lepiten@ctu.edu.ph](mailto:romeo.lepiten@ctu.edu.ph)

3.6 Office of the Chief Administrative Officer – Administration Acting CAO email:  
[marvey.ocampo@ctu.edu.ph](mailto:marvey.ocampo@ctu.edu.ph)

3.7 Complaints can also be filed via landline Contact number/s:

Telephone: 032 402 4060 local 1100 (PIO)

GSM Trunk Line:

+ 63 927 839 0893

+ 63 917 650 9716

+ 63 917 651 1667

+ 63 992 871 2289

Required information for valid complaints



	<ul style="list-style-type: none"> <li>• Name of the person being complained</li> <li>• Description of the incident</li> <li>• Evidence</li> <li>• Name of the complainant</li> </ul> <p>For inquiries and follow up, the client may call the office catering to his/her complaint (office where complaint was initially received)</p>
<p><b>How complaints are processed?</b></p>	<ol style="list-style-type: none"> <li>1. The complaint received will be evaluated by the receiving officer depending where the complaint was filed.             <ol style="list-style-type: none"> <li>1.1. Complaints received by the Campus Director's office will be referred to the Campus Administrative Officer for investigation.</li> <li>1.2. Complaints received by the PAIO through email will be transmitted to the CAO Admin Office for referral to the campus concerned.</li> <li>1.3 Complaints received by the Office of the President will be transmitted to the University Legal Officer/CAO Admin.</li> </ol> </li> <li>2. A copy of the complaint will be furnished to the concerned office/party.</li> <li>3. An investigation into the complaint will be conducted by the Admin Officer or duly delegated representative authorized by the University President.</li> <li>4. Admin Officer makes recommendations after conducting preliminary investigation following Civil Service Rules on Administrative Cases (CSC RACS) for the approval of the Campus Director.</li> <li>5. Discussion of the complaint with the University President and the Legal Office after investigation report had been submitted by the campus director concerned.</li> <li>6. The University President approves or disapproves the report's recommendation and proceeds with filing of formal charge for appropriate case for administrative violations or dismissal of the complaint.</li> <li>7. The University President asks for authority with the Board of Regents for the filing of "Formal Charge" against university employees.</li> </ol>



	<p>8. The University Legal Office proceeds with the investigation and recommends to the Board of Regents the resolution of the case for their approval or disapproval.</p>
<b>Contact information of ARTA,PCC, CSC</b>	<p><b>Anti – Red Tape Authority</b> Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Landline: (02) 478-5091   478-5099</p> <p><b>Presidential Complaints Center (PCC)</b> Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> Landline: (02) 8-736-8645, 8-736-8603, 8-736-8606, 8-736-8629, 8-736-8621, Telefax: (02) 8-736-8621</p> <p><b>Civil Service Commission (CSC) – Contact Center ng Bayan</b> Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> Hotline: (02)932-0111 Text CSC: 0917-8398272</p>



Office	Address	Contact Information
Campus Director	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:ctubarilicampus@ctu.edu.ph">ctubarilicampus@ctu.edu.ph</a>
Dean of Instruction	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:ctubarilidoi@outlook.com">ctubarilidoi@outlook.com</a>
Institute of Agricultural and Biosystems Engineering	CTU-Barili Campus, IABE Building, Cagay, Barili, Cebu	<a href="mailto:iabebarili@ctu.edu.ph">iabebarili@ctu.edu.ph</a>
College of Agriculture, Food Science, Agribusiness & Development Communication	CTU-Barili Campus, Ipil Building and New CAFBC Building, Cagay, Barili, Cebu	<a href="mailto:cabarili@ctu.edu.ph">cabarili@ctu.edu.ph</a>
College of Technology and Management	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:cetmbarili@ctu.edu.ph">cetmbarili@ctu.edu.ph</a> <a href="mailto:ctubarili.cetmoffice@gmail.com">ctubarili.cetmoffice@gmail.com</a>
College of Education	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:casebarili@ctu.edu.ph">casebarili@ctu.edu.ph</a>
College of Veterinary Medicine	CTU-Barili Campus, Acacia Building, Cagay, Barili, Cebu	
Graduate School	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:graduateschoolbarili@ctu.edu.ph">graduateschoolbarili@ctu.edu.ph</a>
Admission Office	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:bariliadmissionsoffice@ctu.edu.ph">bariliadmissionsoffice@ctu.edu.ph</a>
Library Office	CTU-Barili Campus, Library Building, Cagay, Barili, Cebu	<a href="mailto:libraryctubarili@gmail.com">libraryctubarili@gmail.com</a>
Registrar's Office	CTU-Barili Campus, Administrative	<a href="mailto:registrarbarili@ctu.edu.ph">registrarbarili@ctu.edu.ph</a>



	Building, Cagay, Barili, Cebu	
Guidance Office	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:guidancebarili@ctu.edu.ph">guidancebarili@ctu.edu.ph</a>
Student Affairs Office	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:saobarili@ctu.edu.ph">saobarili@ctu.edu.ph</a>
Scholarship Office	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:scholarshipbarili@ctu.edu.ph">scholarshipbarili@ctu.edu.ph</a>
Medical Office	CTU-Barili Campus, Campus Clinic, Cagay, Barili, Cebu	<a href="mailto:clinicbarili@ctu.edu.ph">clinicbarili@ctu.edu.ph</a> <a href="mailto:charity.donozo@ctu.edu.ph">charity.donozo@ctu.edu.ph</a>
Management Information System	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:misbarili@ctu.edu.ph">misbarili@ctu.edu.ph</a>
Administrative Officer-Administration	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:catherine.jordao@ctu.edu.ph">catherine.jordao@ctu.edu.ph</a>
Human Resource Management	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:ctubarilihr@yahoo.com.ph">ctubarilihr@yahoo.com.ph</a> / <a href="mailto:hrmo@barili.ctu.edu.ph">hrmo@barili.ctu.edu.ph</a>
Supply Office	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:ctubarilisupply@gmail.com">ctubarilisupply@gmail.com</a>
Cashier's Office	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:jordana.villanueva@ctu.edu.ph">jordana.villanueva@ctu.edu.ph</a> <a href="mailto:gladysanne.principe@ctu.edu.ph">gladysanne.principe@ctu.edu.ph</a>
Budget & Accounting Office	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:aida.libradilla@ctu.edu.ph">aida.libradilla@ctu.edu.ph</a> <a href="mailto:acctg.barili2024@gmail.com">acctg.barili2024@gmail.com</a>
Records and Archive Management Office	CTU-Barili Campus, Administrative	<a href="mailto:catherine.jordao@ctu.edu.ph">catherine.jordao@ctu.edu.ph</a>



	Building, Cagay, Barili, Cebu	
Public Assistance and Information Desk	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:romancalunsag84@gmail.com">romancalunsag84@gmail.com</a>
Maintenance Office	CTU-Barili Campus, Molave Building, Cagay, Barili, Cebu	<a href="mailto:debasanung@gmail.com">debasanung@gmail.com</a>
Campus Extension Office	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:cleanne.corsiga@ctu.edu.ph">cleanne.corsiga@ctu.edu.ph</a> / <a href="mailto:esoctubarili@gmail.com">esoctubarili@gmail.com</a>
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Research and Development	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:rdbarili@ctu.edu.ph">rdbarili@ctu.edu.ph</a>
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Bids and Awards Committee Office	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:bacbarilicampus@yahoo.com">bacbarilicampus@yahoo.com</a>
Civil Security Unit	CTU-Barili Campus Cagay, Barili, Cebu	<a href="mailto:zanper111@gmail.com">zanper111@gmail.com</a>
Office of the Campus Director for Culture and the Arts	CTU-Barili Campus, Administrative Building, Cagay, Barili, Cebu	<a href="mailto:leslie.obiso@ctu.edu.ph">leslie.obiso@ctu.edu.ph</a>