CEBU TECHNOLOGICAL UNIVERSITY

PINAMUNGAJAN CAMPUS

CITIZEN'S CHARTER

2026 (1st Edition)

I. Mandate

The University shall primarily provide advanced professional and technical instructio9n 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 (Section 2,Republic Act 9744)

II. Vision

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

III.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. 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. Responsive 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 break (RA 11032 Sec 21.f)

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OFFICE OF THE CAMPUS DIRECTOR

PINAMUNGAJAN CAMPUS

OFFICE OF THE CAMPUS DIRECTOR

Documents from internal or external clients are received by the Office of the Campus Director 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.

Office or Division:	Office of the Campus Director
Classification:	Simple to Highly Technical transaction/s as the requirement dictates
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All clients of CTU – Pinamungajan Campus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Client Document/ localized form from the CD office to be filled out by the client	Office of the Campus Director CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: cdpinamungajan@ctu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receiving of Documents				
1. Client delivers the filled-out form to the office of the Campus Director personally.	1.1 Receiving staff/Campus Director receives the documents 1.2 Record the documents in the logbook. 1.3 Forward to the CD if in case it is the staff who can receive the document 1.4 Campus Director will take an appropriate action	None	*10 minutes* *1 working day*	*Administrative-staff/CD*
2. Client sends the document/s to the Office of the Campus Director via email/messenger	2.1 Receiving staff acknowledges receipt of email/transaction 2.2 Records the document in the logbook. 2.3 Forwards the document to the CD 2.4 Campus Director will take an appropriate action	None None	*5 minutes* *3 minutes* *3 minutes* *1 working day*	*Administrative Staff /CD*
3. The client logs the purpose of the transaction in the office in person.	3.1 Receiving staff receives the documents 3.2 Records the document in the	None	*3 minutes*	*Administrative Staff and CD*

	logbook. 3.3 Forward the documents to the CD 3.4 Campus Director will take an appropriate action		*1 working day*	
	Simple Transactions	None	*1-2 working day/s*	*Administrative Staff and CD*
	Complex Transactions		*3 working days*	*Administrative Staff and CD*
	Highly Technical transactions		*5 working days*	*Administrative Staff and CD*
	Total	**None**	***1-5 working days***	
RELEASING OF THE DOCUMENT/S				
4. The client receives the document/s or response in person from the office of the Campus Director 4.1 Client signs the logbook upon the released and received of the document for record purposes.	4.1 Record the document in the logbook before releasing. 4.2 Staff releases the documents in person to the client	None	*3 minutes* *3 minutes*	*Administrative Staff* *Administrative Staff* *Administrative Staff*
5.For gmail/email transaction,the client is requested to acknowledge receipt of the email containing the document(s) from the Office of the Campus Director.	5. Staff releases documents	None	*3 minutes*	*Staff*

OFFICE OF THE CAMPUS DEAN OF INSTRUCTION

OFFICE OF THE CAMPUS DEAN OF INSTRUCTION (DOI)

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.

Office or Division:	Office of the Campus Dean of Instruction
Classification:	Simple to Highly Technical transaction/s as the requirement dictates
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All clients of CTU – Pinamungajan Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Client Document/ localized form from the DOI office to be filled out by the client	Office of the Campus Dean of Instruction CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: ramelito.almendras@ctu.edu.ph

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Receiving of Documents				
1. Client delivers the filled-out form in person to the ODOI	1.1 Receiving staff/Dean of Instruction receives the documents/ filled out form 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 concerned office and/or Campus Director for apt and appropriate action.	None	*5-10 minutes*	*Staff/DOI*

2. Client sends the document/s to the Office of the Campus Dean of Instruction in person or via gmail/messenger	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*	*Staff and DOI*
3. The client logs the purpose of the transaction in the office in person.	3.1 Receiving staff acknowledges receipt of transaction. 3.2 Records the document in the logbook. 3.3 Forwards the document to the DOI. 3.4 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*	*Staff and DOI*
4. The client may send the document through Gmail/email /messenger/ courier.	4.1 Receiving staff receives the documents 4.2 Records the document in the	None	*1-2 working day/s*	*Staff/ DOI*

	logbook. 4.3 Forwards it to the Dean of Instruction for perusal and action. 4.4 DOI office forwards the concern to the concerned office and/or Campus Director's office for action. · Simple Transactions			
	Complex Transactions		*3 working days*	
	Highly Technical transactions		*5 working days*	
	Total	**None**	***1-5 working days***	
RELEASING OF THE DOCUMENT/S				
5. The client receives the 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.	5.1 Records in the logbook the document before releasing. 5.2 Staff duplicates the document for filing purpose before the release of the document. 5.3 Staff releases the documents in person/to the concern client or to the authorized person 5.4 Client signs the logbook upon the released and received of the document for record purpose.	None	5-10 minutes	Staff/ DOI

6. 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.	6. Staff releases documents as per instructions from the DOI.	*None*	*1 working day*	*Staff/ DOI*
7. The client receives the document/s through courier (in case of no available internet connectivity/no email account) from the Office of the Dean of Instruction.	7. Staff records the document before sending through courier.	*Prevailing courier rate*	*Depends on the courier processing delivery*	*Staff/ DOI*
TOTAL		***None/prevailing courier rate***	***1 day -For via courier it depends on processing delivery of the courier***	

COLLEGE OF TECHNOLOGY

Office or Division:	**COLLEGE OF TECHNOLOGY**
Classification:	Simple
Type of Transaction:	Receiving, Approval and Releasing of documents
Who may avail:	All students Schedule of availability of Service: Monday to Friday (8:00 a.m. to 5:00 p.m. (No Noon Break)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. <u>Receiving of Documents</u> For Students (Admission applications, Enrollment forms, Transcripts) For Faculty (Course syllabi, Grade reports, Research proposals,) <u>Approval of Documents</u> (Internship or job application materials, Program or curriculum changes) <u>Releasing of Documents</u> (Course schedules, Academic calendars, Graduation-related documents)	COT Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>B.For Enrollees (All Year Levels)</u>				
1. Secure enrollment form	Give priority no.	None	*1 min.*	*COT/Staff*
2. Evaluation of enrolment form (complete grade for old students)	Verify the completeness and validity. Check the total no. of units enrolled.	None	*2 min.*	*COT/Staff*
<u>C.For Internship</u>				
1. Present application materials: documents related to	Verify the completeness and validity	None	2 min.	COT/Staff

internship or job applications, such as resumes, MOA, cover letters, and recommendation letters.				
D.For Transferee				
1. Present transcript of record for evaluation and credit	Verification process	None	5 min.	COT/Staff
D.For Faculty				
1. Present grade sheet a week after the final examination	Verify the completeness and validity	None	5 min	COT/Staff

COLLEGE OF EDUCATION

Office or Division:	**COLLEGE OF EDUCATION**
Classification:	
Type of Transaction:	Receiving, Approval and Releasing of documents
Who may avail:	All students Schedule of availability of Service: Monday to Friday (8:00 a.m. to 5:00 p.m. (No Noon Break)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>Receiving of Documents</u> For Students (Admission applications, Enrollment forms, Transcripts) For Faculty (Course syllabi, Grade reports, Research proposals,) <u>Approval of Documents</u> (Internship or job application materials, Program or curriculum changes) <u>Releasing of Documents</u> (Course schedules, Academic calendars, Graduation-related documents)	Chairperson Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For Enrollees (All Year Levels)</u>				
1. Secure enrollment form	Enrollment Schedule & Give priority no.	None	*1 min.*	*COED/Staff*
2. Evaluation of enrolment form (complete grade for old students)	Verify the completeness and validity. Check the total no. of units enrolled.	None	*2 min.*	*COED/Staff*
<u>For Internship</u>				
1. Present application materials: docume	Verify the completeness	None	*2 min.*	*COED/Staff*

nts related to internship or job applications, such as resumes, MOA, cover letters, and endorsement letters.	and validity			
For Transferee				
1. Present transcript of record for evaluation and credit	Verification process		*5 min.*	*COED/Staff*
For Faculty				
2. Present grade sheet a week after the final examination	Verify the completeness and validity		*5 min*	*COED/Staff*

COLLEGE OF MANAGEMENT AND ENTREPRENEURSHIP

Office or Division:	**COLLEGE OF MANAGEMENT AND ENTREPRENEURSHIP**
Classification:	
Type of Transaction:	Receiving, Approval and Releasing of documents
Who may avail:	All students Schedule of availability of Service: Monday to Friday (8:00 a.m. to 5:00 p.m. (No Noon Break)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
<u>Receiving of Documents</u> For Students (Admission applications, Enrollment forms, Transcripts) For Faculty (Course syllabi, Grade reports, Research proposals,) <u>Approval of Documents</u> (Internship or job application materials, Program or curriculum changes) <u>Releasing of Documents</u> (Course schedules, Academic calendars, Graduation-related documents)	Chairperson Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
<u>For Enrollees (All Year Levels)</u>				
1. Secure enrollment form	Enrollment Schedule & Give priority no.	None	*1 min.*	*CME/Staff*
2. Evaluation of enrolment form (complete grade for old students)	Verify the completeness and validity. Check the total no. of units enrolled.	None	*2 min.*	*CME/Staff*
<u>For Internship</u>				
1. Present application materials: docume	Verify the completeness	None	*2 min.*	*CME/Staff*

nts related to internship or job applications, such as resumes, MOA, cover letters, and endorsement letters.	and validity			
For Transferee				
1. Present transcript of record for evaluation and credit	Verification process		*5 min.*	*CME/Staff*
For Faculty				
3. Present grade sheet a week after the final examination	Verify the completeness and validity		*5 min*	*CME/Staff*

ADMISSION OFFICE

Student Services

Office or Division	**ADMISSION OFFICE**
Classification	Simple
Type of Transaction	G2C- Government to Citizens
Who may avail?	A. Senior High School Graduating Students B. Transferees C. Shiftees (Students coming from CTU Pinamungajan Campus only) D. Returnees three years up (CTU Pinamungajan Campus Students Who Stopped Schooling for Three Years or More) E. Alternative Learning System (ALS) Passers F. Old Secondary Curriculum Graduates
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Grade Requirements: Evaluation of Grades is per semester. **BOARD PROGRAMS** 1. GPA of at least 85 2. Grades in MATH, SCIENCE, and ENGLISH, and area of specialization should be at least 85 3. No grade below 80 in any subject **NON-BOARD PROGRAMS** 1. GPA of at least 80 **SENIOR HIGH SCHOOL GRADUATES FROM SCHOOLS OUTSIDE CTU** 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) 2. Original copy of Certificate of Good Moral Character 3. 1-piece recent 2x2 colored picture with white background and name tag **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	Citizen/Client

school attended 3. 1-piece recent 2x2 colored picture with white background and name tag **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 **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. 4. 1-piece recent 2x2 colored picture with white background and name tag **SHIFTER WITHIN CTU PINAMUNGAJAN 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 **RETURNEES/OLTEC GRADUATES FROM CTU PINAMUNGAJAN 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 **2nd COURSERS** 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 **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 addressed to the CTU Pinamungajan Campus Director

Note: 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.

SENIOR HIGH SCHOOL GRADUATES FROM CTU- PINAMUNGAJAN AND OTHER SATELLITE CAMPUSES

1. Original copy of the Senior High School report card as of 1st semester signed by the principal
2. 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)

Note: 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.

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan your documents and 2x2 picture and save them in JPEG or PDF format		None		
Apply online using the admission portal below: order.ctu.edu.ph/admission **Note:** Fill-in the fields or blank spaces		*None*		
3. Submit online your scanned documents using the admission portal below: order.ctu.edu.ph/admission **Note:** 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.		*None*		

Note: Take note of your test schedule and things to bring written in your Entrance Test Permit.				
5. Report to CTU Pinamungajan Campus during your entrance test schedule **Note:** No Entrance Test Permit, Entrance Test Application Form, and Official Receipt (if applicable)	5.1. Conduct the entrance test	*For 2nd Coursers Only: 400.00 For Board Programs and 300.00 for*	*Board Program: 4 hours Non-Board Program: 1 ½ hours*	*Guidance Counselor*
No Exam: 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 Pinamungajan 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*	

REGISTRAR'S OFFICE

REGISTRAR'S OFFICE

Office or Division:	REGISTRATION (MANUAL)
Classification:	Simple to Highly Technical transaction/s as the requirement dictates
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All clients of CTU – Pinamungajan Campus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First year Students Form 138-A or its equivalent Certificate of Good Moral Character Photo copy of Birth Certificate 1 copy of 2" x 2" picture (except in the main campus) Manage Certificate (if applicable0 Accomplished Registration Form (RO form 2A) Regular second year and subsequent year students Accomplished Registration Form (RO form 2B) Irregular / Re-admitted / Shiftee Students RO form 14: Accreditation of subjects of Transferees and shiftees Accomplished Registration Form (RO form 2B) Transferees Certificate of Transfer Credentials Transcript of Records (Informative Copy) Item Nos. 2-5 of A RO Form 14: Accreditation of subjects of Transferees and shiftees Accomplished Registration Form (RO form 2A)	Office of the Campus Registrar CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: henreseyjoyce.canete@ctu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present requirement to the enrollment committee	Receives and evaluates requirements, issues registration form, accreditation form, and/or evaluation sheet (if applicable)	None	*10 minutes*	*Enrollment Committee*
Fill-out registration Form				

Go through the Registration process		Computed based on enrolled number of units		
Submit accomplished form with the requirements	Receives requirement; evaluates /Validates accomplished form/s	*5 minutes*	*5 minutes*	*Registrar's staff*
End of Transaction: Duration 20 minutes				

ONLINE REGISTRATION

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
First year Students Form 138-A or its equivalent Certificate of Good Moral Character Photo copy of Birth Certificate from PSA 1 copy of 2" x 2" picture (except in the main campus) Marriage Certificate (if applicable) Accomplished Registration Form (RO form 2A) Regular second year and subsequent year students Irregular / Readmitted / Shiftee Students RO form 14: Accreditation of subjects of Transferees and shiftees Transferees Certificate of Transfer Credentials Transcript of Records (Informative Copy) Item Nos. 2-5 of A RO Form 14: Accreditation of subjects of Transferees and shiftees	Office of the Campus Registrar CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: henreseyjoyce.canete@ctu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Logs in @ portal.ctu.edu.ph	Logs in @ portal.ctu.edu.ph	None	*2-5 minutes*	*Registrar and staff*
Presents requirements to the enrollment committee of the respective colleges	Receives and evaluates requirements; Issuance accreditation form, & evaluation sheet if applicable	None	*3-5 minutes*	*Enrollment committee*
Fills-out the online Registration Form	Assign program and issues student I.D.	None	*4-5 minutes*	*Enrollment committee*

	number			
Proceeds to the medical and dental clinic	Approves /disapproves the medical/dental requirements	None	*4-5 minutes*	*School physician/Nurse*
	Approves the block section	None		*Enrollment committee*
Pays tuition and other fiduciary accounts (for non-scholar)	Receives payment & issues O.R.	Depend on the study load (subjects taken)	*4-5 minutes*	*Cashier*
Submits requirements (new and transferee students only)	Receives requirements and issues certificate of registration	None	*10 minutes*	*Registrar's staff*
Proceed to MIS (new and Transferee students only)	Capture of students photo & signature Printing of school I.D. card	None	*10 minutes*	*MIS staff*
End of Transaction: Duration 20 minutes				

RELEASE OF DOCUMENT

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Claim Slip / Hand carried reply slip Authorization letter (if request is thru a representative)	Office of the Campus Registrar CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: ramelito.almendras@ctu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Puts claim slip/ hand-carried reply slip in the designated drop box and waits for name to be called	Gets the claim slip/ hand-carried reply and retrieves the document		*10-45 minutes*	*Registrar staff*
	Recalls the client when the document is		*1 minute*	*Registrar staff*
Receives the documents & checks all the information before leaving the premises	Asks the client to sign in the log book		*1 minute*	*Registrar staff*
Puts claim slip/ hand-carried reply slip in the designated drop box and waits for	Gets the claim slip/ hand-carried reply and retrieves the document		*10-45 minutes*	*Registrar staff*

name to be called				
End of Transaction				

NOTICE:

Processing of documents and lead times

CAV	7 working days	1 certified copy of TOR and Diploma / Certificates or 2 certified copy of TOR and Certification of earned units	40.00 and Doc. Stamp=30.00
Certification	3 working days	1 Clearance if first request	40.00 and Doc. Stamp=30.00
Certified Copy	3 working days	1 Original and Photocopy of the document/s	40.00 / Documents
Diploma/Certificate	7 working days	1 Clearance if first request	Undergraduate programs=200 (+ 50 for succeeding issuance) Graduate programs=300 (+50 for succeeding issuance) Doc. Stamp=30.00
Transcript of records	7 working days	1. Clearance if first request and if for transfer purposes 2. 2" x 2" picture with white background or in academic gown	50.00 / page – local purposes 75.00 / page – international purposes 30.00 – Doc. stamp

Unclaimed CAV, Certification, and Certified copy are cancelled after 6 months

Office or Division:	ONLINE REQUEST & DOCUMENTS ISSUANCE REPORTING (ORDIR) SYSTEM
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Students Clearance (for first time request of graduates Authorization letter (if request is thru a representative)	Office of the Campus Registrar CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan, Cebu Email address: ramelito.almendras@ctu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Goes to http://ordir.ctu.edu.ph/registrar and clicks Request	Logs-in account	*None*	*2 minutes*	*Registrar and staff*
Fills-out all the required fields and submits request	Monitor pending request		*On-going*	*Registrar and staff*
Records the tracking code to for follow-up request status	Goes to process module: Processes ** or declines the request **Retrieves records **Assesses the corresponding fees and informs client to present additional requirement/s upon claiming the document requested	*Please refer to the table below*	*10-60 minutes*	*Registrar and staff*
Receives e-mail notification	Goes to printing module & Prints the requested document		*5 minutes*	*Registrar's staff*
Receives e-mail notification	Goes to approval module and signs the document		*5 minutes*	*Registrar s*
	Notifies the client through e-mail that document is ready for releasing		*1 minute*	*Registrar*
Pays the appropriate fees to the cashier	Accepts payment for document/s requested and issues official receipt			*Cashier*
Submits the official receipt and other requirement as earlier advised to the counter clerk & waits	Goes to releasing module: Encodes the O.R. number and other information in		*30 minutes*	*Registrar's staff*

for name to be called	the releasing module and releases the document			
Receives the document & checks all the information before leaving the premises				
End of Transaction				

ONLINE REQUEST & DOCUMENTS ISSUANCE REPORTING (ORDIR) SYSTEM	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Students Clearance (for first time request of graduates Authorization letter (if request is thru a representative)	Office of the Campus Registrar CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan, Cebu Email address: ramelito.almendras@ctu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Goes to http://ordir.ctu.edu.ph/registrar and clicks Request	Logs-in account	None	*2 minutes*	*Registrar and staff*
Fills-out all the required fields and submits request	Monitor pending request	None	*On-going*	*Registrar and staff*
Records the tracking code to for follow-up request status	Goes to process module: Processes ** or declines the request **Retrieves records **Assesses the corresponding fees and informs client to present additional requirement/s upon claiming the document	Please refer to the table below	*10-60 minutes*	*Registrar and staff*

	requested			
Receives e-mail notification	Goes to printing module & Prints the requested document	None	*5 minutes*	*Registrar's staff*
Receives e-mail notification	Goes to approval module and signs the document		*5 minutes*	*Registrar s*
	Notifies the client through e-mail that document is ready for releasing	None	*1 minute*	*Registrar*
Pays the appropriate fees to the cashier	Accepts payment for document/s requested and issues official receipt	Depend on the pages of the document		*Cashier*
Submits the official receipt and other requirement as earlier advised to the counter clerk & waits for name to be called	Goes to releasing module: Encodes the O.R. number and other information in the releasing module and releases the document	Depend on the pages of the document	*30 minutes*	*Registrar's staff*
Receives the document & checks all the information before leaving the premises		None	2 minutes	*Registrar's staff*
End of Transaction				

Unclaimed CAV, Certification, and Certified copy are cancelled after 6 months

NOTICE:

Processing of documents and lead times

CAV	7 working days	1 certified copy of TOR and Diploma / Certificates or 2 certified copy of TOR and Certification of earned units	40.00 and Doc. Stamp=30.00
Certification	3 working days	1 Clearance if first request	40.00 and Doc. Stamp=30.00

Certified Copy	3 working days	1 Original and Photocopy of the document/s	40.00 / Documents
Diploma/Certificate	7 working days	1 Clearance if first request	Undergraduate programs=200 (+ 50 for succeeding issuance) Graduate programs=300 (+50 for succeeding issuance) Doc. Stamp=30.00
Transcript of records	7 working days	1. Clearance if first request and if for transfer purposes 2. 2" x 2" picture with white background or in academic gown	50.00 / page – local purposes 75.00 / page – international purposes 30.00 – Doc. stamp

Unclaimed CAV, Certification, and Certified copy are cancelled after 6 months

ISSUANCE OF TRANSCRIPT OF RECORDS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Students Clearance (for first time request of graduates Authorization letter (if request is thru a representative) 2'' x 2'' picture with white background / in academic gown	Office of the Campus Registrar CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: ramelito.almendras@ctu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out the request form of document (RO form 13) and student clearance (RO form 7) if applicable	Receives and checks accomplished RO form 13 and RO form 7 duly signed by all authorities concerned	*None*	*2 minutes*	*Registrar staff*
	Retrieves of records		*10-45 minutes*	*Registrar staff*
	Assess the corresponding fees	*For local purpose php 50.00/page* *For abroad or overseas*	*1 minute*	*Registrar staff*

		purpose php 75.00/ page		
Pays the appropriate fee to the cashier	Accepts payment for documents requested and issues official receipt	*Depend on the pages of the TOR*	*2 minutes*	*Cashier*
Returns the Request form & official receipt to the counter clerk & waits for name to be called	Issues claim slip indicating the tentative schedule of release	*None*	*2 minutes*	*Registrar staff*
Receives claim slip & come back during the indicated tentative date of release	Forward the requirements & O.R. to the registrar	*None*	*1 minute*	*Registrar staff*
End of Transaction				

ISSUANCE OF CERTICATE / DIPLOMA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Students Clearance (for first time request of graduates Authorization letter (if request is thru a representative)	Office of the Campus Registrar CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: ramelito.almendras@ctu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-out the request form of document (RO form 13) and student clearance (RO form 7) if applicable	Receives and checks accomplished RO form 13 and RO form 7 duly signed by all authorities concerned		*5 minutes*	*Registrar staff*
	Retrieves of records		*30-45 minutes*	*Registrar staff*
	Assess the corresponding fees	Undergraduate Php. 200 Graduate Php. 300.00	*1 minute*	*Registrar staff*
Pays the	Accepts			

appropriate fee to the cashier	payment for documents requested and issues official receipt	None	*2 minutes*	*Cashier*
Returns the Request form & official receipt to the counter clerk & waits for name to be called	Issues claim slip indicating the tentative schedule of release	None	*2 minutes*	*Registrar staff*
Receives claim slip & come back during the indicated tentative date of release	Forward the requirements & O.R. to the registrar	None	*1 minute*	*Registrar staff*
End of Transaction				

ISSUANCE OF CERTIFIED TRUE COPY

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Students Clearance (for first time request of graduates Authorization letter (if request is thru a representative)	Office of the Campus Registrar CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: ramelito.almendras@ctu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present requirements at the processing window and waits for the name called	Receives and checks the requirements		5 minutes	Registrar staff
	Assesses the corresponding fees and issues charge	*Php 40.00/document*	*1 minute*	*Registrar staff*
Pays the appropriate fee to the cashier	Accepts payment for documents requested and issues official receipt	*None*	*2 minutes*	*Cashier*
Submits the official receipt to the counter	Issues claim slip indicating the tentative schedule of	*None*	*2 minutes*	*Registrar staff*

clerk & waits for name to be called	release			
Receives claim slip & come back during the indicated tentative date of release	Forward the requirements & O.R. to the registrar	*None*	*1 minute*	*Registrar staff*
End of Transaction				

ISSUANCE OF CERTIFICATION

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Students Clearance (for first time request of graduates Authorization letter (if request is thru a representative)	Office of the Campus Registrar CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: ramelito.almendras@ctu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present requirements at the processing window and waits for the name called	Receives and checks the requirements		5 minutes	Registrar staff
	Assesses the corresponding fees and issues charge	*Php 40.00/document*	*1 minute*	*Registrar staff*
Pays the appropriate fee to the cashier	Accepts payment for documents requested and issues official receipt		*2 minutes*	*Cashier*
Submits the official receipt to the counter clerk & waits for name to be called	Issues claim slip indicating the tentative schedule of release		*2 minutes*	*Registrar staff*
Receives claim slip & come back during the	Forward the requirements & O.R. to the registrar		*1 minute*	*Registrar staff*

indicated tentative date of release				
End of Transaction				

GUIDANCE OFFICE

Student Services

GUIDANCE OFFICE	
Classification	Simple to Highly Technical – basis as to client's assessed needs.
Type of Transaction	G2C- Government to Citizens
Who may avail?	All Officially Enrolled Students in Different Year Levels of CTU
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Client Services	Guidance Office Pinamugajan, Cebu

INFORMATION SERVICE:	**ORIENTATION PROGRAM**			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Reads the announcement	Posts either or all thru: 1.1 bulletin boards 1.2 FB Page 1.3 Group Chat	*None*	*5 minutes*	*Guidance Counselor*
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*	*Guidance Counselor*
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 campus authorities.	*None*	*4 hours*	*Guidance Counselor*
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*
5. Receives Certificates	E-Certificate will be given to the attendees of the activity after	*None*	*5 minutes*	*Guidance Counselor*

	accomplishing the evaluation via google form			

INFORMATION SERVICE: SEMINAR/ STRUCTURED LEARNING ACTIVITY (SLA) / WEBINAR				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Reads the announcement	Posts either or all thru: 1.1 bulletin boards 1.2 FB Page 1.3 Group Chat	*None*	*5 minutes*	*Guidance Counselor*
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*	*Guidance Counselor*
3. Listens and participates in the following: a. Seminar or b. Structured Learning Activity c. Webinar	Conducts the Activity Either thru: -Face to Face or Online whichever mode of delivery is approved by the campus authorities.	*None*	*4 hours*	*Guidance Counselor*
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*
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*

COUNSELING SERVICE: WALK IN AND REFERRAL COUNSELING				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

A. WALK IN				
1. Fill-out in the Counseling Logbook	Entertained walk-in clients	*None*	*5 minutes*	*Guidance Counselor*
2. Undergo Initial Interview	If based on the initial interview, the client's issue or concern is critical, he/she will be accommodated as soon as possible	*None*	*5 minutes*	*Guidance Counselor*
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*	*Guidance Counselor*
4. Counseling Session	Prepares a Counseling Record of the counseling session immediately after it ends.	*None*	*45 minutes – 1 hour*	*Guidance Counselor*
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*

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. REFERRAL				
1. Fill-out the Referral Form	The referring teacher will fill-out the Referral Form to be returned to the counselor.	None	5 minutes	Guidance Counselor
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	Guidance Counselor
3. Fill-out the Counseling Logbook Log	The counselor will request counselee to fill-out the logbook.	None	5 minutes	Guidance Counselor
4. Counseling Session.	Facilitates Counseling session	None	45 minutes – 1 hour	Guidance Counselor
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
6. Fill-out the Feedback Form	The counselor will request the referring teacher to fill-out the Feedback Form.	None	5 minutes	Guidance Counselor

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOLLOW UP SERVICE **A. REFERRAL COUNSELING**				
1.Waits for the follow-up	Calls the referred student to make a follow-up on his/her progress.	None	5 minutes	Guidance Counselor
2.Feedbacks success of adjustments	Checks the element of adjustment by the referred student.	None	5 minutes	Guidance Counselor
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	Guidance Counselor
FOLLOW UP SERVICE B. **WALK IN COUNSELING**				
1.Waits for the follow-up	Calls the walk-in client to make a follow-up on his/her progress.	None	5 minutes	Guidance Counselor
2.Feedbacks success of adjustments	Checks the element of adjustment by the walk-in client.	None	5 minutes	Guidance Counselor
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	Guidance Counselor

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
APPRAISAL SERVICE **A. INTELLECTUAL INTELLIGENCE**				
1. Reads the announcement a. Date b. Time c. Venue	Posts either or all thru: 1.1 bulletin boards 1.2 FB Page 1.3 Group Chat	None	5 minutes	Guidance Counselor

2. Registers in the Registration Sheet	Facilitates the online registration via google form	None	5 minutes	Guidance Counselor
3. Takes Standardized Examination	Facilitates Standardized Examination to those who availed of the service.	None	1 hour	Guidance Counselor
4. Evaluates the Activity	Facilitates the Appraisal Evaluation after administering the standardized test.	None	5 minutes	Guidance Counselor
INDIVIDUAL INVENTORY SERVICE				
1. Reads the announcement a. Date b. Time	Posts either or all thru: 1.1 bulletin boards 1.2 FB Page 1.3 Group Chat	None	5 minutes	Guidance Counselor
2. Fills-out the Cumulative Record Form	Supervises the student in fillingout of the form or provides analysis and interpretation of the beneficiary's data found in the cumulative record.	None	30 minutes	Guidance Counselor
3. Submits the accomplished form to the Guidance Counselor	Receives and keeps the Cumulative Record for future use/needs	None	5 minutes	Guidance Counselor
4. Signs in the logsheet	Facilitates the signing of the client in the logsheet	None	1 minutes	Guidance Counselor

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
EVALUATION SERVICE **A. NEEDS ASSESSMENT SURVEY**				
1. Fill-out the Survey	Posts the link of the google form	None	5 minutes	Guidance Counselor
2. Submits the Survey	Consolidates the submitted responses	None	1 minute	Guidance Counselor
B. EVALUATION: SEMINAR, STRUCTURED LEARNING ACTIVITY, WEBINAR				
1. Fill-out the Evaluation	Posts the link of the google form	None	5 minutes	Guidance Counselor
2. Submits the Evaluation	Consolidates the submitted responses	None	1 minute	Guidance Counselor
C.CUSTOMER SATISFACTION SURVEY				
1. Fill-out the Survey	Posts the link of the google form	None	5 minutes	Guidance Counselor
2. Submits the Survey	Consolidates the submitted responses	None	1 minute	Guidance Counselor

STUDENT AFFAIRS SERVICES OFFICE

Student Services

Office or Division	**STUDENT AFFAIRS SERVICES OFFICE**
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail?	A. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER ● Students of CTU-Pinamungajan Campus B. STUDENT CLEARANCE ● Bonafide Students of CTU-Pinamungajan Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
C. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER **- ONLINE REQUEST FORM OR RECEIPT (HARDCOPY)**	**ONLINE (LINK) / SAS OFFICE**

CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Fill-out the online request form/hardcopy request form 2. Presents the screenshot of filled-out online request form if it is requested online to the SAS staff 3.Present the filled-out request form (hardcopy) if it is requested face to face to the SAS staff 4.Answer the Customer Satisfaction Survey	a. Verify request if properly filled-out b. Print the Good Moral Certificate c. Signed the Releasing Logsheet **Note:**Good Moral Certificate will be released at the SAS Office d. Provide the link for Costumer Satisfaction Survey if it is requested online and hardcopy of Customer Satisfaction Survey if it is requested face to face	P 40.00-GMC P 30.00-Documentary Stamp (at Cashier's Office)	5 minutes per applicant	Office Staff
	Total	**P 70.00**	**5 minutes**	

A. STUDENT CLEARANCE	**-**	**CLEARANCE FORM**

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure tudent Clearance	a. Check Student's Clearance if properly filled out b. Sign the Clearance (as indicated office) c. Released Student's Clearance d. Provide the hardcopy of Costumer Satisfaction Survey/ link of Customer Satisfaction Survey Form	None	5 minutes per applicant	Office Staff
2. Fill-out the Clearance Log Sheet				
3. Answer the Customer Satisfaction Survey				
	Total	**P 70.00**	**5 minutes**	

SCHOLARSHIP OFFICE

Office or Division	SCHOLARSHIP OFFICE
Classification	Simple
Type of Transaction	G2C- Government to Citizens
Who may avail?	**A. Renewal and Evaluation of Scholarship Grant** 1.All on-going scholars **B. Processing and Filling of Application for the Scholarship or Financial Assistance** 1.All students that fit to the set qualifications
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
A. Renewal and Evaluation of Scholarship Grant 1. Certificate of Employment (for BOT 530, BOT 294, and BOR 28 scholars only)-once a year 2. Daily Time Records, Performance Evaluation (for Student Assistant/Labors only)-every semester 3. Other documents as specified by the linkages or benefactor **B. Processing and Filling of Application for the Scholarship or Financial Assistance** 1. Application Form 2. Income Tax Return or Certificate of Indigency or Low Income from the Barangay or its equivalent (as needed) 3. Other documents as set by the sponsors or scholarship agencies 4. Other documents as specified by the linkages or benefactor	**Scholarship Office** or via email Email address : kristine.ninal@gws.ctu.edu.ph

A. Renewal and Evaluation of Scholarship Grant				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the documentary requirements	1.Check the documents if complete	*None*	*5 minutes per grantee*	*Scholarship Office Assistant / Coordinator*

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			*Scholarship Office Assistant / Coordinator*
3. Fill in the necessary information in the Registration Log Sheet	3.1. Verify the completeness of the information		*5 minutes per grantee*	*Scholarship Office Assistant / Coordinator*
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 4.2. Encode the master list of qualified scholars 4.3. Submit to EDPO for posting		*One month after the start of class*	*Scholarship Office Assistant / Coordinator*

B. Processing and Filling of Application for the Scholarship or Financial Assistance				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire about the scholarship slot	1. Issue the Application Form and the List of Requirements 1. 2. Discuss briefly on how to fill out the form, what are other requirements and when and where to submit the requirements	*None*	*5 minutes per grantee*	*Scholarship Office Assistant / Coordinator*
2. Submit the accomplished forms along with other documentary requirements	2.1. Check if submitted documents are complete 2.2. Verify if all necessary information is filled in 2.3. Let the applicants with	*None*	*Maximum of 15 working days after the deadline*	*Scholarship Office Assistant / Coordinator and /or the invited person/s*

	complete documents log in the Record Book 2.4. Identify the qualified applicants through paper screening 2.5. Inform the qualified applicants for a scheduled interview			
3. Present himself/herself for an interview as schedule	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*
	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*
	3.4. Recommend the list of most qualified applicants to the sponsoring individual or agency for approval			

MANAGEMENT INFORMATION SYSTEM OFFICE

FRONTLINE SERVICES

1. INFRASTRUCTURE DIVISION (NETWORK AND DATABASE ADMIN)

Office or Division	Management Information System Office (MISO)
Classification	Simple
Who may avail:	University-Wide/Campus Level
	Any requesting department or offices of External Campuses approved by the Campus Director.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Connectivity Request Form	MIS Office

#	APPLICANT/CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Fill out all required information and submit connectivity request form	Retrieve connectivity request form. Assess the area or office for connection needed	N/A		MIS CHAIRPERSON
2.		Propose to MIS Head based on the assessment and requirements	N/A		MIS CHAIRPERSON
3.		Implement configuration based on the assessment and approval.	N/A		MIS CHAIRPERSON

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish the feedback form and proceed to the Admin Office/HR Office. Management Information System Office (MISO)
How feedback is processed	Feedback will be received by our admin assistant and routed to the respective MIS division. After which, the respective division will propose an action plan (as necessary) and present to the MIS Head. Once approved, this will be coordinated back to the client.
How to file a complaint	Accomplish the Client Complaint Form and proceed to the Admin Office/HR Office. Management Information System Office (MISO
How complaints are processed	Complaint/s will be received by our admin assistant and routed to the respective MIS division. After which, the respective division will propose an action plan (as necessary) and present to the MIS Head. Once approved, this will be coordinated back to the client

2. ID DIVISION

Office or Division Classification	Management Information System Office (MISO)
	Simple
Who may avail:	Campus Level
	CTU PC Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fill up the form indicated on the official facebook page of MIS (Main Campus) https://www.facebook.com/ctumainmispage	MIS Office

#	APPLICANT/CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	CTU PC Students	Upon submission and validation of the requirements, MIS will process their ID's starting with the	None	Depends on Supply/1 week	MIS CHAIRPERSON

		encoding, ID picture and print the ID card			

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish the feedback form and proceed to the Admin Office/HR Office. Management Information System Office (MISO)
How feedback is processed	Feedback will be received by our admin assistant and routed to the respective MIS division. After which, the respective division will propose an action plan (as necessary) and present to the MIS Head. Once approved, this will be coordinated back to the client.
How to file a complaint:	Accomplish the Client Complaint Form and proceed to the Admin Office/HR Office. Management Information System Office (MISO).
How complaints are processed:	Complaint/s will be received by our admin assistant and routed to the respective MIS division. After which, the respective division will propose an action plan (as necessary) and present it to the MIS Head. Once approved, this will be coordinated back to the client

3. TECHNICAL SUPPORT DIVISION

Office or Division Classification	Management Information System Office (MISO)
	Simple
Who may avail:	Campus Level
	CTU PC Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
N/A	N/A

#	APPLICANT/CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Faculties Engage MIS Office either via call or walk in	Assess if it can troubleshoot via phone call, if not MIS personnel will proceed to	None	1-3 days	MIS CHAIRPERSON

	and state the concern	the requesting office. Issue Technical Support Slip after fixing the technical problem.			
2.	Students Portal Password forgotten	Assess the request and its purpose. Then provide a recommendation and specifications for the said request.	None	1-2 hours	MIS CHAIRPERSON

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish the feedback form and proceed to the Admin Office/HR Office. Management Information System Office (MISO)
How feedback is processed	Feedback will be received by our admin assistant and routed to the respective MIS division. After which, the respective division will propose an action plan (as necessary) and present to the MIS Head. Once approved, this will be coordinated back to the client.
How to file a complaint	Accomplish the Client Complaint Form and proceed to the Admin Office/HR Office. Management Information System Office (MISO)
How complaints are processed	Complaint/s will be received by our admin assistant and routed to the respective MIS division. After which, the respective division will propose an action plan (as necessary) and present to the MIS Head. Once approved, this will be coordinated back to the client

4. APPLICATION SUPPORT DIVISION (SYSTEM IMPLEMENTERS)

Office or Division Classification	Management Information System Office (MISO)
	Simple
Who may avail:	Campus Level
	CTU PC Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
N/A	N/A

#	APPLICANT/CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Faculties: Engage MIS Office either via call or walk-in and state the concern.	Assess if it can be resolved via phone call. If not, MIS personnel will proceed to the requesting office	None	1-2 hours.	MIS CHAIRPERSON
		Issue Incident Report Form or Service Request Form after fixing the technical problem			
2.	Students Cancellation of Enrollment/Transfer to other Campuses/University	Provide Cancellation/Transfer Form	None	1-2 hours	MIS CHAIRPERSON
		Check if all the signatories signed the form, and if all the requirements listed are complete			
		MIS will process the Business Cancellation and get the copy of the accomplished business cancellation Form.			
3.	System Enhancement / Modification	Assess if it can be done in the system, if not MIS personnel will explain the evaluation of the request to the requesting office.	None	1-2 hours	MIS CHAIRPERSON
		Provide System Change Request Form, discuss the details with the enduser then send the request to the system provider.			

OFFICE OF THE CAMPUS ADMINISTRATIVE OFFICER-ADMINISTRATION

OFFICE OF THE CAMPUS ADMINISTRATIVE OFFICER-ADMINISTRATION

Office or Division:	**Office of the Campus Administrative Officer - Administration**			
Classification:	Filling of Administrative Complaint for Preliminary Investigation			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All interested clients of CTU – Pinamungajan Campus			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		Office of the Campus Administrative Officer - Administration		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Receiving of Documents				
1. Submit complaint/witness affidavit / sworn statements and required supporting documents of complaint	Receiving staff/Campus AO receives the documents	None	*5-10 minutes*	*Receiving Personnel / Admin Office Staff*
2. Fill up Investigation Data Form (IDF) copies and submit to the Admin Officer	Record the documents in the logbook.	None	*5 – 10 minutes*	*Receiving Personnel / Admin Office Staff*
3. Receive the duly stamped / received copy of IDF and the complaint with attachments	Investigate the incidence and conduct a conference	None	*5 – 10 minutes*	*Receiving Personnel / Admin Office Staff*
4. Get received copy of the complaint and keep docket number as reference.	Give an appropriate action	None	*5 – 10 minutes*	*Complainant*

HUMAN RESOURCE MANAGEMENT OFFICE

Office or Division:	Human Resource Management Office
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Jobseekers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE/SUBMIT**
a. Application letter address to University President through Campus Director b. Fully accomplished Personal Data Sheet (PDS) with recent passport – sized picture (CS Form No. 212, Revised 2017) which can be downloaded at www.csc.gov.ph c. Transcript of Records d. Certificate of Trainings/Seminars Attended e. Certificate of Employment, Service Record (if applicable) f. Certificate of Eligibility/Ratings/License/Performance Rating in the present position for one (1) year if applicable	Campus Human Resource Management Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1. All offices/colleges/departments as end users are required to fill-in the vacancy for the needed faculty/staff as reflected in the approved CTU Recruitment Plan through the use of the Personnel Request Form. 1.1.1. For non-plantilla positions, the approved Personnel Request Form shall serve as the main basis for the publication of the vacancy. 1.1.2. For plantilla positions, the approved Personnel Request Form shall serve	None	*Depends of the availability of the signatories*	*Campus HRMO and Main Campus HRMO*

	as the endorsement of the position for the filing of the Authority to Fill Form. Consequently, the approved Authority to Fill shall serve as the main basis for the publication of the vacancy. 2. For Plantilla Positions, Authority to Fill (ATF) together with the filled-up Personnel Requisition form will be forwarded to CTU Main for approval.			
	2. Upon receipt of the signed/approved Authority to Fill (ATF) Campus HRMO will publish the request for publication to CSC	None	*1 day -3 days*	*Campus HRMO and CSC*
Submit complete application documents through the email provided in the job posting	Receives, checks the documents / application submitted Evaluate applications and prepare the matrix of applicants Coordinate with the HRMPSB on the schedule of the preliminary deliberation For Non Teaching vacancies : Scheduled applicants for performance examination, check exams and prepare minutes of the preliminary deliberation for submission to CTU-Main Google Drive all needed requirements for final screening, applications received (qualified and disqualified), report on the performance examination,	None	*Depends on the volume of application received* *Depends on the HRMPSB availability* *1 day* *Depends on the volume / number of vacancies to be processed* *1 - 3 days (depending on the volume of items/applications)*	*Campus HRMO / HRMPSB / HRMPSB Secretariat*

	Approved ATF and PRF, Matrix of Applicants, Minutes of the Preliminary Deliberation, Evidence of Publication, etc. Notice of Meeting will be forwarded to CTU Main for the final screening schedule and approval.		*Depends on the HRMPSB availability*	
	Upon receipt of the Notice of Meeting with schedule for final screening, Campus HRMO will send Notice of Advice to applicants who qualifies for the Final Screening	None	*1 day*	*Campus HRMO / HRMPSB Secretariat*
	After the Final Screening, the Campus HRMO will gather all ratings from the HRMPSB members. Upon receipt, the preparation of the comparative list and minutes will then be carried out and to be signed by all panel members and after to be forwarded to the Appointing Authority for selection.		*1 - 3 days or Depends on the HRMPSB availability*	*Campus HRMO / HRMPSB Secretariat*
	Upon receipt of the signed comparative with selected applicant from the Appointing Authority, Notice of Advice will be sent to the successful candidate with the list of the requirements needed to comply. All non-successful candidates for the position available must be sent a formal rejection notice upon the confirmation of the selected applicant for the position.	None	*1 day - 3 days* *1 day - 3 days (depending on the volume of items/applications)*	*Campus HRMO / HRMPSB Secretariat*

REQUEST FOR RE-ISSUANCE OF ID

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All CTU Pinamungajan Campus Personnel (Permanent and COS)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
a. ID Application Form b. Affidavit of Loss for lost ID's	Department / Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits ID application form and affidavit of Loss for lost ID's	Receives ID application, prepare the ID	None	*10 minutes*	*Campus HRMO*
Employee will claim her/his ID	Log in the logbook and release the ID	None	*5 minutes*	*Campus HRMO*

REQUEST FOR LANDBANK ATM

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All CTU Pinamungajan Campus Personnel (Permanent and COS)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter Request / Endorsement	Department / Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare	None	*10 minutes*	*Campus HRMO*

	endorsement to be forwarded /submitted to Landbank			
Employee will proceed to landbank	Advise employees to bring valid ID's and initial fee of P 100.00 to be deposited on their account			

PROCESSING OF LEAVE APPLICATION

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All Permanent Employees of CTU Pinamungajan Campus
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
a. 3 copies of Duly accomplished CSC Form No. 6 (Leave Application Form) b. Medical Certificate (if sick leave of more than five (5) days) c. Clearance for vacation leave (if more than thirty (30) days) d. Authority to travel (in case vacation spent overseas)	Department / Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit duly accomplished leave application with complete requirements and with approval or signature from department head/immediate supervisor 5 working days prior the	1.1 Receives duly accomplished application for leave 1.2 Record Leave application and signed in the Certification of Leave Credits.	*None*	*5 - 10 minutes*	*Campus HRMO and Personnel*

intended leave	1.3 Returned to personnel for signature of his/her immediate head. 1.4 Once completed, to be endorsed to Campus Director's Office for final approval.		*Depends on the availability of signatory*	
Employee will claim a copy of his / her approved leave application (for attachment to his / her daily time record)	Notify employee, log in the logbook and release approved leave application	*None*	*5 minutes*	*Campus HRMO*

REQUEST FOR CERTIFICATION OF EMPLOYMENT AND COMPENSATION AND SERVICE RECORD

Office or Division:	CTU Pinamungajan – HRMO
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All CTU Pinamungajan Campus Personnel (Permanent and COS)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly accomplished request slip	Department / Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Employee submits duly accomplished request slip	Receives and check employee's employment records.	None	*5 minutes*	*Campus HRMO*
Employee pays to Cashier Office for the Certification Fee		P 25.00 P 30.00 P 55.00		*Cashier*
Employee will submit the OR for her / his payment	Prepare the requested documents and process approval	None	*5 minutes or depends on the availability of the authorized signatories*	*Campus HRMO*
Employee claims the	Log in the logbook and	None	*5 minutes*	*Campus HRMO*

requested document	release the requested document			

REQUEST FOR AUTHORITY TO CONDUCT TRAINING

Trainings are conducted to develop skills, enhance knowledge, improve performance, adapt to changes, raise engagement and morale, and also to prepare employees for higher duties and responsibilities.

Office or Division:	CTU Pinamungajan – HRMO
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All CTU Pinamungajan Campus Personnel (Permanent and COS)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
a. Request for Organizing Learning and Development Activities (ROLDA) Form. a.1. Training Needs Assessment / Consolidated Individual Development Plan Results a.2. Training Activity Plan a.3. Training Design a.4. Approved Pre and Post Test Tools a.5. Facilitator's Guide a.6. Profile of Internal/External Learning Service Provider	Department / Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit ROLDA Form, that includes its supporting documents	Receives and check the completeness ROLDA Form and its supporting documents. Once complete, signed ROLDA.	None	10 minutes	Campus HRMO

	Returned to the Organizer for processing.			

REQUEST FOR ATTENDANCE IN SEMINAR / TRAINING / MEETING (OFFICIAL BUSINESS / OFFICIAL TIME)

Standard Operating Procedures:

1. Written requests for authority to conduct / attend trainings / seminars must be submitted to the Campus HRMO in duplicate and at least one (1) week prior to the activity. The Campus HRMO shall not entertain requests for trainings / seminars that have already been conducted.

2. The Campus HRMO will review the request and prepare the authority to be initialed by the Head and signed by the Campus Director.

3. The employee will be given Authority to Travel for those trainings held outside the campus.

4. After the training, the employee/s shall furnish to Campus HRMO a copy of the her/his appearance and must echo his/her learnings during their seminar / training / meeting.

On Official Time

An employee shall be authorized to attend a training / seminar ON OFFICIAL TIME when it does not entail any cost to the Campus, except the payment of his / her salary during that period.

On Official Business

An employee shall be considered ON OFFICIAL BUSINESS if he / she has been authorized to incur expenses such as seminar / registration fee, transportation / accommodation fees (if any), per diem, etc. to be charged against the Training Fund of the Campus.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All CTU Pinamungajan Campus Personnel (Permanent and COS)		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Invitation from sponsoring agency		Department / Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

Submit invitation from sponsoring agency	1.1. Upon receipt of the TSCAR, Campus HRMO will check the completeness and relevance of the attachments. Incomplete documents will be returned to the owner for completion.	None	*10 minutes*	*Campus HRMO*
Immediately after the attendance and completion of the TSCs, the concerned participant(s) is expected to comply with the following documents as part of the liquidation: 7.1. Learning and Development Activity Evaluation (LDAE) 7.2. Learning Application Plan (LAP) 7.3. Assessment Instrument for Effectiveness of Training (AIFET) Set A 7.4. Certificate of Appearance (COAp) (Original) 7.5. Certificate of Attendance/Participation (COAt) (Scanned Copy)	As a reiteration, all of the aforementioned documents shall be submitted to the HRMO for filing.	None	*10 minutes*	*Employee and Campus HRMO*

SUPPLY OFFICE

SUPPLY AND PROPERTY MANAGEMENT OFFICE

The Supply and Property Management Office accepts documents from external clients through various channels, such as hand-carry, email, messenger, or courier. Similarly, clients receive thorough and transparent information throughout the transaction about the procedures for releasing documents corresponding to each transaction, providing proper guidance.

1. ACCEPTANCE OF DELIVERY

Office or Division	**SUPPLY AND PROPERTY MANAGEMENT OFFICE**
Classification	Simple to Highly Technical transaction/s as the requirement dictates
Type of Transaction	G2B-Government-to-Business
Who may avail?	All Affiliating Clients of CTU – Pinamungajan Campus

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Supplier Document/s		Supplier		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the Sales Invoice and Delivery Receipt of the Equipment and/or supplies.	A. Supply staff informs the inspection committee and prepares Inspection and Acceptance Report (IAR) for the equipment and/or supplies received.	NONE	30 minutes	*Administrative Aide VI (Clerk III)*
	B. Inspection Committee inspects the equipment and/or supplies for specifications, accuracy and quantity.		3 hours	*Administrative Assistant II (Property Custodian)*
	C. Inspection Committee and Supply Officer sign the Inspection and Acceptance Report (IAR).		5 minutes	*Administrative Officer I (Supply Officer I)*
	D. Supply Office Personnel sign the Sales Invoice and Delivery Receipt of the supplier.		5 minutes	
	E. Supply Office Personnel notify the end-user or requestor the availability of the equipment and/or supplies.		20 minutes	
TOTAL			**4 Hours**	
END OF TRANSACTION				

2. ISSUANCE OF SUPPLIES

Office or Division	**SUPPLY AND PROPERTY MANAGEMENT OFFICE**
Classification	Simple to Highly Technical transaction/s as the requirement dictates
Type of Transaction	G2C-Government-to-Citizens
Who may avail?	All Affiliating Clients of CTU – Pinamungajan Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Requisition & Issue Slip (RIS)	Supply and Property Management Office CTU-Pinamungajan Campus Brgy. Pandacan, Pinamungajan, Cebu Email Address: johnray.yguinto@gws.ctu.edu.ph

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Check and Sign RIS and Issue Supplies	A. Supply Office personnel prepares Requisition & Issue Slip (RIS) for consumables	NONE	30 minutes	*Administrative Aide VI (Clerk III)*
	B. Supply Office Personnel notify the end-user/requestor of the availability of the supplies.		5 minutes	*Administrative Assistant II (Property Custodian)*
	C. End -User/requestor inspects the supplies.		2 Hours	*Administrative Officer I (Supply Officer I)*
	D. End-user/requisitioner and Supply Office Personnel signs RIS		5 minutes	
	E. Supply Office personnel releases the supplies to the end-user.		30 minutes	
TOTAL			**3 Hours 10 minutes**	
END OF TRANSACTION				

3. ISSUANCE OF EQUIPMENT

Office or Division	**SUPPLY AND PROPERTY MANAGEMENT OFFICE**

Classification	Simple to Highly Technical transaction/s as the requirement dictates
Type of Transaction	G2C-Government-to-Citizens
Who may avail?	All Affiliating Clients of CTU – Pinamungajan Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Property Acknowledgment Receipt (PAR) Inventory Custodian Slip (ICS)	Supply and Property Management Office CTU-Pinamungajan Campus Brgy. Pandacan, Pinamungajan, Cebu Email Address: johnray.yguinto@gws.ctu.edu.ph

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Check and Sign PAR or ICS and Issue Equipment	A. Supply Office personnel prepares: * Property Acknowledgment Receipt (PAR) for equipment amounting 50,000 up. * Inventory Custodian Slip (ICS) for equipment amounting below 50,000.	NONE	30 minutes	*Administrative Aide VI (Clerk III)* *Administrative Assistant II (Property Custodian)*
	B. Supply Office Personnel notify the end-user/requestor of the availability of the equipment.		5 minutes	*Administrative Officer I (Supply Officer I)*
	C. End -User/requestor inspects the equipment		2.5 Hours	
	D. Supply Office Personnel assign property number and encode the unit's inventory of equipment.		5 minutes	
	E. End-user/requisitioner and Supply Office Personnel signs PAR or ICS		5 minutes	
	F. Supply Office personnel releases the equipment to the end-user.		30 miutes	
TOTAL			**3 Hours 45 minutes**	
END OF TRANSACTION				

4. CONDUCT OF INVENTORY

Office or Division	**SUPPLY AND PROPERTY MANAGEMENT OFFICE**

Classification	Simple to Highly Technical transaction/s as the requirement dictates
Type of Transaction	G2C-Government-to-Citizens
Who may avail?	All Affiliating Clients of CTU – Pinamungajan Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Inventory Forms	Supply and Property Management Office CTU-Pinamungajan Campus Brgy. Pandacan, Pinamungajan, Cebu Email Address: johnray.yguinto@gws.ctu.edu.ph

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Conduct Annual Inventory	A. Supply Officer and Property Custodian prepare Activity Design for the conduct of inventory.	NONE	2 days	*Administrative Aide VI (Clerk III)*
	B. Inventory Committee conducts actual Inventory assisted by the Supply Office, Budget Office, COA,and representative of the college/ department or the employee concerned.		3-5 days	*Administrative Assistant II (Property Custodian)* *Administrative Officer I (Supply Officer I)*
	C. Inventory Committee submits their inventory reports to the Supply and Property Management Office		2 day	
	D. Supply and Property Management Office consolidates the Inventory Committee's reports into a single Inventory Report.		1-5 days	
	E. Supply and Property Management Office furnishes copies of the Inventory report to concerned office.		1 day	
TOTAL			**9 to15 days**	
END OF TRANSACTION				

5. SIGNING OF CLEARANCE

Office or Division	**SUPPLY AND PROPERTY MANAGEMENT OFFICE**
Classification	Simple to Highly Technical transaction/s as the requirement dictates
Type of Transaction	G2C-Government-to-Citizens
Who may avail?	All Affiliating Clients of CTU – Pinamungajan Campus

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Clearance Forms	Supply and Property Management Office CTU-Pinamungajan Campus Brgy. Pandacan, Pinamungajan, Cebu Email Address: johnray.yguinto@gws.ctu.edu.ph

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Employee Presents his/her clearance for signing.	A. Supply staff checks the employee's record according to its Property Acknowledgment Receipt or Memorandum Receipt	NONE	10 minutes	*Administrative* *Aide VI (Clerk III)*
	B. Supply Officer signs the clearance of said employee if he/she has no accountability on record.		1 minute	*Administrative* *Assistant II* *(Property Custodian)*
	If found unreturned item/unit.			*Administrative* *Officer I (Supply Officer I)*
2. Employee returns all the item/unit under his/her accountability.	A. Supply staff checks the returned items and reconcile its record.	NONE	5 minutes	
	B. Supply Officer signs the clearance of the said employee.		1 minute	*Administrative* *Officer I (Supply Officer I)*
TOTAL			**17 minutes**	
END OF TRANSACTION				

CASHIER'S OFFICE

Office or Division:	**CASHIER'S OFFICE**
Classification:	SIMPLE
Type of Transaction:	**G2C – Government to Citizen**
Who may avail:	**A. Receiving Payments** 1. All students, graduates, parents, and other stakeholders **B. Payment of Bills to Creditors** 1. All suppliers/Utilities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>Receiving Payments</u> **For Enrolled/Old Students** (request slip form/assessment slip/payment order slip all year levels) **For Alumni/Former Students** (request form/assessment slip/payment order form) **<u>Payment of Bills to Creditors</u>** **1.** Authorization to collect with Company I.D. **2.** Official Receipt	Official Receipts/OR from Cashier's Office Office/Registrars/Administration Citizen/Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For Enrolled Student/Alumni/Former Students</u>				
1. Present request form/Assessment slip/Payment Order Form	Give request form Verify the request form/request slip	None	1 min.	Cash Collection in Charge
2. Payment of Fee/s	Count and check money received and issue O.R. O.R.	Required Fee	1 min.	Cash Collection in Charge
TOTAL:			2 min.	
<u>Payment of Bills to Creditors</u>				
1. Present Authorization with I.D.	Verification and validity of documents	None	1 min.	
2. Affixes signature in the logbook and signs in the receipt portion of the Disbursement Voucher	Payment, Check if DV is duly signed and Official Receipt	As per bill	1 min.	

(DV) and issue Official Receipt for payment/check received	issued (2307)			
TOTAL:			2 min.	

BUDGET OFFICE

BUDGET OFFICE

Office or Division:	Budget Office
Classification:	Simple to Highly Technical as the requirement dictates
Type of Transaction:	Non - Frontline Service: Certification of Allotment Availability for Purchase Request (PR), TSCAR & Cash Advances
Who may avail:	Creditors/Suppliers;Employees; Students of CTU-Pinamungajan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Client Document	Budget Office CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: patricejoy.bonghanoy@ctu.edu.ph

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Receiving of Documents				
1.Submit pertinent financial documents	● Check completeness of supporting documents ● Verify allotment availability based on approved PRE for requesting office/dept/college and countersign request if found proper ● Certify allotment availability	None	1 hour	*Budget Officer II*

Office or Division:	Budget Office
Classification:	Simple to Highly Technical as the requirement dictates
Type of Transaction:	Non - Frontline Service: Processing of Obligation Request (ObR) and Budget Utilization Request (BUR)
Who may avail:	Creditors/Suppliers;Employees; Students of CTU-Pinamungajan

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Client Document	Budget Office CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: patricejoy.bonghanoy@ctu.edu.ph

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Receiving of Documents				
1.Submit pertinent financial documents	● Check completeness of supporting documents ● Verify correctness in the number of claims ● Classify transactions as to Responsibility Center, Particulars, UACS Code and corresponding Amount ● 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	None	2 hours	*Budget Officer II*

	Budget Officer ● Assign ObR/BUR number ● Review correctness of ObR/BUR entries including all supporting documents ● Verify availability of allotment based on the approved budget of the requesting office/dept/college ● Certify allotment availability ● Forward ObR/BUR and all supporting documents to the direct supervisor signature			

LIBRARY

LIBRARY

Library Service provides reading materials for convenient use; circulation of reading materials; service to help provide users with library materials, educational and recreational audiovisual materials; or a combination of these services.

Office or Division:	**Library**
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	**1. ISSUANCE OF LIBRARY ID CARD** ● All bonafide of CTU (except Argao, Danao & Main Campus) Note: Argao, Danao & Main Campus are using OPAC (Online Public Access Catalog) **2.ISSUANCE OF STUDENT'S REFERRAL LETTER** ● All bonafide Students of CTU who wants to avail the services from other libraries **3. REFERENCE SERVICE** ● All bonafide students, Faculty and Staff of CTU **4. CIRCULATION SERVICE** ● All bonafide students, Faculty and staff of CTU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. ISSUANCE OF LIBRARY ID CARD 1. Recent 1'x1' ID picture (colored) 2. Study Load/Enrollment Form	**Library Office** CTU – Pinamungajan Campus Postal Address: Brgy. Pandacan, Pinamungajan, Cebu Email Address: ctupinamungajancampuslibrary@gmail.com
B. ISSUANCE OF STUDENT'S REFERRAL LETTER 1. School ID 2. Library ID Card	
C. REFERENCE SERVICE 1. Fully accomplished Reference Query Form (Lib. Form 3) 2. Library ID Card/School ID or any valid Identification Card	
D. CIRCULATION SERVICE 1. Library ID Card/School ID or any valid Identification Card	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. ISSUANCE OF LIBRARY ID CARD				
1. Secure Information Sheet	1. Provide/dispense an information sheet	NONE	1 minute	Librarian Designate
2. Turn in an information sheet that has been properly completed.	1.Check the accomplished form as to accuracy	NONE	2 minutes	Librarian Designate
	2. Posting of notice to claim Library ID		1 minute	Librarian Designate Librarian Staff

3. Show COR to obtain identification.	3.Release Library ID Card			Librarian Designate Librarian Staff
	TOTAL:	**NONE**	**4 minutes**	
B. REFERENCE SERVICE				
1. Go to the Library and ask for reference assistance	1. Provide a reference request form, conduct an interview, and speak with library patrons.		5 minutes per applicant	Librarian Designate
2. Fill out the form and and submit accomplished form	2.Verify the reference query, taking into account the resources' accessibility.		5 minutes per applicant	Librarian Designate
	TOTAL:		**10 MINUTES PER APPLICANT**	
C. ISSUANCE OF STUDENT'S REFERRAL LETTER				
1. Request a recommendation letter from the librarian in order to use the services offered by other libraries.	1.1 Interview the students of what references he/she will need from other libraries	NONE	5 minutes per applicant	Librarian Staff
	1.2 Prepare Referral Letter		1 minute per applicant	
	TOTAL:		**6 MINUTES PER APPLICANT**	
D. CIRCULATION SERVICE				
1. Client signs the borrower's card	1.1. Write the date as to when to return the book on the date due slip	NONE	5 minutes per applicant	Librarian Designate
2. Client's return the borrowed library materials	2. Look up the library ID of the client. Card and the book card from the file.		1 minute	
	2.1. File the borrower's card in the borrower's catalog.			
	TOTAL:	**NONE**	**6 MINUTES PER APPLICANT**	

CAMPUS EXTENSION OFFICE

EXTENSION SERVICES OFFICE

A. 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 President. It covers from the receiving of the proposals to the issuance of special orders to the team.

Office or Division:	EXTENSION SERVICES OFFICE
Classification:	Simple to Highly Technical transaction/s as the requirement dictates
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All clients of CTU – Pinamungajan Campus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Community Extension Proposal (with prescribed template for New proposals and Phase 2-Above) Attachments: Research Basis · Technical Paper (TNA) · Abstract and Chapter III of the study if thesis or dissertation · Utility Model Certificate (if applicable) Terminal Report (with prescribed template)	Office of the Extension Services Office CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: ramelito.almendras@ctu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	5-15 minutes	UESO Staff University Director for Extension Services
	1.3 Issues Advisory for the schedule of presentation 1.4 Sends proposals to external panel of	None	Within 1 working day 2 working days 3 working days Within 1	UESO Staff University Director for Extension Services External Panel of

	evaluators for review/assessment 1.5 Evaluates Community Extension Project Proposals 1.6 Encodes evaluation results 1.7 Provides feedback on the results of the evaluation		working day	Evaluators
	1.8 Issues Advisory for the schedule of presentation 1.9 Sends proposals to external panel of evaluators for review/assessment 1.10 Evaluates Community Extension Project Proposals 1.11 Encodes evaluation results 1.12 Provides feedback on the results of the evaluation	None	Within 1 working day 2 working days 3 working days Within 1 working day	UESO Staff University Director for Extension Services External Panel of Evaluators
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	UESO Staff Community Extension Team/ Chairpersons
	1.13 Receives revised proposal	None	5 minutes 5-10 minutes 2 working days 2-3 working	University Director for Extension Services Community Extension Team/ Chairpersons
	1.14 Reviews/Evaluates completeness of the revised proposal			

	1.15 Prepares and facilitates the signing of the Community Extension Proposal for approval		days	UESO Staff
	1.16 Endorses the implementation of the approved project proposals for GAA Funding to the Extension Council and Board of Regents.			University Director for Extension Services
	1.17 Prepares documents for budget release		Within 1 working day	University Director for Extension Services Community Extension Team/ Chairpersons UESO Staff
	1.18 Forwards to concerned offices for signatures		Within 1 working day	
	1.19 Issues Special Order for the Composition of Team and implementation of the community extension project		28 days and 30 minutes	University Director for Extension Services Community Extension Team/ Chairpersons UESO Staff
	1.20 Forwards to concerned offices/personnel for signatures		Within 1 working day	
			28 days and 30 minutes	
End of Transaction				

subject to the availability.

B.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.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Community Extension Proposal (with prescribed template for New proposals and Phase 2-Above) Attachments: Research Basis · Technical Paper (TNA) · Abstract and Chapter III of the study if thesis or dissertation · Utility Model Certificate (if applicable) Terminal Report (with prescribed template)	Office of the Extension Services Office CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: ramelito.almendras@ctu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Submits Letter of Request or Intent personally University Extension Services Office Room 206, Centennial Building, CTU Main Campus Address: R. Palma St., corner M.J Cuenco Avenue, Cebu City	1.1 Receives Letter Request 1.2 Acknowledges the receipt of request 1.4 Stamps request with date and received by information 1.4 Records request in the Incoming Logbook 1.5 Forwards the request to the University Director for Extension Services for review 1.6 Endorses the request to the Office of the President	None	Within 1 working day	UESO Staff
10. Submits Letter of Request or Intent via email Clients may send request thru email:	2.1 Acknowledges the receipt of request through email 2.2 Downloads and prints the copy of	None	Within 1 working day	UESO Staff

extension@ctu.edu.ph	the request 2.3 Stamps the request with date and received by information 2.4 Records the request in the Incoming Logbook 2.5 Forwards the request to the University Director for Extension Services for review 2.6 Endorses the request to the Office of the President			
RELEASING OF THE DOCUMENT/S				
11. Receives the result of the request	3.1 Forwards the result of the request to the UD for Extension Services 3.2 UD for Extension Services acts on the request 3.3 Notifies the client on the outcome of the request	None	1 working day	UESO Staff
	TOTAL	None	3 working days	
End of Transaction				

C.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.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Community Extension Proposal (with prescribed template for New proposals and Phase 2-Above) Attachments: Research Basis · Technical Paper (TNA) · Abstract and Chapter III of the study	Office of the Extension Services Office CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: ramelito.almendras@ctu.edu.ph

if thesis or dissertation · Utility Model Certificate (if applicable) Terminal Report (with prescribed template)				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submits Documents 1.1 Request from Extension Chairperson/Faculty stating the purpose of the document request	1.1.1 Receives the Request 1.1.2 Logs request in the Incoming Logbook 1.1.3 Forwards the request to the University Director for Extension Services for review and approval	None	30 minutes	UESO Staff University Director for Extension Services
1.1 Forwarded Memorandum, Advisory or Directive from the Office of the University President for request from external agencies	1.2.1 Logs the request in the Incoming Logbook 1.2.2 Forwards the request to the University Director for Extension Services for review and approval 1.2.3 Office Staff prepares the requested documents/reports	None	5-15 minutes Dependent on the classification of the transaction	UESO Staff University Director for Extension Services
RELEASING OF THE DOCUMENT/S				
Receives the result of the request	2.1 Submits/Serves the requested documents/reports upon verification and approval of the University Director for Extension Services	None	1 working day	UESO Staff
	TOTAL	None	Dependent on the classification of the transaction	
End of Transaction				

D.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.)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Community Extension Proposal (with prescribed template for New proposals and Phase 2-Above) Attachments: Research Basis · Technical Paper (TNA) · Abstract and Chapter III of the study if thesis or dissertation · Utility Model Certificate (if applicable) Terminal Report (with prescribed template)	Office of the Extension Services Office CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: ramelito.almendras@ctu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits MOA/MOU/UA using the issued template and Approved Community Extension Proposal with attachments	1.1 Receives and records the document in the Incoming Logbook 1.2 Forwards the document to the UD for Extension Services and VP-PEBA for signature 1.3 Facilitates the approval of the document to the Office of the President 1.4 Endorses to Legal Officer-Designate to notarize signed agreement	None	1-2 working days	Extension Chairperson UESO Staff University Director for Extension Services CTU Legal Officer-Designate
Submits Draft MOA/MOU/UA which does not follow the issued	2.1 Receives and records the document in the Incoming Logbook 2.2 Forwards the	None	1-3 working days	Extension Chairperson UESO Staff University Director for Extension

template	document to the UD for Extension Services for review of the general provisions of the Agreement 2.3 Endorses the document to the Legal Officer Designate (LOD) for consultation/ technical review of terms			Services CTU Legal Officer-Designate
2.1 Complies with the recommendations	3.1 Forwards feedback to the client for required action/ revision 3.2 Receives and reviews revised document 3.3 Endorses to the LOD for 2nd review		3-5 working days	Extension Chairperson UESO Staff University Director for Extension Services CTU Legal Officer-Designate
2.2 Submits revised documents with signature	3.4 Forwards to client the reviewed agreement for required signature of the parties involved 3.5 Endorses the document for the signature of CTU Party *Notarizing of Document is subject for agreement		3-5 working days	Extension Chairperson UESO Staff University Director for Extension Services CTU Legal Officer-Designate
RELEASING OF THE DOCUMENT/S				
Receives the signed and/or notarized agreement	2.1Submits/Serves the document to the requesting party (Signs the logbook)	None	10 minutes	Extension Chairperson
	TOTAL	None	15 days and 10 minutes	
End of Transaction				

OFFICE OF THE CAMPUS RESEARCH

1. Receiving, Approval, and Releasing of Documents

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

Office or Division:	Office of the Campus Research and Development
Classification:	Simple to Highly Technical as the requirement dictates
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Affiliating clients of CTU

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Client Document	Office of the Research and Development CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: narcis.molero@ctu.edu.ph

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Receiving of Documents				
1. Client forwards the document/s to the Campus R&D Office in person	1.1 Receiving officer receives the documents. 1.2 Records the document in the logbook. 1.3 Forwards it to the R&D Director for review and action	None	*10 minutes*	*Administrative staff/Office Assistant*
2. The client sends the document/s to the Campus R&D Office through a courier.	2.1 Receiving officer receives the documents 2.2 Records the document in the logbook. 2.3 Forwards it to the R&D Director for review and action	None	*2 working days*	*Administrative staff/Office Assistant*
RELEASING OF THE DOCUMENT/S				

3.The client receives the document/s in person from the Campus R&D Office	Records the document in the logbook.	None	*3 minutes*	*Administrative staff/Office Assistant*
4.Client signs the logbook/duplicate copy of the document to indicate receipt of the document.	Releasing Officer releases documents acted upon by the Campus R&D Director and Campus Director.	None	*10 minutes*	*Administrative staff/Office Assistant*
5.The client receives the document/s via email from the Office of the Campus R&D and is asked to acknowledge receipt of the said email.	Releasing Officer releases documents acted upon by the Campus R&D Director through email.	None	*1 working day*	*Administrative staff/Office Assistant*
6. The client receives the document/s through the mail from the Campus R&D Office and the transaction is confirmed by the courier.	Releasing Officer releases documents acted upon by the Campus R&D Director through courier.	Prevailing courier rate	*Depends on the location of the client*	*Administrative staff/Office Assistant*
	· Simple Transactions	None	*1-2 working day/s*	*Administrative staff/Office Assistant*
	Complex Transactions		3-4 working days	Administrative staff/Office Assistant
	Highly Technical transactions		7 working days	Administrative staff/Office Assistant
	Total	**None**	**1-7 working days**	

OFFICE OF THE CAMPUS SPORTS CHAIRPERSON

OFFICE OF THE CAMPUS SPORTS CHAIRPERSON

The Office of the Campus Sports Director accepts documents from external clients through various channels, such as hand-carry, email, messenger, or courier. Similarly, clients receive thorough and transparent information throughout the transaction about the procedures for releasing documents or responding to each transaction, providing proper guidance.

Office or Division:	**OFFICE OF THE CAMPUS SPORTS DIRECTOR**
Classification:	Simple to Highly Technical as the requirement dictates
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Affiliating Clients of CTU Pinamungajan Campus

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Client Document	Office of the University Sports Director – Pinamungajan Campus Postal Address: Brgy. Pandacan, Pinamungajan, Cebu Email Address: emman.borja@gws.ctu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. 2.2 Records the document in the logbook. 2.3 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	
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.			
RELEASING OF THE DOCUMENTS				
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/ Sports Director
TOTAL		**Courier Rate**	**Dependent on the classification of the transaction**	

OFFICE OF THE CAMPUS CHAIRPERSON FOR CULTURE AND ARTS

Office of the Campus Director for Culture and the Arts

The Office of the Campus Director for Culture and the Arts accepts documents from external clients through various channels, such as hand-carry, email, messenger, or courier. Similarly, clients receive thorough and transparent information throughout the transaction about the procedures for releasing documents or responding to each transaction, providing proper guidance.

Office or Division:	**Office of the Campus Director for Culture and the Arts – Pinamungajan Campus**			
Classification:	Simple to Highly Technical as the requirement dictates			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All Affiliating clients of CTU Pinamungajan Campus			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Client Document		Office of the Campus Director for Culture and the Arts – Pinamungajan Campus		
		Postal Address: Brgy. Pandacan, Pinamungajan, Cebu		
		Email Address: emman.borja@gws.ctu.edu.ph		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client forwards the document/s to the Office of the Office of the Campus 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. 2.3 Forwards it to the Office of the Campus Director for Culture and the Arts for review and action.	None	1 working day	Office Assistant
3.Client forwards the document/s to the Office of the Campus	3.1 Receiving officer acknowledges	None	2 working days	Office Assistant

Director for Culture and the Arts through courier.	receipt of the email. 3.2 Records the document in the logbook. 3.3 Forwards it to the Office of the Campus Director for Culture and the Arts for review and action.			
	Complex Transactions		7 working days	
	Highly Technical		20 working days	
RELEASING OF THE DOCUMENT/S				
4.The client receives the document/s in person from the Office of the Office of the Campus Director for Culture and the Arts in person 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 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
5.The client receives the document/s via email from the Office of the Office of the Campus Director for Culture and the Arts and is asked to acknowledge receipt of the said email.	5. 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
6.The client receives the document/s through the mail from the Office of the Office of the Campus Director for Culture and the Arts and the transaction is confirmed by the courier.	6.Releasing Officer releases documents acted upon by the Office of the Campus Director for Culture and the Arts through courier.	Prevailing courier rate	Depends on the location of the client	Office Assistant
TOTAL	**Courier Rate**	**Dependent on the classification of the transaction**	**TOTAL**	**Courier Rate**

CIVIL SECURITY UNIT

A. RESPONSE TO EMERGENCIES

Availability of service: 24/7

Office or Division:	Civil Security Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Employees; Students/All affiliating of CTU-Pinamungajan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	Civil Security Unit CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: narcis.molero@ctu.edu.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receiving of Documents				
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 report. 1.2 Security-In-Charge (SIC) go to the incident area and make necessary or appropriate action for said emergency.	None	1-2 min 1-2 minutes	Security In-charge

B. Response to Incident

Office or Division:	Civil Security Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Employees; Students/All affiliating of CTU-Pinamungajan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	Civil Security Unit CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu

		Email address: narcis.molero@ctu.edu.ph		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Receiving of Documents				
Reports personally/by call	1.2 Guard-on-Post receives the report, relays to the Security-In-Charge (SIC)/Head Guard (HG) through hand-held radio, and records the report. 1.2 Security-In-Charge (SIC) go to the incident area and make necessary or appropriate action for said emergency.	None	1-2 min 1-2 minutes	Security In-charge

C. Response to Complaints

Office or Division:	Civil Security Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Employees; Students/All affiliating of CTU-Pinamungajan			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
		Civil Security Unit CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: narcis.molero@ctu.edu.ph		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Receiving of Documents				
Submit written complaint/verbal complaints	1.1 Receives the verbal or written complaint and records 1.2 Summon concerned individual and conduct preliminary investigation	None	5-10 minutes Not later than 1 day after receipt	Security In-charge

	1.3 Coordinate and report to the guidance office for further action 1.4 Submit investigation report to the Campus Director/Administrative Office		Not later than 1 day after receipt Not later than 1 day after receipt	

D. Response to request for assistance (Student Activity/Campus Event)

Office or Division:	Civil Security Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Employees; Students/All affiliating of CTU-Pinamungajan			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
		Civil Security Unit CTU -Pinamungajan Campus Postal address: Brgy. Pandacan, Pinamungajan Cebu Email address: narcis.molero@ctu.edu.ph		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Receiving of Documents				
Submit duly signed letter request/activity permit to CSU Office	1.1Received,records,approved and compile the copy of the approved letter 1.2 Make schedule and assign personnel 1.3 Implement and make documentation	None	5-10 minutes Not later than 1 day after receipt Duration of the event/activity	Security In-charge

RECORDS AND ARCHIVE MANAGEMENT OFFICE

RECORDS AND ARCHIVE MANAGEMENT OFFICE

Typically outlines the services the office provides, the process for accessing records, the standards of service citizens can expect, and the responsibilities of the office in managing public records and archives.

Office/Division:	**Records and Archive Management Office**			
Frontline Service:	Authentication of Faculty, Staff, Students and University Records			
Schedule of Availability of Service:	Monday – Friday: 7:30 A.M. – 12:00 noon Saturday: 12:30 noon – 4:30 P.M.			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail?	Faculty, Staff, Students and Retired Employees			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
1.CTU Identification Card 2. Original Documents	Citizen / Client			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
AUTHENTICATION SERVICES				
1.Submit the complete authentication requirements such as a. Bring at least 1 valid government issued ID b. Document/s to be Authenticated In the records office	1.1 Check and reviewed the documents for authentication procedure.	Php.40.00	3-5 minutes depend on the volume of documents	Records Officer
2. Claim your documents	7. Returned the authenticated documents	None	1 minute	Receiving Officer
RECEIVING INTERNAL AND EXTERNAL DOCUMENTS				
3.Prepare the list of documents and submit in the office for internal records and archiving purposes	3.1.Received the summary of the turn over of documents and the documents itself 3.2.Log all the	None	5-10 minutes depend on the volume of documents	Receiving Officer/Document Controller

	transactions 3.3.Label all the turn over files and file in the filing cabinet/shelves			Records Officer/Document Controller
	TOTAL:	NONE	19 minutes	

ACCOUNTING OFFICE

External Services

Processing of Payment to Suppliers and Contractors

Office or Division	Accounting Office
Classification	Simple to Highly Technical as the requirement dictates
Type of Transaction	G2C – Government to Citizens
Who may avail?	All Affiliating clients of CTU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ORS/BURS	Budget Office
Purchase Order	Supply Office
Client's Documents	Requesting Party/End-User

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
RECEIVING OF DOCUMENT/S				
1. VOUCHER PROCESSING (for suppliers)	1.1 Receiving of claims per ORS/BURS	NONE	2 min	*Senior Bookkeeper/Staff*
	1.2 Distribute ORS/BURS to assigned processor for issuance of Disbursement Voucher (DV) assignment of control number	NONE	3 mins	*Senior Bookkeeper/Staff*
	1.3 Forward DV for certification as to necessity and legality of expenses under his direct supervision	NONE	5 mins	*Senior Bookkeeper/Staff*
	1.4 Forward DV for checking and verification/certification for cash availability & approval of authorized signatory	NONE	5 mins	*Senior Bookkeeper/Staff*
	1.5 Forward DV for Approval of Agency Head/ Authorized Representative	NONE	1 day	*Senior Bookkeeper/Staff*

	1.6 Endorse signed DV to cashier's office for issuance of cheque/ payment processing.	NONE	5 mins	*Senior Bookkeeper/Staff*
2. VOUCHER PROCESSING (for contractor)	2.1 Receiving of claims per ORS/BURS	NONE	2 mins	*Senior Bookkeeper/Staff*
	2.2 Distribute ORS/BURS to assigned processor for issuance of Disbursement Voucher (DV) and assignment of control number	NONE	3 mins	*Senior Bookkeeper/Staff*
	2.3 Forward DV for certification as to necessity and legality of expenses under his direct supervision	NONE	5 mins	*Senior Bookkeeper/Staff*
	2.4 Forward DV for checking and verification/certification for cash availability & approval of authorized signatory	NONE	5 mins	*Senior Bookkeeper/Staff*
	2.5 Forward DV for Approval of Agency Head/ Authorized Representative	NONE	1 day	*Senior Bookkeeper/Staff*
	2.6 Endorse signed DV to cashier's office for issuance of cheque/ payment processing.	NONE	5 mins	*Senior Bookkeeper/Staff*
TOTAL		NONE	2 days and 40 mins	

ACCOUNTING OFFICE

Internal Services

Processing of Vouchers for Payroll and Cash Advances

Office or Division	Accounting Office
Classification	Simple to Highly Technical as the requirement dictates
Type of Transaction	G2C – Government to Citizens
Who may avail?	All Affiliating clients of CTU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DTR	HR Office
Liquidation Report	Requesting Party/End-User

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
RECEIVING OF DOCUMENT/S				
1. Processing of claims for salaries, honoraria, wages, and other benefits	1.1 Receiving of Daily Time Record (DTR) with approved contracts/COS for PT Instructors/Non-Teaching Personnel and Job Order for computation and payroll preparation with the corresponding deductions for contributions, loans and withholding taxes.	NONE	2 mins	*Senior Bookkeeper/Staff*
	1.2 Checking of the completeness of the documents attached.	NONE	1 day	*Senior Bookkeeper/Staff*
2. VOUCHER PROCESSING (for salaries, honoraria, wages & other benefits)	2.1 Receiving of approved payroll with the corresponding deductions for contributions, loans and withholding taxes and assigning of control number upon issuance of Disbursement Voucher (DV)	NONE	5 mins	*Senior Bookkeeper/Staff*
	2.2 Forward DV for certification as to necessity and legality of expenses under his direct supervision	NONE	5 mins	*Senior Bookkeeper/Staff*

	2.3 Forward DV for checking and verification/certification for cash availability & approval of authorized signatory	NONE	5 mins	*Senior Bookkeeper/Staff*
	2.4 Forward DV for Approval of Agency Head/Authorized Representative	NONE	1 day	*Senior Bookkeeper/Staff*
	2.5 Endorse signed DV to cashier's office for issuance of cheque/ payment processing.	NONE	5 mins	*Senior Bookkeeper/Staff*
3. VOUCHER PROCESSING (for reimbursement)	3.1 Receiving of claims per Obligation Request and Status (ORS)/Budget Utilization Request and Status (BURS)	NONE	2 mins	*Senior Bookkeeper/Staff*
	3.2 Distribute ORS/BURS to assigned processor for issuance of Disbursement Voucher (DV) and assignment of control number	NONE	3 mins	*Senior Bookkeeper/Staff*
	3.3 Forward DV for certification as to necessity and legality of expenses under his direct supervision	NONE	5 mins	*Senior Bookkeeper/Staff*
	3.4 Forward DV for checking and verification/certification for cash availability & approval of authorized signatory	NONE	5 mins	*Senior Bookkeeper/Staff*
	3.5 Forward DV for Approval of Agency Head/Authorized Representative	NONE	1 day	*Senior Bookkeeper/Staff*
	3.6 Endorse signed DV to cashier's office for issuance of cheque/ payment processing.	NONE	5 mins	*Senior Bookkeeper/Staff*
4. VOUCHER PROCESSING (for cash advance/financial assistance)	4.1 Receiving of claims per ORS/BURS	NONE	2 min	*Senior Bookkeeper/Staff*
	4.2 Distribute ORS/BURS to assigned processor for issuance of Disbursement Voucher (DV) and assignment of control	NONE	3min	*Senior Bookkeeper/Staff*

	number			
	4.3 Forward DV for certification as to necessity and legality of expenses under his direct supervision	NONE	5 mins	*Senior Bookkeeper/Staff*
	4.4 Forward DV for checking and verification/certification for cash availability & approval of authorized signatory	NONE	5 mins	*Senior Bookkeeper/Staff*
	4.5 Forward DV for Approval of Agency Head/ Authorized Representative	NONE	1 day	*Senior Bookkeeper/Staff*
	4.6 Endorse signed DV to cashier's office for issuance of cheque/ payment processing.	NONE	5 mins	*Senior Bookkeeper/Staff*
5. VOUCHER PROCESSING (liquidation)	5.1 Receiving and checking of liquidation documents	NONE	5 mins	*Senior Bookkeeper/Staff*
	5.2 Forward LR for certification as to completion of travel/activity	NONE	5 mins	*Senior Bookkeeper/Staff*
	5.3 Issuance of Journal Entry Voucher (JEV)		5 mins	*Senior Bookkeeper/Staff*
TOTAL		NONE	6 days and 17 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Through Clients Satisfaction Survey Link will be provided in the different Office
How feedbacks are processed	Through feed backing during the monthly meeting of the administration
How to file a complaint	Write a letter and addressed to the office of the Campus Director/Administrative Office
How complaints are processed	Complaints are processed through investigation.Administrative Office/Office of the Campus Director/CODI are task to file an action whenever there are letter complaints from the students/clients
Contact Information of CCB, PCC, ARTA	fetubalado@gws.ctu.edu.ph

Office	Address	Contact Information
Campus Director's Office	cdpinamungajan@ctu.edu.ph redjie.arcadio@gws.ctu.edu.ph	032-417-0437
Administrative Office	fetubalado@gmail.com /fetubalado@gws.ctu.edu.ph	
Dean of Instruction	Ramelito.almendras@ctu.edu.ph	
Registrar's Office	Henreseyjoyce.canete@ctu.edu.ph	
Cashiers Office	cashier.pinamungajan@ctu.edu.ph	
MIS Office	ferredriatin.encarguez@ctu.edu.ph	
SAO	fetubalado@gwas.ctu.edu.ph	
Scholarship Office	Kristine.ninal@gws.ctu.edu.ph	
Human Resource Management Office	glorey.bravante@ctu.edu.ph	
Budget Office	patrice.bonghanoy@ctu.edu.ph	
Supply Office	johnray.yguinto@gws.ctu.edu.ph	
Library	ctupinamungajancampuslibrary@gmail.com	
Admission Office	narcis.molero@ctu.edu.ph	
Research and Development Office	narcis.molero@ctu.edu.ph	
Guidance Office	fetubalado@gwas.ctu.edu.ph	
Campus Extension Services Office	Ramelito.almendras@ctu.edu.ph	
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