

TARLAC STATE UNIVERSITY

CITIZEN'S CHARTER HANDBOOK

20232nd EDITION



TARLAC STATE UNIVERSITY

CITIZEN'S CHARTER

2023 (2nd Edition)



I. Mandate:

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

II. Vision:

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

III. Mission:

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

IV. Core Values:

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

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

Strategic Directions:

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



LIST OF SERVICES

1
1
2
3
_
5
7
7
8
1
2
5
8
8
9
1
4
4
5
6
6 7
′
8
_
9
9
0
1
2
3 4
5

STATE UNIVERSITY
1906
40

Process for Posting of Materials	46
Process for Requesting of Electronic Copy of Photos, Videos or Files	47
Process for Approval of Posting of Information, Education and	
Communication (IEC) Materials	48
Office of International Affairs and Linkages	49
External Services	49
Processing of Institution/Organization Request to Benchmark Offices/Colleges In Tarlac State University	50
Internal Services	52
Processing of Documents for Apostille	53
Processing of Outbound Faculty, Student, & Staff Mobility	55
Processing of CHED Endorsement for Legitimacy of Travel Abroad	57
Office of Management Information Systems	59
Internal Services	59
Process for Account Creation and Assigning of Privileges	60
Process of Changing Posted Schedule	61
Process for Office 365 Account Assistance	62
Process of Tagging or Untagging of Faculty, Room, and/or Schedule	63
Process for Tagging/Untagging of Honorarium Classes	64
Processing of Request to Transfer Students	65
Hardware Maintenance Unit	66
Internal Services	66
Processing of Request to Repair an ICT Equipment	67
Process for Inspection of Condemn ICT Equipment	68
Process for Inspection of New ICT Equipment	69
Process for Requesting of Preventive Maintenance for Desktop Computer Units	70
Process for Software Installation	71
Processing of Request for Technical Assistance	72
Network Unit	73
Internal Services	73
Process for Wi-Fi Access Registration	74
Process for Creation of Domain Accounts	75
Process for Resetting of TSU Systems/Network Accounts	76
Process for Unblocking of Websites	77
Process for Wi-Fi Setup/Deployment	78
Process for Granting Virtual Private Network (VPN) Access Processing of Request for Cabling of New Network Connection	80 81
Software Development Unit	82
Internal Services	82
Process for Biometrics Registration	83
Process for Blocking and Unblocking of RFID Cards	84
Process for Creation and Updating of Website/Webpage	85
Process for Development of New Systems/Programs	86
Process for Report Generation	88
Process of Request for Technical Assistance	89

\state{\pi}	
Office of Alumni Affairs	91
External Services	91
Processing of Request for Alumni ID Numbers	92
Office of the Vice President for Administration	94
Internal Services	94
Processing of Endorsed Communication from the Office of University President	95
Processing of Inter-Office Communication and Transactions	97
Offices Under Office of the Vice President for Administration	
Accounting Unit	99
External Services	99
Processing for Assessment of Fees for Other Payors	100
Internal Services	101
Processing for Assessment of Fees for Other Payors Processing of Potund of Tuition and Other Fees Overnovment, Prockage Deposit	102
Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposition and Other Credit Balance	103
Processing of Request for Re-Assessment/Adjustment of Student Fees, and	
Checking of Student Account Balances	105
Cashiering Unit	107
External Services	107
Process for Claiming of Checks Processing of Cash Payment for Outstanding Balances	108 109
Processing of Request for Certificate of Payment for Lost Official Receipt	110
Process of Signing Student Clearance	111
Internal Services	112
Process for Claiming of Checks Processing of Cash Payment for Outstanding Balances	113 114
Processing of Cash Fayment for Odistanding Balances Processing of Request for Certificate of Payment for Lost Official Receipt	115
Process of Signing Student Clearance	116
Facilities Maintenance Unit	117
External Services	117
Processing of Request for Pre-Repair Inspection, Repair, and Other Services	118
Internal Services	122
Processing of Request for Pre-Repair Inspection, Repair, and Other Services	123
Janitorial and Grounds Services Unit	127
Internal Services	127
Processing of Request for Janitorial Services	128
Business Affairs and Auxiliary Services Office	130
External Services	130
Processing of Request to Use the University Facilities	131
Digital Studio RFID Processing – For Alumni IDs	133
Internal Services Processing of Request to Use the University Facilities	134 135
Processing of Application for Vehicle Gate Pass	137
Processing of Request for ID and Re-ID (Lost ID and Worn-Out)	138



Office of Human Resource Development and Management	142
External Services Processing of Request for Personnel-Related Documents and Reports	142 143
Internal Services Processing of Request for Personnel-Related Documents and Reports	145 146
Training and Organizational Development Unit	148
Internal Services	148
Process of Filing Cases and Complaints	149
Process for Issuance of Certificate of Compliance	151
Processing of Request for Scholarship Status of Employee Scholars Processing of Request for In-House Training or Seminar	152
(Face to Face and Online)	154
Processing of Request for Study Leave Reinstatement of Employee-Scholars	156
Processing of Request for Scholarship Extension Processing of Application for Scholarship	158 160
Process of Application for Sabbatical Leave	162
Processing of Request for Thesis/Dissertation Financial Assistance	164
Employees' Welfare Unit	166
External Services	166
Processing of Request for Issuance of Certifications	167
Process of Request for Employment Verification	169
Internal Services	171
Processing of Request for Issuance of Certifications	172
Process of Request for Employment Verification	174
Processing of Application for Leave of Absence	175
Printing of Daily Time Record (DTR) for Overtime/Extended Services	178
Process of Requesting and Issuance of Authority to Travel Abroad	179
Administrative Services Unit	181
External Services	181
Processing of Remittances for BIR	182
Processing of Remittances for PHIC	184
Processing of Remittances for GSIS and HDMF	186
Processing of Vouchers for the University Utilities	187
Internal Services Processing of Powell for Overtime/Extended Services	189
Processing of Payroll for Overtime/Extended Services Processing of Payroll for Student Assistants' Salary	190 192
Processing of Request for Personnel Related Documents	194
Records and Archives Unit	195
Internal Services	195
Processing of Request in Compliance to Freedom of Information	196
Process of Requesting for Disposal of Records or Use of Storage	197
Supply and Property Management Unit	200
External Services	200
Processing of Request for the Receipt, Inspection and Acceptance of	

	1906
Deliveries of Supplies, Materials and Equipment Disposal of Used/Unserviceable Supplies, Material and Equipment Through	201
Public Action	204
Internal Services Processing of Request for the Requisition and Issuance of Supplies, Materials, and Equipment	206 207
Processing of Request for Issuance of Clearance of Employee Availing Leave Beyond 30 Days Processing of Request for Physical Inventory of Property Accountabilities	210 213
Processing of Request to Return to Stock Serviceable Properties That Are No Longer Needed by the End-User	215
Processing of Request to Transfer Property Accountabilities Processing of Request to Condemn Unserviceable Property Accountabilities	217 219
Procurement Unit	220
External Services Processing of Purchase Request/Job Order	220 221
Process of Acquiring Bidding Documents	227
Internal Services Processing of Purchase Request/Job Order	229 230
Civil Security Unit	236
External Services Processing of Request for CCTV Footage Review Processing of Action for Complaints	236 237 239
Internal Services Processing of Request for CCTV Footage Review Processing of Action for Complaints	241 242 244
Dental Unit	246
Internal Services Process of Securing a Dental Certificate	246 247
Medical Unit	248
Internal Services Process of Issuance of Medical Certificate	248 249
Office of the Vice President for Academic Affairs	251
Internal Services Processing of Inter-Office Communication and Transactions	251 252
Offices Under Office of the Vice President for Academic Affairs	
College of Architecture and Fine Arts	255
External Services Process of Taking the Qualifying Exam for Bachelor of Fine Arts Freshmen	255
Applicants (Talent Determination Test)	256
Office of Admission and Registration	259
External Services	259

260

Enrollment Procedure for Shifters and Returnees

\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	Ö ™ ₽
	1906
Enrollment Procedure for Transferees and Second Coursers	263
Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE)	269
Enrollment Procedure for Freshmen Enrollees (WALK-IN)	277
Enrollment Procedure for Freshmen Enrollees (ONLINE)	279
Enrollment Procedure for Cross Enrollees from Different State University or College	282
Processing of Request for Various Academic Documents	284
Processing of Request for Transcript of Records of Graduates	287
Issuance of Temporary Notice of Acceptance for Foreign Student	289
Internal Services	292
Enrollment Procedure for Shifters and Returnees	293
Enrollment Procedure for Transferees and Second Coursers	296
Enrollment Procedure for Professional Education Takers, Masteral, Doctoral and Juris Doctor (WALK-IN and ONLINE)	302
Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students	
(WALK-IN & ONLINE)	310
Enrollment Procedure for Incoming 2nd Year to 4th Year Irregular Students	312
Enrollment Procedure for Cross Enrollees Within the University	315
Bulk Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students	317
Enrollment Procedure for Graduating Students with Overloading or Waiving of	
Pre-Requisite Subjects (WALK-IN and ONLINE)	318
Process for Withdrawal of Enrollment or Registration (WALK-IN)	322
Processing of Application for Leave of Absence (LOA)	324
Processing of Application for Graduation	326
Processing of Request for Data	328
Process for Correction / Rectification of Grades (WALK-IN and ONLINE)	329
Office of Student Affairs and Services	333
External Services	333
Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	334
Internal Services	335
Processing of Monetary Incentives for Various Student Awardee and Alumni Board Passer	336
Processing of Student or Personnel Insurance Claims	337
Guidance and Counseling Unit	339
External Services	339
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	340
Processing of Online Request for Certificate of Good Moral Character	342
Internal Services	344
Processing of Request for Vocational Preference Inventory (VPI) Examination and Career Counseling	345
Processing of Online Request for Certificate of Good Moral Character	347
Processing of Request for Counselor's Outside Referral	349
Career Education and Job Placement Services	351
External Services	351
Process of Request for Company Accreditation	352



Process of Request for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow Process of Request for Job Posting and Graduate Listing	354 356
Testing, Evaluation and Monitoring Services Unit	358
External Services Processing of Admission Test Application for Incoming Freshmen Students Processing of Application for the Administration of Psychological Test to Transferee Students	358 359 361
Economic Enterprise Development Unit	363
Internal Services	363
Processing of Request for Career Coaching (WALK-IN and ONLINE / REMOTE)	364
Student Development Services Unit	366
External Services	366
Processing of Student Clearance	367
Internal Services	369
Processing of Student Clearance	370
Processing of Request for Re-Issuance of New Radio-Frequency Identification (RFID)	372
Student Organization Unit	373
Internal Services	373
Processing of Application for Accreditation of Student Organization	070
(New and/or Renewal)	374
Processing of Request for the Conduct of Student Organization Activities (ONLINE and ON-CAMPUS ACTIVITY/IES)	376
Processing of Request for the Conduct of Student Organization Activities (OFF CAMPUS ACTIVITY/IES)	378
Sports and Development Unit	381
External Services	381
Processing of Request to Participate in Sports Event on Regional and National Level	382
Processing of Request for Joining in the Host University for Sports Event on	302
National Level	385
Processing of Request for Joining in Sports Event on International Level	387
Processing of Request for Hosting a Sports Event Processing of Request for Joining Pocket Tournaments, Tune-Up Games, and	390
CHED-Friendship Game	393
Internal Services	395
Processing of Request to Participate in Sports Event on Regional and National Level	396
Processing of Request for Joining in the Host University for Sports Event on	
National Level Processing of Request for Joining in Sports Event on International Level	399 401
Processing of Request for Hosting a Sports Event	404
Student Publication Unit	407
Internal Services	407
Processing of Intention for Publications to Operate for the Upcoming Academic	

· ·	□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□
Year	408
Process of Printing and Circulation of the Student and College Publication Issues	410
Student Discipline Unit	412
External Services	412
Process for Releasing of Certificate of Good Moral for Board Examination Purpose for AB Psychology Students and Alumni	es 413
Internal Services	414
Process for Releasing of Certificate of Good Moral for Board Examination Purpose for AB Psychology Students and Alumni Filing of Complaints and Investigation (Defendant Admitting the Allegation)	es 415 416
Filing of Complaints and Investigation (Defendant Denies the Allegations)	418
Filing of Complaints and Investigation Against TSU Employee	420
Procedure for Appeal	422
Scholarship and Financial Assistance Unit	424
External Services	424
Processing of Financial Assistance Application from Private or Government Provider or Grantor	425
Internal Services	428
Processing of Financial Assistance Application from Private or Government Provider or Grantor	429
Issuance of Certificate of Scholarship or Certificate of Non-Scholarship	432
International, Differently-Abled, Indigenous and Marginalized Student Services	433
Internal Services	433
Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students	434
Indigenous and Marginalized Student Services Student Consultation and Assistance	436
Research, Accreditation and Records Unit	437
External Services	437
Processing of Document Request Service (ONLINE AND WALK-IN)	438
Internal Services Processing of Document Request Service (ONLINE AND WALK-IN)	441 442
·	
Office of Library Management and Services	445
External Services Processing of Request to Access the Library by Visiting Researcher	445 446
Internal Services	448
Processing of Request to Borrow Information Materials	449
Processing the Request of Document Delivery Service for Distance Users	450
Processing of Request for Online Reservation and Pick-Up	452
Process of Returning Information Materials	453
Process of Renewing Borrowed Information Materials	454
Process of Inquiring for Available Learning Resources	456
Processing of Library Clearance Processing of Request to Use Computer & Internet Access	458 460
Processing of Request for Referral Service	461

	1906
Selective Dissemination of Information on Unpublished Materials	462
Office of the Vice President for Research, Development and Extension	463
Internal Services Processing of Endorsed Communication from the Office of University President Processing of Inter-Office Communication and Transactions	463 464 465
Offices Under Office of the Vice President for Research, Development and	Extension
Office of University Research and Development	467
External Services Processing of Request for Statistical Support and Related Services Processing of Request for Water Analysis and Other Laboratory Services	467 468 470
Internal Services Processing of Request for Statistical Support and Related Services Processing of Request for Water Analysis and Other Laboratory Services Processing of Request for Research Output Incentives and Funding Request for	477 478 480
Research Paper Presentation and Research Publication Processing of Research Proposal (Initial Evaluation of Research Proposals) Processing of Research Evaluation Approval of Special Research Project/Program	487 482 483 484
Office of University Extension Services	496
External Services Processing of Request for Extension Documents, Facility, and Equipment	496 497
Internal Services Processing of Request for Extension Documents, Facility, and Equipment Process of Receiving and Endorsing Request Letter or Form Processing and Evaluating Extension Proposal Process of Reviewing Extension Post-Reportorial Documents	498 499 500 501 504
Office of Technology and Development Transfer & Commercialization	505
External Services Process for Receiving Service Request and Other Correspondence Processing of Requests for Trademark Application Assistance Process for Copyright Deposit Assistance Process for Technology Transfer and Commercialization Assistance Process for Request to Use University Marks Assistance	505 506 507 510 512 514
Internal Services Process for Receiving Service Request and Other Correspondence Processing of Requests for Trademark Application Assistance Process for Copyright Deposit Assistance Process for Technology Transfer and Commercialization Assistance Process for Request to Use University Marks Assistance	516 517 518 521 523 525
Center for Food Technology and Research	527
External Services Processing of Center for Food Technology and Research Service Requests Processing of Shared Facility Services Request	527 528 530
Internal Services	53/



Processing of Center for Food Technology and Research Service Requests Processing of Shared Facility Services Request

535 537



	1906
FEEDBACK AND CO	MPLAINTS MECHANISM
How to send feedback	 A. Face-to-face Transactions 1. Accomplish the Client Satisfaction Measurement (CSM) Survey form & drop it at CSM box available at various offices or at the designated Public Assistance Complaints Desk (PACD) 2. Scan the CSM QR Code posted at the CCIB of various offices.
	B. Online Transactions 1. Click the Client Satisfaction Measurement (CSM) link to be provided by the transacting Office.
How feedbacks are processed	Client Satisfaction Measurement (CSM) Survey forms are collected, generated & summarized by the Quality Management System (QMS) Unit on a monthly basis. The generated reports are transmitted to the offices of the University President and Vice Presidents to take appropriate actions based on the reported summary result.
How to file a complaint	To file a complaint, kindly submit a complaint letter (must be subscribed and sworn) to the Office of the University President with the following details: • Full name and address of the complainant, • Full name and address of the person complained of as well as his or her position and designation at the university, • Narrative of the relevant and material facts which show the acts or omissions allegedly committed by the employee • Certified True Copies of documentary evidence and affidavits of his witness (if any)
How complaints are processed	The Office of the University President endorses the complaint letter to the Human Resource Development Management Office (HRDMO) Upon the initial assessment and evaluation of the case, the HRDMO interviews the parties involved and facilitates initial mediation and amicable settlement. After the concern has been addressed, the HRDMO shall submit a case report and recommend to



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



LIST OF OFFICES

Office	Address	Contact Information
Administration Office	2 nd floor, Admin. Bldg., TSU Main	(045) 606-8154
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Alumni Affairs Office	Alumni Center, TSU Lucinda	(045) 606-8141
	Campus, Binauganan, Tarlac City	
Budget Management Unit	1 st floor, Admin. Bldg., TSU Main	(045) 606-8151
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Cashiering Unit (Collection)	1st floor, Admin. Bldg., TSU Main	(045) 606-8167
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Cashiering Unit	1 st floor, Admin. Bldg., TSU Main	(045) 606-8152
(Disbursement)	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	(2.17) 222 2122
Civil Security Unit	1 st floor, Admin. Bldg., TSU Main	(045) 606-8166
	Campus, Romulo Boulevard, San	(Office)
	Vicente, Tarlac City	(0.45) 000 0450
College of Architecture and	CAFA Bldg., TSU San Isidro	(045) 606-8170
Fine Arts	Campus, San Isidro, Tarlac City	(0.45) 000 0474
College of Arts and Social	2nd floor, Smith Hall, TSU Main	(045) 606-8171
Sciences	Campus, Romulo Boulevard, San	
Callege of Discipance and	Vicente, Tarlac City	(0.40) 000 0470
College of Business and	2nd floor, CBA Bldg., TSU Main	(042) 606-8172
Accountancy	Campus, Romulo Boulevard, San	
College of Computer	Vicente, Tarlac City	(0.45) 606 9479
College of Computer Studies	CCS Bldg., TSU San Isidro Campus, San Isidro, Tarlac City	(045) 606-8173
		0925 877 5125
College of Criminal Justice Education	1st floor, CCJE Bldg., TSU Lucinda Campus, Binauganan,	0925 677 5125
Ludcation	Tarlac City	
College of Engineering and	1st floor, CET Bldg., TSU Main	(045) 606-8175
Technology	Campus, Romulo Boulevard, San	(0+3) 000-0173
Teermology	Vicente, Tarlac City	
College of Public	1st floor, CPAG Bldg., TSU Main	(045) 606-8177
Administration and	Campus, Romulo Boulevard, San	(0.10) 000 0111
Governance	Vicente, Tarlac City	
College of Science	1st floor, COS Bldg., TSU Lucinda	(045) 606-8178
	Campus, Binauganan, Tarlac City	
College of Teacher	1 st floor, (Regional Institute for	(045) 606-8174
Education	Continuing Education, RICE Bldg.,	
	TSU Lucinda Campus,	
	Binauganan, Tarlac City	
Dental Health Unit	CET Compound, TSU Main	(045) 606-8137
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Guidance & Counseling	2nd floor, Student Affairs and	(045) 606-8130
Office Unit	Services (SAS) Bldg., TSU Main	
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	



Internal Audit Service	Mezzanine floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8122
Medical Unit	1st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8136
Office of Admission and Registration	Office of Admission and Registration Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8182
Office of Business and Auxiliary Services	1 st floor Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8153
Office of Culture and Arts	1st floor, Multi-purpose Commercial Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8133
Office of Facilities Development and Management	3rd Floor, Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8160
Office of Gender and Development	1st floor, GAD Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8196
Office of Human Resource Development Management	Mezzanine floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8155
Office of International Affairs and Linkages	1st floor, CET. Compound, TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8180
Office of Library Services	3rd floor, CBA Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8138
Lucinda Campus Library	Jose V. Yap Library Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8140
San Isidro Campus	TSU San Isidro Campus, San Isidro, Tarlac City	(045) 606-8139
Office of Management Information Systems	2nd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8127
Office of Planning	3rd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8126
Office of Public Affairs	1st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8123



Office of Quality Assurance	1st floor, CPAG Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8124
Office of Student Affairs Services	2nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San	(045) 606-8130
Office of Technology	Vicente, Tarlac City 1st floor, FTRC Bldg., TSU	(045) 606 9103
Office of Technology Development, Transfer and Commercialization	Lucinda Campus, Binauganan, Tarlac City	(045) 606-8193
Office of TSU National Service Training Program	1 st floor, Multi-purpose Commercial Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8181
Office of University Board Secretary	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8121
Office of University Extension Services	2nd floor, FTRC Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8191
Office of University Research Development	2 nd floor, RED Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8190
Office of the University President	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8101
Office of the Vice President for Academic Affairs	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8115
Office of the Vice President for Administration	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8112
Office of the Vice President for Research, Development and Extension	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8111
Procurement Unit	2 nd floor, Motorpool Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8157
Quality Management Unit	3rd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8184
Records and Archives Unit	1st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8156
Scholarship and Financial Assistance Unit	Student Center, TSU Lucinda Campus	(045) 606-8132
School of Law	2 nd floor, Multi-purpose Commercial Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8176
Sports Development Management Unit	Multi-purpose Commercial Bldg., TSU Main Campus, Romulo	(045) 606-8134



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



Office of the University President External Services



1. Processing of Action on Contracts and External Agreements

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

Office or D ivision:	Office of the Universi	Office of the University President (OUP)			
Classification:	Complex				
Type of	G2C - Government to	G2C - Government to Citizen			
Tr ansac t ion:	G2B – Government t		-		
	G2G – Government to Government				
Who may avail:	University Stakehold	ers, Guests,			
	REQUIREMENTS		WHERE TO SE	CU R E	
	or Related Document	The client v	will provide		
(1 Original Copy	,				
2. Review and Com		University I	Legal Counsel		
University Legal (
3. Revision of The C	ns (1 Original Copy)	The diam'r	بينال صعميناهام		
		The client v	wiii provide		
Counsel's Recom	porating the Legal				
(Triplicate Copy)	imenuations				
		FEES TO	P R OCESSING	PE R SON	
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE	
1. Submit the	1. Receives and	None	1 working day	Staff and	
pertinent	reviews the		3 - 7	President,	
documents to	submitted			or Officer-in-	
the Office of	documents.			Charge, or	
the University				Representative	
President.				Office of the	
				University	
				President	
2. Follow up on	2. Approves or	None	1 working day	President,	
contract and	disapproves the			or Officer-in-	
pertinent document.	document.			Charge, or	
document.				Representative Office of the	
				University	
				President	
3. Receive	3. Submits to the	None	1 working day	Staff	
preliminary	Secretary of the		5	Office of the	
action on	Board of Regents			University	
contract or	if the latter's action			President	
agreement.	is needed.				
4. Receive final	4.1 Board Secretary	None	1 working day	Board Secretary	
action.	includes the			Tarlac State	
	matter in the			University	
	Agenda of the				
	Regular/Special				
	Meeting of the				
	Board of				
	Regents.			Poord of	
	4.2 Board of Regents acts on the			Board of	
	contract or			Regents Tarlac State	
	agreement.			University	



TOTAL: None	4 Wo r king D ays
-------------	------------------------------------



2. Processing of Request for Personal Meeting with the President

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

Office or D ivision:	Office of the Univers	Office of the University President (OUP)			
Classification:	Simple	Simple			
Type of Transaction:	G2B – Government G2G – Government	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	University Stakehold	ders, Guests,			
	REQUIREMENTS		WHERE TO SEC	CU R E	
	oose of the sit with the University	The client w	vill provide		
President (1 Orig	inal Copy)	FFF0. T 0	DBOOLOOMO	DEBOON	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
Present the identification card to the Office of the University President.	Acknowledges the valid identification card.	None	5 minutes	Staff Office of the University President	
2. For Walk-In: Show the letter of purpose (if any) or mention the purpose of the transaction or visit. With An Approved Scheduled Appointment: Show an appointment letter or evidence of acceptance.	2. For Walk-In: Reads letter/s of purpose or listens to verbal answers. Informs the President, Officer- in-Charge, or Representative about the visitor and purpose. With An Approved Scheduled Appointment: Verifies Notice of Acceptance of appointment	None	15 minutes	Staff Office of the University President	
3. Meet the President.	3. For Walk-In: President or Officer-in-Charge meets the visitor. Staff checks the availability of the President or Representative. Set appointment date and time.	None	2 hours	President, or Officer-in- Charge, or Representative Office of the University President	



With An Approved Scheduled Appointment: Staff notifies President, or Officer-in- Charge and meets the guest or visitor.			
TOTAL:	None	2 Hou r s & 20 M inu t es	



Office of the University President

Internal Services



1. Processing of Request from Different Colleges/Offices of the University

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

Office or D ivision:	Office of the University President (OUP)				
Classification:	Simple				
Type of	G2G - Government to Government				
Transaction:					
Who may avail:		Offices/Colleges of the University			
	REQUIREMENTS		WHERE TO SE	CURE	
Request Letter (T	riplicate Copy)		will provide	DEBOON	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
Forward letter or communication to the Office of the University President.	1.1 Receives letters or communications for approval from the various colleges/offices, of the University for approval of the President.	None	5 minutes	Staff and President, or Officer-in- Charge, or Representative Office of the University President	
	1.2 Checks the completeness of letters or communications, and of the documents being submitted. Note: If incomplete requirements or documents, return the submitted documents and inform the lacking.	None	10 minutes		
	1.3 If documents are complete, forwards letters or communications to the President, or Officer-in-Charge for appropriate action.	None	10 minutes		



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



2. **D**issemination of Incoming Communication from Outside Persons or Agencies

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

Office or D ivision:	Office of the Univers	Office of the University President (OUP)			
Classification:	Simple				
Type of	G2G – Government	to Governm	ent		
Transaction:					
Who may avail:	TSU Employees	1	WILEBE TO SE		
	REQUIREMENTS	The diam'r	WHERE TO SEC	JURE	
1. Letters or Commu		The client v	wiii proviae		
Outside Persons (1 Original Copy)	or Agencies				
2. Endorsed Letters	or Communications				
	sons or Agencies, if				
any (1 Original Co	-				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	P R OCESSING	PE R SON	
		BE PAI D	TIME	RESPONSIBLE	
1. Submit the letter	1.1 Logs and	None	20 minutes	Clerk	
to the Records and Archives	maintains a copy of received letters			Records and Archives Unit	
Unit.	or communication			Archives Unit	
Offic.	and forwards such				
	to the Office of the				
	University				
	President.				
	1.2 Logs the letters	None	5 minutes	Staff	
	or communication			Office of the	
	in the logbook			University	
	upon receipt of			President	
	the letters or communication.				
		.		5	
	1.3 Forward letters or communication	None	5 minutes	President, or Officer-in-	
	to the President or			Charge, or	
	Officer-in-Charge			Representative	
	for action and			Office of the	
	endorsement.			University	
				President	
2. Receive	2. Logs letter or	None	5 minutes	Staff	
endorsement or	communications			Office of the	
action on the	acted upon by the President or			University President	
request.	Officer-in-Charge			President	
	and forwards the				
	endorsed letter or				
	communication to				
	the concerned				
	office for				
	dissemination or				
	information.				



TOTAL .	Nono	35 M inu t es	
IOIAL.	None	33 Milliates	



Office of the University Board Secretary Internal Services



1. Processing of Request for Copy of Board Resolutions

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

Office or D ivision:	Office of the University Board Secretary (OUBS)				
Classification:	Simple				
Type of	G2G – Government to Government				
Transaction:					
Who may avail:	Concerned Units or	Concerned Units or Offices of the University			
CHECKLIST OF	WHERE TO SECURE				
Letter of Request for Board Resolution (1 Original Copy)		The client will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES T O	P R OCESSING	PE R SON	
OLILINI SILI S	AULINOT AUTIONS	BE PAI D	TIME	R ESPONSIBLE	
1. Submit a letter	 Receives and 	None	1 working day	Board Secretary,	
of request to	reviews the			Clerk	
the Office of	request.			Office of the	
the Board				University Board	
Secretary.				Secretary	
2. Provide	2.1 Conducts short	None		Board Secretary,	
additional	interview to the			Clerk	
information	client regarding			Office of the	
about the board	the request.			University Board	
resolution	2.2 Prepares the	None		Secretary	
request.	requested				
	resolutions (either		1 working day		
	Academic,		i working day		
	Administrative, or				
	Board				
	Resolution).				
3. Receive the	3. Releases the	None		Clerk	
requested	requested			Office of the	
board	board resolution.			University Board	
resolution.				Secretary	
	TOTAL:	None	2 Wo r king		
	IOIAL.	INOTIC	D ays		



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

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

Office o r	Office of the University Board Secretary (OUBS)				
Division:					
Classification:	Highly Technical				
Type of	G2G – Government to Government				
Tr ansac t ion: Who may avail:	Consequent Units on Offices of the University				
	Concerned Units or Offices of the University				
CHECKLIST OF REQUIREMENTS 1. Accomplished Complete Staff Work		The client will provide			
•	-	THE CHEFTE V	viii provide		
. ,	•				
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit fully	1.1 Pre-assesses	None		Board Secretary	
•	the submitted		days	Office of the	
Complete Staff	Complete Staff		-	University Board	
Work (CSW)	Work or Agenda.			,	
or Agendas to		None	0		
the Office of			day		
the University				_	
	_			Secretary	
Secretary.				President	
				University	
				President	
				Board of Regents	
	1.3 Discusses the	None	1 working	Board Secretary	
	submitted		day	Office of the	
	agenda.				
				Secretary	
				President	
				President	
	4 4 0	A.1	4 11	Board of Regents	
		None	•		
	• •		day		
	, ,				
	Dodia of Negerilo.			Cooletaly	
				President	
				Office of the	
				University	
				President	
				Board of Regents	
CHECKLIST OF 1. Accomplished C (CSW) Form or (1 Original Copy CLIENT STEPS 1. Submit fully accomplished Complete Staff Work (CSW) or Agendas to the Office of	AGENCY ACTIONS 1.1 Pre-assesses the submitted Complete Staff Work or Agenda. 1.2 Schedules a special / pre-board or board meeting, with the participation of Board of Regents. 1.3 Discusses the	The client vines. FEES TO BE PAID None None	WHERE TO SE vill provide PROCESSING TIME 5 working days 1 working day 1 working	PERSON RESPONSIBLE Board Secretary Office of the University Board Secretary Board Secretary Office of the University Board Secretary President Office of the University President Board of Regent Board Secretary Office of the University Board Secretary President Office of the University President Office of the University President Board Secretary Office of the University President Board Secretary Office of the University President Office of the University Board Secretary President Office of the University Board Secretary	



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



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

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

Office or D ivision	Office of the Univer	Office of the University Board Secretary (OUBS)			
Classification:	Highly Technical				
Type of	G2G – Governmen	G2G – Government to Government			
Transaction:					
Who may avail:	Heads, Directors, o	r Officer-In-C			
	REQUIREMENTS				
1. List of Agendas 2. Administrative 0		The client v		Coorotom	
(1 Original Copy		Office of the University Board Secretary			
		FEES TO PROCESSING PERSON			
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE	
1. Submit the	1.1 Pre-assesses	None	5 working	Board Secretary	
Agendas to	the submitted		days	Office of the	
the Office of	agenda/s.			University Board	
the University	4001.11	NI	4	Secretary	
Board Secretary.	1.2 Schedules the Administrative	None	1 working	Board Secretary Office of the	
Secretary.	Meeting and		day	University Board	
	Academic Council			Secretary	
	Meeting.			Coordiary	
				President	
				Office of the	
				University	
				President	
				Vice Presidents	
				for	
				Administration,	
				Academic	
				Affairs,	
				Research,	
				Development,	
				and Extension	
				Administrative	
				Council,	
				Academic	
				Council	
	1.3 Discusses the	None	1 working	Board Secretary	
	agendas with the		day	Office of the	
	Administrative			University Board	
	Council and			Secretary	
	Academic Council			President	
	Meeting.			Office of the	
				University	
				President	



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



Quality Management Unit External Services



1. Processing of Request for QMS Registered Documents for Various Purposes

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

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

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF REQUIREMENTS 1. Request letter addressed to the University President with the Following Information: Quality Management Unit (QMU) Simple G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government WHERE TO SECURE The client will provide						
Type of Transaction: G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government Who may avail: CHECKLIST OF REQUIREMENTS 1. Request letter addressed to the University President with the G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Citizen G2B - Government to Citizen G2B - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Business Entity/ies G2G - Government to Business Entity/ies G2G - Government to Government The Client will provide	Office or D ivision:	Quality Management Unit (QMU)				
Transaction: G2B - Government to Business Entity/ies G2G - Government to Government Who may avail: CHECKLIST OF REQUIREMENTS 1. Request letter addressed to the University President with the G2B - Government to Business Entity/ies G2G - Government WHERE TO SECURE The client will provide	Classification:	Simple				
CHECKLIST OF REQUIREMENTS 1. Request letter addressed to the University President with the WHERE TO SECURE The client will provide	•	G2C - Government to Citizen G2B - Government to Business Entity/ies				
Request letter addressed to the University President with the	Who may avail:	All	All			
University President with the	CHECKLIST OF	REQUIREMENTS	WHE R E T O SEC	CU R E		
(1 Original Copy or Electronic Copy) Full Name of the Client/Requestor Office/Unit/College Email Address Specific Document Requested Purpose(s) Signature of the Requestor FEES TO PROCESSING PERSON	University Presider Following Information (1 Original Copy of Full Name of the Office/Unit/Coller Email Address Specific Documer Purpose(s)	ent with the ation: or Electronic Copy) e Client/Requestor ege ent Requested	·			

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



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



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



Quality Management Unit Internal Services



1. Processing of Request for Documented Information for Various Purposes

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

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

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

Office or D ivision:	Quality Managemen	t Unit (QMU)
Classification:	Simple	
Type of	G2G - Government	to Government
Transaction:		
Who may avail:	All TSU Employees	
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE
Full Name of theOffice/Unit/ColleEmail Address (SF-10 with the cion: or Electronic Copy) e Client/Requestor ege/Visitor for soft copy) ent(s) Requested ent Requested Requestor and	Quality Management Unit or download at https://www.tsu.edu.ph/media/d4gj3fxz/tsu-qms-sf-10-rev01-document-request-form.docx
ininicalate edpe	J. 11001	FEES TO DEOCESSING DEBSON

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



	I =			1906
2. For Walk-In: Get the receiving copy of the said form from the Quality Management Unit. For Online: Receive an email reply from Quality	2.1 For Walk-In: Returns the receiving copy of the said form to the client. For Online: Sends an email reply to the requesting party to acknowledge receipt of the request.	None	1 hour	Staff-in-Charge Quality Management Unit
Management Unit acknowledging receipt of the request.	2.2 Reviews and evaluates the submitted Document Request Form and searches for the requested document.	None	1 hour	Document Control Officer Data Controller Quality Management Unit
	2.3 For Walk-In: Reproduces the requested document. Note: Reproduction day is dependent on the number of on- going reproduction and printing job being carried out by the Business Center Office. For Online: Prepares the requested document and consult with the Unit Head for the review and release of the pertinent document then proceed to Agency Action No. 2.5.	None	1 working day	Document Control Officer Data Controller Quality Management Unit
	2.4 Stamps the reproduced document with an "uncontrolled copy" mark and consult with the	None	5 hours	Document Control Officer Data Controller Unit Head



	Unit Head for the review and release of the pertinent document.			Quality Management Unit
	2.5 Logs the document/s to be issued in Releasing Log - Other Copy Holders and Requested Documents.	None	5 hours	Document Control Officer Data Controller Quality Management Unit
3. For Walk-In: Review the completeness of the requested documents; receive the requested document and sign in the receiving column of the Logbook For Online: Receive an	3.1 For Walk-In: Issues the requested document. For Online: Sends an email reply to the requesting party providing the document requested (if available) or notification on the unavailability of the document.	None	2 hours	Document Control Officer Data Controller Quality Management Unit
email reply from the QMS regarding the requested data.	3.2 Fills out the "Action Taken" portion of the Document Request Form and files the form.	None	1 hour	Document Control Officer Data Controller Quality Management Unit
	WALK-IN R EQUES T :	None	2 Working Days & 6 Hours 2 Working Days & 1 Hour	



2. Processing of QMS Documents for Registration, Revision, and Abolition

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

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

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

Office or D ivision:	Quality Management Unit (QMU)				
		it Offit (WIVIO)			
Classification:	Simple				
T ype of	G2G - Government	to Government			
Transaction:					
Who may avail:	All TSU Employees				
CHECKLIS T OF	REQUIREMENTS	WHERE TO SECURE			
Properly Filled O Document Regist and Abolition For		Quality Management Unit or download at https://www.tsu.edu.ph/media/hs2lzwyx/tsu-qms-sf-01-rev00-document-registration-revision-abolition-form.docx			
Duly Signed and Approved Document Following TSU's Standard Template and Document Nomenclature (1 Original Copy)		The client will provide			
Duly Signed and of Registered Do (1 Original Copy)		Quality Management Unit or download at https://www.tsu.edu.ph/media/pjpbsfk3/tsu-qms-sf-04-rev00-masterlist-of-registered-documents.docx			
4. If the document a revised one, s Version or Super (Controlled Copy	urrender the Old	The client will provide			
5. For abolishing of surrender the Cu (Controlled Copy					

CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PE R SON R ESPONSIBLE
1. Submit the following to the Quality Management Unit.	1.1 Reviews and evaluates the submitted documents. Note: If there is/are problem/s, return the submitted documents for registration together with the attachment and discuss the	None	30 minutes	Document Control Officer Quality Management Unit
	concerns with the			



			1906
client and issue a Notification Slip.			
1.2 Receives and logs the documented information to be registered in the Receiving, Retrieval, and Releasing Log	None	30 minutes	Document Control Officer Quality Management Unit
1.3 Registers the Documented Information in the Database of Quality Management Unit Documents.	None	30 minutes	Document Control Officer Quality Management Unit
1.4 Stamps the document with the "master copy" mark.	None	3 minutes	Document Control Officer Quality Management Unit
1.5 Reproduces the master copy of the document according to the number of official copyholders. Note: Reproduction day depends on the number of ongoing reproduction and printing job being carried out by the Business Center Office	None	5 minutes	Staff-in-Charge / Document Control Officer Quality Management Unit
1.6 Obtains copies from Business Center and stamp the reproduced document with "controlled copy" mark.	None	1 working day	Staff-in-Charge Document Control Officer Quality Management Unit
1.7 Informs clients that documents were registered, and controlled copies are available for pick up in the Quality Management Unit.	None	2 minutes	Document Control Officer Quality Management Unit



2. Receive the	2. Issues the	None	5 minutes	Staff-in-Charge /
registered	registered			Document
documents.	documents.			Control Officer
				Quality
				Management
				Unit
3. Sign in the	3. Have the client	None	3 minutes	Staff-in-Charge /
Receiving,	sign in the			Document
Retrieval and	receiving column			Control Officer
Releasing Log	of the logbook.			Quality
	_			Management
				Unit
			1 Wo r king	
	TOTAL:	None	D ay, 1 Hou r &	
			48 M inu t es	



Anti-Red Tape Unit

Internal Services



1. Processing of Requests for Coaching and Mentoring

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

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



2. Receive update regarding the schedule of the coaching and	2.1 Checks available schedule and updates the client. 2.2 Prepares	None	1 hour 2 working days	Unit Head & Data Controller Anti-Red Tape Unit Unit Head &
mentoring session and confirm availability.	presentation aids.	None	2 working days	Data Controller Anti-Red Tape Unit
3. Attend the scheduled coaching and mentoring session.	3.1 Conducts coaching and mentoring regarding the requirements of RA 11032.	None	4 hours	Unit Head Anti-Red Tape Unit
	3.2 For Clients with Existing Citizen's Charter: Informs client about the corrections and suggestions on their existing Citizen's Charter.	None		Unit Head & Data Controller Anti-Red Tape Unit
TOTAL FOR ONLINE REQUEST:		None	2 Working D ays, 8 Hours & 10 M inu t es	
TOTAL FOR FACE-TO-FACE REQUEST:		None	2 Working D ays, 8 Hours & 5 M inu t es	



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

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

Note: Processing of Request for Review and Evaluation of Citizen's Charter is a multistage process. The Anti-Red Tape Unit is only responsible for first and second level review of the office's / unit's or college's Citizen's Charter/s.

Office or D ivision:	Anti-Red Tape Unit (ARTU)				
Classification:	Highly Technical				
T ype of	G2G - Government to	Covernment			
Transaction:					
Who may avail:	TSU Colleges, Offices	and Units			
	F REQUIREMENTS	T !: .	WHERE TO SEC	CURE	
1. Latest Citizen's (The client w	vill provide		
(1 Original Copy or	l Electronic Copy)		DD00500010	DEPOON	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the latest Citizen's Charter/s to Anti-Red Tape Unit or send it via MS Teams artu@tsu.edu.ph.	1.1 For Traditional Submission: Receives the submitted Citizen's Charter/s. For Online Submission: Acknowledges receipt of the email and downloads the Citizen's Charter/s.	None	2 minutes	Data Controller Anti-Red Tape Unit	
	1.2 Conducts first- level review of the Citizen's Charter/s according to the requirements stated on the Reference B of ARTA MC 2019- 002A.	None	5 working days	Data Controller Anti-Red Tape Unit	
	1.3 Fills out the Citizen's Charter Evaluation Form/s for the corrections found and additional remarks.	None		Data Controller Anti-Red Tape Unit	
	1.4 Forwards the Citizen's Charter/s and Citizen's Charter Evaluation Form/s for second-	None	2 minutes	Data Controller Anti-Red Tape Unit	



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



	3.3 Transmits a PDF copy of the final Citizen's Charter/s for compilation.	None		Data Controller Anti-Red Tape Unit
TOTAL PROCESSING TIME FOR CITIZEN'S CHARTER WITH MAJOR CONCERNS:		None	15 Working D ays, 4 Hours & 4 M inu t es	
TOTAL PROCESSING TIME FOR CITIZEN'S CHARTER WITH MINOR CONCERNS:		None	15 Working D ays, 3 Hours & 14 M inu t es	

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

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



Office of Internal Audit Service Internal Services



1. Processing of Request for Audit Reports

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

Office or D ivision:	ffice or Division: Office of Internal Audit Service (OIAS)				
Classification:	Simple		·		
Type of	G2G - Government	to Governm	ent		
Transaction:					
Who may avail:	Commission on Aud	it and Colle			
	F REQUIREMENTS		WHERE TO SEC		
	est Letter to Obtain a		e University Presi	dent and/ or	
Copy of Audit Re	port (1 Original Copy)	The client	will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
Send a request letter to the Office of the University	1.1 Receives approved request letter and records it in the logbook.	None	1 minute	Clerk Office of Internal Audit Service	
President for approval.	1.2 Sends the approved request letter to the Office of Internal Audit Service Director.	None	1 minute	Clerk Office of Internal Audit Service	
	1.3 Locates needed report and reproduces it.	None	1 hour	Clerk Office of Internal Audit Service	
	1.4 Records the distribution of the requested report.	None	1 minute	Clerk Office of Internal Audit Service	
2. Receive the requested report.	2. Sends the requested report to the recipient.	None	1 minute	Clerk Office of Internal Audit Service	
	TOTAL:	None	1 Hou r & 4 M inu t es		



Office of Planning

Internal Services



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

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

Office o r D ivision:	Office of Planning (OP)		
Classification:	Simple		
Type of	G2G - Government to	Government	
Transaction:			
Who may avail:	Offices, Units, and Col	leges of the University	
CHECKLIS T OF	REQUIREMENTS	WHERE TO SECURE	
1. Request Letter for	r Office/Unit/College	The client will provide	
Planning (1 Original Copy)		·	
2. Proposed Budget	Budget (1 Original Copy)		
3. Program of Activit	ies (1 Original Copy)		

3. Program of Activities (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PE R SON R ESPONSIBLE
Submit complete pre- planning requirements to Office of Planning.	1.1 Receives, reviews, and validates submitted pre- planning requirements. Note: If with incomplete requirements, relay feedback to the concerned office/ unit/ college for completion/ proper action.	None	15 minutes	Staff & Director Office of Planning
	1.2 Endorses complete pre- planning requirements to Planning Director for signature and approval.	None	10 minutes	Staff & Director Office of Planning
	1.3 Records details of the office / unit / college planning activities for monitoring purposes.	None	5 minutes	Staff Office of Planning
2. Receive a notification on the approval of the request.	2. Notifies the requesting Office / Unit / College of the approval of the request.	None	5 minutes	Staff Office of Planning
	TOTAL:	None	35 M inu t es	



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

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

Office or	Office of Planning (OP)			
D ivision:	Office of Flamming (OF)			
Classification:	Simple			
Type of	G2G - Government to G	overnment		
Transaction:				
Who may avail:	Offices, Units, and Colleges of the University F REQUIREMENTS WHERE TO SECURE			
A. For Quarterly So		Office of Pl	lanning or downloa	
	d Plan Monitoring &		v.tsu.edu.ph/medi	
Evaluation So		-	plan-monitoring-e	valuation-
TSU-PME-SF	F- <i>02</i> (1 Original Copy)	scorecard.	<u>docx</u>	
B. For Monthly Acc	complishment Report	Office of Pl	lanning or downloa	ad at
Accomplished			v.tsu.edu.ph/medi	
Accomplishme	•	-	monthly-accompli	shment-
TSU-PIVIE-SF	TSU-PME-SF-03 (1 Original Copy) report.docx			
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms to Office of Planning for review and approval.	Receives, reviews, and validates submitted documents.	None	10 minutes	Staff Office of Planning
2. Receive feedback on the approval and/or deficiency.	2. Updates the tracker for scorecard and accomplishment report submission for proper monitoring. Note: For offices with incomplete or incorrect documents, staff relays feedback to the concerned office for immediate action.	None	15 minutes	Staff Office of Planning
	TOTAL:	None	25 M inu t es	



Office of Public Affai**r**s

External Services



1. Process for Publication and Distribution of TSU Bulletin

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

month for information dissemination.				
Office or D ivisio	n: Office of Public Affa	airs (OPA)		
Classification:	Highly Technical			
Type of	G2C - Government		"	
Tr ansac t ion:	G2B - Government		-	
Who may avail:	G2G - Government TSU Students, Emp			
	OF REQUIREMENTS	noyees and	WHERE TO SEC	CLIRE
1. Details of Even		The client	will provide	JOKE
(if any) or News	•		р. с. т. с.	
(1 Original Cop				
2. TSU Bulletin R	0 0	Office of P	ublic Affairs	
TSU-PAI-SF-02				
(1 Original Cop	У)	FEES TO	P R OCESSING	PE R SON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit	1.1 Proofreads the	None	3 working days	Technical Staff
Information /	received file for			Office of Public
news article	write-up or revision.			Affairs
and details to	4445			
Office of Public Affairs	1.1.1 Deploys staff to cover the event /		7 working days	
for write-up or	activity and shall			
proofreading.	write an article			
, , , , , , ,	afterwards.			
	1.2 Checks the	None	2 hours	Director & Unit
	article/s.			Head
				Office of Public Affairs
	1.3 Forwards the final	None	5 working	Technical Staff
	layout of the TSU	INOTIC	days	Office of Public
	Bulletin to Business		, , ,	Affairs
	Affairs and Auxiliary			
	Services Office for			
	printing. 1.4 Conducts final	None	1 working	Director and
	inspection of	none	1 working day	Technical Staff
printed TSU Bulletin			day	Office of Public
	copies			Affairs
2. Receives	2. Distributes TSU	None	1 working	Technical Staff
TSU Bulletin.	Bulletin.		day	Office of Public
			17 \\/o#kina	Affairs
	TOTAL:	None	17 Wo r king D ays & 2	
1	IOTAL:		_ = ay 0 & 2	

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

Hou**r**s



Office of Public Affairs Internal Services



1. Process for Publication and Distribution of TSU Bulletin

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

Office or D ivisio	n:	Office of Public Affa	airs (OPA)		
Classification:		Highly Technical	(, . ,		
Type of Transaction:		G2C - Government G2B - Government G2G - Government	to Business		
Who may avail:		TSU Students, Emp	oloyees and	Stakeholders	
		EQUIREMENTS		WHERE TO SEC	CU R E
Details of Even (if any) or News (1 Original Cop	s Art y)	icle	The client	·	
2. TSU Bulletin R TSU-PAI-SF-02 (1 Original Cop	2 Re			ublic Affairs	
CLIENT STEPS	A	GENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PE R SON R ESPONSIBLE
1. Submit Information / news article and details to	r	Proofreads the eceived file for vrite-up or revision.	None	3 working days	Technical Staff Office of Public Affairs
Office of Public Affairs for write-up or proofreading.	(6 \	.1 Deploys staff to cover the event / activity and shall write an article afterwards.		7 working days	
		Checks the article/s.	None	2 hours	Director & Unit Head Office of Public Affairs
	I E	Forwards the final ayout of the TSU Bulletin to Business Affairs and Auxiliary Services Office for printing.	None	5 working days	Technical Staff Office of Public Affairs
	i F	Conducts final nspection of orinted TSU Bulletin copies	None	1 working day	Director and Technical Staff Office of Public Affairs
2. Receives TSU Bulletin.		Distributes TSU Bulletin.	None	1 working day	Technical Staff Office of Public Affairs
		TOTAL:	None	17 Wo r king D ays & 2 Hou r s	

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



2. Processing of Request for Coverage of University Activities

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

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

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



3. Process for Publication of Online News

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

Office or D ivision:	Office of Public Affa	Office of Public Affairs (OPA)			
Classification:	Highly Technical				
Type of	G2C - Government to Citizen				
Transaction:	G2G - Government to Government				
Who may avail:	TSU Students and E	mployees			
	REQUIREMENTS		WHE R E T O SE	CU R E	
Details of Event, lor News Article (1)	Program Flow <i>(if any)</i> Original Copy)	The client will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
Submit information or news article to Office of Public Affairs.	 1.1 Receives and proofreads the received file for write-up or revision. 1.1.1 Deploys staff to cover the event/activity and writes an article afterwards. 	None	3 working days 7 working days	Technical Staff Office of Public Affairs	
	1.2 Final checks the output.	None	2 hours	Director Office of Public Affairs	
	1.3 Uploads the article to TSU website and social media platform.	None	10 minutes	Technical Staff Office of Public Affairs	
TOTAL:		None	10 Wo r king D ays, 2 Hou r s & 10 M inu t es		

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



4. Process for Addressing Client's Concerns via Email

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

Office or D ivision:	Office of Public Affair	s (OPA)		Office of Public Affairs (OPA)		
Classification:	Simple					
Type of	G2C - Government to Citizen					
Transaction:	G2G - Government to Government					
Who may avail:	TSU Students and Employees					
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE				
1. Concerns/Request	is .	The client	will provide			
(1 Electronic Copy						
2. File Attachment, if	•					
(1 Electronic Copy	y)					
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE		
1. Send concerns or requests to the Office of Public Affairs. Note: Attach file/s, if any.	1.1 Receives and reviews the content of email and attachments, if there are any.	None	15 minutes	Technical Staff Office of Public Affairs		
2. Receive email acknowledgeme nt and response regarding the concern/s.	2. Acknowledges the receipt of email and takes appropriate action/s on concern/s.	None	15 minutes	Technical Staff Office of Public Affairs		
TOTAL: None 30 Minutes						

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



5. Process for Posting of Materials

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

Office or Division	n: Office of Public Affairs (OPA)				
Classification:	Simple				
Type of	G2C - Government	G2C - Government to Citizen			
Transaction:	G2G - Government	G2G - Government to Government			
Who may avail:	TSU Students and	Employees			
CHECKLIST O	F REQUIREMENTS		WHERE TO SEC	CURE	
1. Material for Pos	ting (1 Original Copy)	The client	The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the necessary requirements to the Office of Public Affairs.	1.1 Receives and reviews the content of material/s for posting.	None	5 minutes	Technical Staff Office of Public Affairs	
	1.2.1 If the Material/s for Posting is Approved: Posts through the preferred platform (bulletin boards, social media, TSU website, or can be both). 1.2.2. If the Material/s for Posting is Subject to Revision: Notifies the client to revise the content.	None	10 minutes	Technical Staff Office of Public Affairs	
2. Receive notification that material/s is/are already posted.	1.2 Notifies the client if material/s is/are already posted.	None	3 minutes	Technical Staff Office of Public Affairs	
	TOTAL:	None	18 M inu t es		



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

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

Office or D ivision:	Office of Public Affairs (OPA)			
Classification:	Simple			
Type of	G2C - Government to Citizen			
Transaction:	G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF R	REQUIREMENTS WHERE TO SECURE			J R E
1. Request for Electro	Request for Electronic Copy of		blic Affairs	
Photos/Videos or Files				
TSU-PAI-SF-08				
(1 Original Copy or	or Electronic Copy)			
		FEES TO	PROCESSING	PERSON

CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for photos / videos or files	1.1 Receives and reviews the form submitted.	None	5 minutes	Technical Staff Office of Public Affairs
through online or logbook.	 1.2.1 If the Request is Approved: Sends the file/s through email or MS Teams. 1.2.2 If the Request is Disapproved: Informs the requestor via email or MS Teams on the reason/s for the disapproval. 	None	10 minutes	Technical Staff Office of Public Affairs
2. Receive notification on the status of posting.	2. Notifies once the posting is finished.	None	3 minutes	Technical Staff Office of Public Affairs
	TOTAL:	None	18 M inu t es	



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

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

Office or Division:	Office of Public Affa	Office of Public Affairs (OPA)			
Classification:	Simple	Simple			
Type of	G2C - Government to Citizen				
Transaction:	G2G - Government	G2G - Government to Government			
Who may avail:	TSU Students and E	mployees			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
Materials to be Approved		The client will provide			
(1 Original Copy)					
2. Request Letter w		The client	will provide		
Any (1 Original C	Sopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	P R OCESSING	PE R SON	
		BE PAI D	TIME	RESPONSIBLE	
1. Present	1.1 Receives and	None	30 minutes	Technical Staff	
material subject	reviews submitted			Office of Public	
to approval and	material/s.			Affairs	
request letter	1.2 If there are no	None	5 minutes	Technical Staff	
with	inputs necessary,			Office of Public	
attachments, if	the material may			Affairs	
any	be approved.				
	Note: If there is/are				
	input/s, incorporate				
	then submit again				
0.0	for review.			T 1 1 101 11	
2. Receives	2. Endorses	None	1 minute	Technical Staff	
approved or for	Information,			Office of Public	
revision	Education and			Affairs	
Information,	Communication				
Education and	Materials.				
Communication					
Materials.					
	TOTAL:	None	36 M inu t es		

^{*}The total turnaround time varies depending on the length and volume of Information, Education and Communication (IEC) Materials for checking and reviewing.



Office of International Affairs and Linkages

External Services



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

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

Office or D ivision:	Office Of International Affairs and Linkages (OIAL)				
Classification:	Simple				
Type of	G2G – Government to Government				
Tr ansac t ion:					
Who may avail:	Various Government	Agencies and	d State Universitie	es and Colleges	
	REQUIREMENTS		WHERE TO SEC		
1. Endorsement from	n the University	Office of the	Office of the University President		
President (1 Phot	осору)				
2. Invitation Letter, F	Program, And Other	Host Univer	sity/Institution/Org	ganization	
Pertinent Attachm					
Travel Abroad (1	Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Sends an official letter to the Office of the University President to conduct a	1.1 Receives the endorsement from the Office of the President.	None	5 minutes	Staff Office of International Affairs and Linkages	
benchmarking activity / visit with Tarlac State University.	1.2 Communicates / informs offices to be visited during the benchmarking activity.	None	10 minutes	Protocol Officer Office of International Affairs and Linkages	
2. Receive email with attachment (request form).	2. Sends an email with attached form to confirm / inquire about the scope and details of the activity / visit.	None	10 minutes	Protocol Officer Office of International Affairs and Linkages	
3. Send back the request form with the required/ needed details	3.1 Receives and download service request form.	None	5 hours	Staff Office of International Affairs	
via email	3.2 Communicates / coordinate to office/s to be visited during the benchmarking activity. Note: If two (2) or more offices are to be visited, prepare logistics and other	None	1 hour	Protocol Officer Office of International Affairs and Linkages	



	materials needed for the activity (program, venue, food, token, vehicle, etc).			
	Note: If one (1) office will be visited, the office to be visited will prepare all the materials and logistics needed during the visit.			
4. Attend the benchmarking activity.	Facilitates the benchmarking activity.	None	10 minutes	Protocol Officer Office of International Affairs and Linkages
	TOTAL:	None	6 Hou r s & 35 M inu t es	



Office of International Affairs and Linkages Internal Services



1. Processing of Documents for Apostille

The Office of International Affairs and Linkages of the university shall transact, process, and provide reportorial requirements to the Bureau of Immigration and the Department of Foreign Affairs. The office shall primarily process certification, authentication, and verification (Apostille) of the Memorandum of Agreement, Memorandum of Understanding, and other pertinent documents of the University.

·	The documents of the Of			
Office or	Office Of International Affairs and Linkages (OIAL)			
Division:				
Classification:	Complex			
Type of	G2G – Government to Government			
Transaction:				
Who may avail:	Offices/Colleges of the University			
	REQUIREMENTS WHERE TO SECURE			
Memorandum of Agreement (1 Photocopy)		The client	will provide	
2. Memorandum of	Understanding			
(1 Photocopy)				
3. Diploma/Certifica				
from Schooling;				
(1 Original or 1	Pnotocopy)	FFFO TO	DBOOLOGING	DEBCON
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorses	1.1 Receives the	None	5 minutes	Staff
signed	draft document/s	INOTIC	3 minutes	Office of
Memorandum	for assessment,			International
of	checking, and			Affairs and
Understanding,	submission for			Linkages
Memorandum	Legal Review.			
of Agreement	1.2 Processes the	None	2 working days	Staff
and other	documents for			Office of
pertinent	notary of		Note:1 day for	International
documents.	Memorandum of		legal counsel	Affairs and
	Agreements or		and 1 day for	Linkages
	Memorandum of		notarization	
	Understandings			
	and Certificate of			
	Authority for a			
	Notarial Act			
	(CANA) for			
	Memorandum of			
	Agreements and/or			
	Memorandum of			
	Understandings			
	once the approval			
	for execution from			
	the Legal Counsel			
	is received.			
	1.3 Schedules a	None	2 working days	Liaison Officer
	travel to the			Office of
	Department of		Note: 1 day for	International
	Foreign Affairs		travel and 1 day	Affairs and
	and picks up the	1	for rologge	Linkogoo

for release

Linkages

and picks up the

Apostilled



	Document based on the date issued on the claim stub.			
2. Receive a notification regarding the status of their request after the official travel.	2. Notifies the client about the status of the request and takes a copy after handing the apostilled copy to the client.	None	10 minutes	Staff Office of International Affairs and Linkages
	TOTAL:	None	4 Wo r king D ays & 15 M inu t es	



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

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

Office or D ivision:	Office Of International Affairs and Linkages (OIAL)			
Classification:	For Employee Mobility: (•		
	For Student Mobility: Hig		al	
Type of	G2G – Government to G			
Transaction:	G2C – Government to C		lagaa	
Who may avail:	TSU Students, and TSU	Offices/Coll		NIDE
CHECKLIST OF REQUIREMENTS 1. Endorsement from the University President		Office of the	WHERE TO SEC	
(1 Photocopy)	the University President	Office of th	e University Pres	ident
	ete Staff Work (CSW)	From Origi	nating College/Of	fice
(1 Photocopy)	ete Stall Work (CSW)	i rom Ongi	rialing College/Of	iide
3. Budget Proposal ar	nd Certificate of	Budget Off	ice	
Availability of Funds		Zaaget en	.00	
4. Invitation Letter, Pr		Host Unive	ersity/Institution/O	rganization
	nts Regarding Travel		,	9
Abroad (1 Photocop	•			
5. BOR Approval (1 P	hotocopy)	Office of th	e Board Secretar	y
FOR STUDENT MOB	BILITY:			
1. Notarized Parental	Consent with Parent's	The client	will provide	
ID (1 Photocopy)				
2. Notice of Acceptan	ce/Invitation	From Host	Institution/University	sity/Organization
(1 Photocopy)				
-	nduct of Student Activity	Office of Student Affairs and Services		
Form (1 Photocopy		The elient will provide		
4. Certificate of Accor	npaniment	The client will provide		
(1 Photocopy)	nomponying Foculty	From Originating College		
5. Travel order for Acc (1 Photocopy)	companying Faculty	From Ongi	nating College	
,		FEES TO PROCESSING PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE
1. Submit requirements to the Office of International Affairs regarding travel abroad. For Student Mobility: Submit requirements for	1.1 Receives, reviews, and evaluates the submitted documents. and advise the client if the documents submitted are insufficient.	None	For Employee Mobility: 5 minutes For Student Mobility: 2 working days	Staff Office of International Affairs and Linkages
student mobility in Office of International Affairs and Linkages.	1.2 Prepares all the documents and forms to be submitted to CHED International Affairs and Services. Then, instructs the client to proceed to TSU-	None	10 minutes	Protocol Officer Office of International Affairs and Linkages Staff Office of International



				1906
	Medical Unit for their Medical Clearance.			Affairs and Linkages
				Clerk Office of the University President
2. Undergo a Medical Exam for the medical clearance issued by the TSU- Medical Unit.	Receives the presented Medical Clearance.	None	2 working days	Staff Medical Services Office
3. Apply for Authority to Travel to waive travel tax in Office of International Affairs and Linkages.	3.1 Furnishes Human Resource Development and Management Office & Office of the Vice President for Academic Affairs' copies of travel requirements.	None	2 working days	Staff Office of International Affairs and Linkages
	3.2 Prepares necessary travel arrangements such as booking of flights (inclusive of food and baggage), airline/travel insurance, & Travel Order for Departure and Arrival.	None	2 working days	Staff Office of International Affairs and Linkages
	3.3 Informs the International Higher Education Institution partner regarding the arrival logistics of the faculty/student/staff.	None	10 minutes	Staff Office of International Affairs and Linkages
4. Attend the predeparture orientation.	4. Conducts a predeparture orientation to the faculty / student / staff.	None	45 minutes	Staff Office of International Affairs and Linkages
TOTAL FOR	EMPLOYEE MOBILITY:	None	6 Working D ays, 1 Hour & 10 M inu t es	
TOTAL FOI	R STUDENT MOBILITY:	None	8 Working Days, 1 Hour & 5 Minutes	



3. Processing of CHED Endorsement for Legitimacy of Travel Abroad

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

Office o r D ivision:	Office Of International Affairs and Linkages (OIAL)			
Classification:	Highly Technical			
Type of	G2G – Government to	Governmen	nt	
Tr ansac t ion:	G2C – Government to		••	
Who may avail:	Offices/Colleges of the			
	REQUIREMENTS		WHERE TO SEC	CURE
1. Endorsement from	n the University	Office of the	e University Presi	dent
President (1 Phot	ocopy)		-	
2. Accomplished Into		CHED IAS	Website:	
	 Evaluation Form for 	-	cationphl.ched.go	v.ph/beta/travel-
the Necessity of T	ravel for SUC	endorseme	<u>nt/</u>	
(1 Photocopy)	2	11 (11		
3. Invitation Letter, F		Host Unive	rsity/Institution/Or	ganization
Pertinent Attachm Travel Abroad (1				
,	1 3 /	FEES TO	P R OCESSING	PE R SON
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE
1. Submit	1.1 Receives,	None	5 minutes	Staff
documents to the	reviews, and			Office of
Office of	evaluates the			International
International	submitted			Affairs and
Affairs regarding	documents and			Linkages
travel abroad.	advises the client			
	if the documents			
	submitted are insufficient.			
	1.2 Prepares all the	None	10 minutes	Liaison Officer
	documents and	110110	10 1111110100	Office of
	forms to be			International
	submitted to			Affairs and
	Commission on			Linkages
	Higher Education			
	- International			Clerk
	Affairs and			Office of the
	Services.			University President
	1.3 Schedules a	None	15 minutes	Liaison Officer
	travel to the	None	13 minutes	Office of
	Commission on			International
	Higher Education,			Affairs and
	Central Office,			Linkages
	and submit all			Ü
	pertinent			
	documents for			
	Commission on			
	Higher Education			
	International			
	Affairs			
	Service approval			



2. Receive	3. Notifies the client		20 days	Staff
notification	about the status of			Office of
regarding the	the request and			International
status of their	takes a copy after			Affairs and
request after the	handing the			Linkages
official travel.	apostilled copy to the client.			
	the chefit.			
	TOTAL:	None	20 D ays & 30	
	IOIAL.	INOTIC	M inu t es	



Office of Management Information Systems Internal Services



1. Process for Account Creation and Assigning of Privileges

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

Office or D ivision:	Office of Management Information Systems (OMIS)			
Classification:	Simple			
Type of	G2C - Government to	Citizen		
Transaction:	G2G – Government to	Government	t	
Who may avail:	All TSU Employees ar	nd Students		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
	d Duly Signed System	Office of Ma	anagement Informa	ation Systems or
	ege Request Form	download a		
TSU-MIS-SF-26	(1 Original Copy)		<u>.tsu.edu.ph/media/</u>	
			m-access-and-privi	<u>lege-request-</u>
		form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON PERSON
4. Oudered the	4.4 Danair van and	BE PAI D	TIME	RESPONSIBLE
1. Submit the	1.1 Receives and	None	3 minutes	Software Unit
accomplished form to the	verifies the submitted form.			Staff/Clerk Office of
Office of	Submitted form.			Management
Management	Note: If with			Information
Information	incomplete			Systems
Systems or	detail/s, return the			Cystoms
send it via MS	form and inform			
Teams at	the missing			
miso@tsu.edu.p	detail/s.			
h.	1.2 Creates an	None	7 minutes	Software Unit
	account and			Staff/Clerk
	assigns the			Office of
	necessary			Management
	privileges.			Information
				Systems
2. Receive	2. Then notifies the	None	2 minutes	Software Unit
notification of	client once the			Staff/Clerk
account	account has been			Office of
creation or	created or privilege			Management
privilege	has been			Information
assignment.	assigned.			Systems
	TOTAL:	None	12 M inu t es	



2. Process of Changing Posted Schedule

The service allows the official rectification of posted class schedule.

Office or D ivision	Office of Managem	Office of Management Information Systems (OMIS)			
Classification:	Complex				
Type of	G2G – Governmen	t to Governr	ment		
Transaction:					
Who may avail:	All TSU Faculty and	d College Cl			
	REQUIREMENTS				
1. Accomplished a			lanagement Inform	nation Systems or	
	nge Posted Schedule	download			
Form TSU-MIS-	=		w.tsu.edu.ph/medi		
(1 Original Copy	/)	schedule.d	<u>request-change-po</u>	ostea-	
		FEES TO	PROCESSING	PE R SON	
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE	
1. Submit the	1.1 Receives and	None	3 minutes	Clerk	
accomplished	verifies the			Office of	
form to the	submitted form.			Management	
Office of				Information	
Management	Note: If with			Systems	
Information	incomplete				
Systems or	detail/s return the				
send it via	form and inform				
email or MS Teams at	the missing detail/s.				
miso@tsu.edu	1.2 Changes the	None	3 working days	Clerk	
.ph.	posted schedule	140110	o working days	Office of	
422	as requested.			Management	
	'			Information	
				Systems	
2. Receive	2. Notifies the client	None	2 minutes	Clerk	
notification of	once the request			Office of	
successful	has been finished.			Management	
change in				Information	
posted	Note: If there is a			Systems	
schedule or	conflict and the				
failure in	schedule cannot				
changing and	be updated, inform the client				
updating of posted	via MS Teams,				
schedule.	Telephone, or				
Jones and Control	Email.				
	1		3 Wo r king		
	TOTAL:	None	D ays & 5		
			M inu t es		

^{*} The total turnaround time considers the volume of the requests and internet connectivity issues, and is accountable for (1) requester only.



3. Process for Office 365 Account Assistance

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

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

^{*} The total turnaround time considers the volume of the requests and internet connectivity issues, and is accountable for (1) requester only.



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

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

Office o r D ivision	Office of Manageme	Office of Management Information Systems (OMIS)			
Classification:	Simple				
Type of	G2G - Government	to Governm	ent		
Transaction:					
Who may avail:	All Faculty and Coll	ege Clerks			
	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Room / Schedule	or Untag Faculty /	Office of Management Informa download at https://www.tsu.edu.ph/media/sf-19-request-to-tag-untag-fact		/tmleo0jm/tsu-mis-	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS	1.1 Receives and verifies the submitted form. Note: If with incomplete detail/s return the form and inform the missing detail/s.	None	3 minutes	Clerk Office of Management Information Systems	
Teams at miso@tsu.edu.ph.	1.2 Tags or untags the faculty, room, or schedule.	None	10 minutes	Staff Office of Management Information Systems	
2. Receive notification update on the request.	2.1 Notifies the client once the request has been finished via Phone Call, Messenger or MS Teams.	None	2 minutes	Staff Office of Management Information Systems	
	TOTAL:	None	15 M inu t es		

^{*} The total turnaround time considers the volume of the requests and internet connectivity issues, and is accountable for (1) requester only.



5. Process for Tagging/Untagging of Honorarium Classes

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

Office or Division:	Office of Management Information Systems (OMIS)				
Classification:	Complex				
T ype of	G2G - Government to Government				
Transaction:					
Who may avail:	All Faculty and College Clerks				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CU R E	
Accomplished and Duly Signed Tagging of Honorarium Form TSU-MIS-SF-20 (1 Original Copy)		download a (https://ww	lanagement Informat at w.tsu.edu.ph/med nonorarium-list.doo	ia/fumlljez/tsu-	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at miso@tsu.edu.p	1.1 Receives and verifies the submitted form. Note: If with incomplete detail/s return the form and inform the missing detail/s.	None	3 minutes	Clerk Office of Management Information Systems	
<u>h</u> .	1.2 Processes the tagging or untagging of honorarium class.	None	3 working days	Clerk Office of Management Information Systems	
2. Receive notification update on the request.	2.1 Notifies the client once the request has been finished via Phone Call, Messenger or MS Teams.	None	2 minutes	Clerk Office of Management Information Systems	
	TOTAL:	None	3 Working D ays & 5 M inu t es		

^{*} The total turnaround time considers the volume of the requests and internet connectivity issues, and is accountable for (1) requester only.



6. Processing or Request to Transfer Students

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

Office or D ivision:	Office of Management Information Systems (OMIS)			
Classification:	Complex			
Type of	G2G - Government to	Governmen	nt	
Transaction:				
Who may avail:	All Faculty and Colleg	e Clerks		
	REQUIREMENTS		WHERE TO SEC	
	Duly Signed Transfer		_	nation Systems or
of Students Form	15U-MIS-SF-38	download a		0 / 11 / 10 0 E b 20 0 / 10 / 1
(1 Original Copy)			<u>v.tsu.edu.ph/medi</u> equest-to-transfer	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at miso@tsu.edu.ph.	1.1 Receives and verifies the submitted form. Note: If with incomplete detail/s return the form and inform the missing detail/s. 1.2 Processes the transfer of students.	None	3 minutes 3 working days	Clerk Office of Management Information Systems Clerk Office of Management
				Information Systems
2. Receive notification update on the request.	2. Notifies the client once the request has been finished via Phone Call, Messenger, or MS Teams.	None	2 minutes	Clerk Office of Management Information Systems
	TOTAL:	None	3 Wo r king D ays & 5 M inu t es	

^{*} The total turnaround time considers the volume of the requests and internet connectivity issues, and is accountable for (1) requester only.



Hardware Maintenance Unit Internal Services



1. Processing of Request to Repair an ICT Equipment

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

Office or D ivision:	Office of Management Information Systems - Hardware			
Classifica t ion:	Maintenance Unit (C Simple	JIVIIS-HIVIU)		
Type of	G2C - Government	to Citizen		
Tr ansac t ion:	G2G - Government		ent	
Who may avail:	All TSU Employees	and Student	t Organizations	
	F REQUIREMENTS WHERE TO SECURE			
Accomplished Telegraph Request Form (1)		Office of M	anagement Inform	nation Systems
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of	1.1 Proceeds to the client's office to assess the problem encountered with the equipment.	None	10 minutes	Hardware Technician Hardware Maintenance Unit
Management Information Systems Clerk via phone call (#550) regarding the problem encountered on the hardware.	1.2 Performs the necessary actions or troubleshooting.	None	1 working day	Hardware Technician Hardware Maintenance Unit
2. Fill up Technical Service Request Form to be provided by the Hardware Technician and submit the accomplished form.	2. Provides the Technical Service Request Form and secures after the client finished filling it out.	None	3 minutes	Hardware Technician Hardware Maintenance Unit
	TOTAL:	None	1 Working D ay & 13 M inu t es	



2. Process for Inspection of Condemn ICT Equipment

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

Office or D ivision:	Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple			
Type of	G2G - Government to	Government		
Transaction:				
Who may avail:	All Permanent Employ	ees		
CHECKLIST OF	F REQUIREMENTS		WHERE TO SEC	U R E
1. Accomplished IC				ation Systems
Inspection Form				
	and 1 Duplicate Copy)			
	/ledgement Receipt	Supply and	Property Manage	ment Unit
(1 Original Copy	and 1 Duplicate Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Office of Management Information Systems via phone call (dial 550) to request the technical inspection officer for the inspection of the ICT device.	Assesses the ICT device based on the Property Acknowledgement Receipt.	None	4 hours	Inspection Officer Office of Management Information Systems
2. Sign the ICT Equipment Inspection Form.	2. Presents the ICT Equipment Inspection Form to the client to be signed by the accountable personnel.	None	5 minutes	Inspection Officer Office of Management Information Systems
3. Present the ICT Equipment Inspection Form to the Supply & Property Management Unit (SPMU).	3. Coordinates with the Supply & Property Management Unit (SPMU) for validation of the inspection.	None	5 minutes	Inspection Officer Office of Management Information Systems Staff Supply and Property Management Unit
	TOTAL:	None	4 Hours & 10 M inutes	2



3. Process for Inspection of New ICT Equipment

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

Office o r D ivision:	Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)				
Classification:	Simple				
Type of Transaction:	G2G - Government to	G2G - Government to Government			
Who may avail:	Supply and Property Management Unit				
CHECKLIS T OF I			WHERE TO SEC	:U R E	
Accomplished Insp Acceptance Report (1 Original Copy)	Form	The client w	vill provide		
Accomplished Req Form (1 Original Co	•				
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSIN G TIME	PERSON RESPONSIBL E	
Request inspection of new ICT devices from the inspection officer.	Proceeds with the inspection of the equipment.	None	1 hour	Inspection Officer Office of Management Information Systems	
2. Present the Request for Inspection form and Inspection, and Acceptance Report to the inspection officer for filling out.	2. Fills out the Request for Inspection form and signs the Inspection and Acceptance Report.	None	10 minutes	Inspection Officer Office of Management Information Systems	
	TOTAL:	None	1 Hou r & 10 M inu t es		



4. Process for Requesting of Preventive Maintenance for Desktop Computer Units

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

Office or D ivision:	Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple			
Type of	G2G - Government to Government			
Transaction:				
Who may avail:	All TSU Employees			
	LIST OF REQUIREMENTS WHERE TO SECURE			
Accomplished Tec Request Form (1)		Office of Ma	anagement Inform	ation Systems
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Technical Service Request Form to the Hardware	1.1 Notifies client/s for the scheduled computer preventive maintenance.	None	5 minutes	Hardware Technician Hardware Maintenance Unit
Maintenance Unit.	1.2 Proceeds to the client/s office.	None	2 hours	Hardware Technician Hardware Maintenance Unit
2. Fill up the Technical Service Request Form	2. Gets the signed form.	None	5 minutes	Hardware Technician Hardware Maintenance Unit
	TOTAL:	None	2 Hou r s & 10 M inu t es	



5. Process for Software Installation

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

Office o r D ivision:	Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)				
Classification:	Simple				
Type of	G2C - Government	to Citizen			
Transaction:	G2G - Government	to Governm	ent		
Who may avail:	All TSU Employees and Student Organizations				
	F REQUIREMENTS WHERE TO SECURE				
1. Accomplished ICT Form <i>TSU-MIS-S</i> (1 Original Copy)			Office of Management Information Systems of download at https://www.tsu.edu.ph/media/1b3ic2ar/76-ictdevice-inspection-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
Call the Office of Management Information Systems via phone call (dial	1.1 Proceeds to the client's office and perform the software installation.	None	5 minutes	Hardware Technician Hardware Maintenance Unit	
550) regarding the request for software installation.	1.2 Downloads necessary installation files and install the software	None	1 hour	Hardware Technician Hardware Maintenance Unit	
2. Fill up Technical Service Request Form.	2. Gets the form from the client.	None	3 minutes	Hardware Technician Hardware Maintenance Unit	
	TOTAL:	None	1 Hou r & 8 M inu t es		



6. Processing of Request for Technical Assistance

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

Office or D ivision:	Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple	JIVIIO-HIVIO)		
Type of	G2G - Government	to Governme	ent	
Transaction:				
Who may avail:	All TSU Employees	and Student		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Accomplished Tea Request Form (1)		Office of M	anagement Inform	nation Systems
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of	1.1 Receives and acknowledges the call of the client requesting technical assistance.	None	3 minutes	Personnel Hardware Maintenance Unit
Management Information Systems Clerk via phone call (#127) regarding the needed technical assistance.	1.2 Proceeds to the client's office or college and performs the needed technical assistance.	None	1 working day	Personnel Hardware Maintenance Unit
2. Fill up Technical Service Request Form to be provided by the OMIS-HMU Personnel and submit the accomplished form.	2. Provides the Technical Service Request Form and secures it after the client submits it.	None	3 minutes	Personnel Hardware Maintenance Unit
	TOTAL:	None	1 Working D ay & 6 M inu t es	



Network Unit

Internal Services



1. Process for Wi-Fi Access Registration

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

Office or D ivision:	Office of Management Information Systems – Network Unit				
Olegaification	(OMIS-NU)				
Classification:	Simple	ha Citiman			
Type of	G2C - Government to		n.m.t		
Transaction:	G2G - Government				
Who may avail: CHECKLIST OF	All TSU Employees and Students REQUIREMENTS WHERE TO SECURE			CLIDE	
1. Accomplished Wi-l		Office of M			
Registration Form		Office of M	anagement Inform	iation Systems	
		FEES TO	P R OCESSING	PE R SON	
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE	
1. Get Wi-Fi Access	1. Provides the	None	3 minutes	Network	
Registration	Wi-Fi Access			Technician	
Form and fill out	Registration			Network Unit	
properly.	Form.				
2. Submits filled out	2. Registers the	None	5 minutes	Network	
form to Network	equipment if client			Technician	
Unit Staff.	is an employee. If			Network Unit	
	the client is a				
	student, gives an access voucher				
	instead.				
3. Once the device	3. Notifies the client	None	3 minutes	Network	
is registered,	that they are	110110		Technician	
they will have	already registered			Network Unit	
access to the	and/or guide them				
university's Wi-Fi	to login on the				
facilities. For	captive portal.				
students, they	•				
will use their					
received voucher					
as an access to					
the captive portal					
page to use the					
university's Wi-Fi					
facilities.	TOTAL	NIa	44 84:4		
	TOTAL: None 11 Minutes				



2. Process for Creation of Domain Account

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

Office o r D ivision:	Office of Management Information Systems – Network Unit (OMIS-NU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF I	REQUIREMENTS WHERE TO SECURE			
	Accomplished Request to Create/ Reset Domain User Account Form		anagement Inforn	nation Systems
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Request to Create / Reset User Account Form and fill out properly.	2. Provides Request to Create/Reset User Account Form to client.	None	3 minutes	Staff Network Unit
2. Give filled out form to Network Unit Staff.	2.1 Creates the Domain Accounts.	None	5 minutes	Staff Network Unit
	2.2 After an account is created, gives the user credentials needed to log into the TSU Network.	None	3 minutes	Staff Network Unit
	TOTAL:	None	11 M inu t es	



3. Process for Resetting of TSU Systems/Network Accounts

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

Office o r D ivision:	Office of Management Information Systems – Network Unit (OMIS-NU)			
Classification:	Simple			
Type of	G2G - Government to	o Governme	nt	
Transaction:				
Who may avail:	All TSU Employees			
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	CURE
1. Accomplished Requ Domain User Accou (1 Original Copy)		Office of M	anagement Inform	nation Systems
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
Get Request to Create / Reset User Account Form and fill out properly.	Provides Request to Create / Reset User Account Form to clients.	None	3 minutes	Staff Network Unit
2. Submit filled out form to Network Unit Staff.	2.1 Resets the domain account of the client.	None	10 minutes	Staff Network Unit
	2.2 After the account is reset, gives the user credentials needed to be able to log in to the TSU Network.	None	3 minutes	Staff Network Unit
	TOTAL:	None	16 M inu t es	



4. Process for Unblocking of Websites

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

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



5. Process for Wi-Fi Setup/Deployment

Office or **D**ivision:

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

Office of Management Information Systems - Network Unit

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



			Hardware
			Maintenance
			Unit
		4 Wo r king	
TOTAL:	None	D ays, 3 Hou r s	
		& 3 M inu t es	



6. Process for Granting Virtual Private Network (VPN) Access

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

	Office of Management Information Systems – Network Unit (OMIS-NU) Simple G2G - Government to Government All TSU Employees F REQUIREMENTS TM (1 Original Copy) Office of Management Information Systems or download at https://www.tsu.edu.ph/media/3oknimg1/tsu-			
			pn-access-form.d	
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE
Acquire or download VPN Access Form from the office or website.	Provides VPN Access Form to the client.	None	3 minutes	<i>Network</i> <i>Technician</i> Network Unit
2. Fill in the necessary details on the form.	2. Helps the client for any clarification regarding the form.	None	2 working days	<i>Network</i> <i>Technician</i> Network Unit
3. Return the form to the office for submission.	3. Receives the form from the client and checks if the form is duly filled-up	None	3 minutes	<i>Network</i> <i>Technician</i> Network Unit
4. Bring the computer machine for the installation of VPN software.	4. Installs the VPN software to the client's machine and provide orientation in using the software.	None	1 hour	Network Technician Network Unit
	TOTAL:	None	2 Wo r king D ays, 1 Hour & 6 M inu t es	



7. Processing of Request for Cabling of New Network Connection

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

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



Software Development Unit Internal Services



1. Process for Biometrics Registration

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

Office or D ivision:	Office of Management Information Systems - Software				
Classification:	Development Unit (OMIS-SDU) Simple				
Type of	G2C - Government to Citizen				
Tr ansac t ion:		G2G - Government to Government			
Who may avail:	All TSU Employees,	Student Ath	nletes, and Studer	nt Trainees	
	(at TSU Hotel)				
	REQUIREMENTS		WHE R E T O SEC		
1. Biometrics Regist (1 Original Copy)	ration Log	Office of Management Information Systems			
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
Get the Biometrics Registration Log and fill it out properly.	Provides the Biometrics Registration Log to the client.	None	3 minutes	Staff Software Development Unit	
2. Give the filled- out log to the Software Development	2.1 Receives the Biometrics Registration Log from the client.	None	3 minutes	Staff Software Development Unit	
Unit.	2.2 Registers the fingerprint to the biometrics device.	None	10 minutes	Staff Software Development Unit	
3. Checks if biometrics is successfully registered. Note: If unsuccessfully registered, proceed to Office of	3. Instructs the client to check the biometrics registration.	None	2 minutes	Staff Software Development Unit	
Management Information System.					
	TOTAL:	None	18 M inu t es		



2. Process for Blocking and Unblocking of RFID Cards

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

Office or D ivision:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)	
Classification:	Simple	
Type of	G2C - Government to Citizen	
Transaction:	G2G – Government to Government	
Who may avail:	All TSU Employees and Students	

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

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



3. Process for Creation and Updating of Website/Webpage

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

Office or Division: Office of Management Information Systems - Software Development

Office of Division.	Unit (OMIS-SDU)				
Classification:	Highly Technical				
Type of	G2G – Government to Government				
Transaction:					
Who may avail:	All TSU Employees				
		REQUIREMENTS WHERE TO SECURE			
1. Accomplished Red	•		lanagement Inform	nation Systems or	
Webpage Update		download a		a / la la a O all / ta	
TSU-MIS-SF-01 (1	Original Copy)	https://www.tsu.edu.ph/media/yubbg2dl/tsu-mis-sf-01-request-website-update-form.docx			
		11113-31-01-1	equest-website-up	date-form.docx	
		FEES TO	P R OCESSING	PE R SON	
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE	
1 Cot the Deguest	1. Provides the	None	3 minutes	Clerk	
1. Get the Request for website /	website/webpage	None	3 minutes	Office of	
webpage update	update form to the			Management	
form and fill it out	client.			Information	
properly.				Systems	
				or	
				Staff	
				Software	
				Development Unit	
2. Give the filled-	2.1 Receives and	None	3 minutes	Staff	
out form to the	checks the			Software	
Software Unit	website /			Development	
staff including all	webpage update			Unit	
the information to	form and the				
be	information to be				
updated/posted on the website. It	posted from the client.				
can be sent thru	2.2 Creates or	None	7 working days	Staff	
email or MS	updates the		1 19 1119	Software	
Teams via	Website /			Development	
miso@tsu.edu.ph	Webpage.			Unit	
3. Receives	3. Notifies the client	None	3 minutes	Staff	
notification once	once done.			Software	
the creation or				Development	
updating is done.				Unit	
	T OTAL.	None	7 Wo r king		
	TOTAL:	None	D ays & 9 M inu t es		
L			IVIIII U LES		

^{*}The total turnaround time varies depending on the website/webpage being created or updated.



4. Process for Development of New Systems/Programs

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

Office or D ivision:	Office of Management Information Systems - Software				
Classifica t ion:	Development Unit (OMIS-SDU) Highly Technical				
Type of	<u> </u>	G2G – Government to Government			
Tr ansac t ion:	OLO GOVOITIMONO	G2G = Government to Government			
Who may avail:	All TSU Employees				
	REQUIREMENTS				
Accomplished System / Program Maintenance and Development Form (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/jdehiaui/tsu-mis-sf-02-system-program-maintenance-and-devt-form.docx			
User Evaluation (1 Original Copy)	and Feedback Form	Office of M	lanagement Inform		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Get the System/Progra m Maintenance and Development Form and fill it out properly. 2. Give the filled-	2. Provides the System/Program Maintenance and Development Form to the client. 2.1 Receives and	None	3 minutes	Clerk Office of Management Information Systems or Staff Software Development Unit Staff	
out form to the Software Unit staff.	checks the form for approval of the MISO Head. And notifies the client if the request is approved. 2.2 Approves or	None	1 hour	Software Development Unit Unit Head	
	disapproves the request.	None		Office of Management Information Systems	
3. Receive notification on the status of request.	3.1 Notifies client on the status of request.	None	3 minutes	Staff Software Development Unit	
	3.2 Performs privacy impact assessment.	None	2 working days	Staff Software Development Unit	
	3.3 Proceeds with the system development.	None	180 working days	Staff Software Development Unit	
4. Answer the	4. Provides the User	None	1 working day	Staff	



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



5. Process for Report Generation

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

Office o r D ivision		Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Highly Technical				
Type of	G2G – Governmen	ent to Government			
Transaction:					
Who may avail:	All TSU Employees				
	F REQUIREMENTS	WHERE TO SECURE			
•	Request for Data Form		Office of Management Information Systems,		
I SU-MIS-SF-11	1 (1 Original Copy)		Microsoft Forms or download at https://www.tsu.edu.ph/media/1gimolvp/tsu-		
			v.tsu.edu.pn/medi equest-for-data-fo		
		FEES TO	PROCESSING	PE R SON	
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE	
1. Get the	1. Provides the form /	None	3 minutes	Clerk	
Request for	MS Form link to			Office of	
data form or	the client.			Management	
the MS Form				Information	
link and fill it out properly.				Systems <i>or</i>	
out property.				Staff	
				Software	
				Development	
				Unit	
2. Give the	2. Receives and	None	3 minutes	Staff	
filled-out form	checks the filled-			Software	
to the	out form from the			Development	
Software Unit staff or submit	client or open their response on MS			Unit	
the MS Form	Form.				
3. Receives the	3. Provides the	None	7 working days	Staff	
requested	requested data			Software	
data.	personally if face			Development	
	to face or thru MS			Unit	
	teams / email if				
	online transaction.		7 Wo r king		
TOTAL:		None	Days & 6		
	101/12.	110110	M inu t es		

^{*}The total turnaround time varies depending on the report being requested by the client.



6. Processing of Request for Technical Assistance

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

Office or D ivisio	J	ffice of Management Information Systems - Software evelopment Unit (OMIS-SDU)			
Classification:	Highly Technical				
Type of		G2G – Government to Government			
Tr ansac t ion:	GZG GOVOITIIIIOII	it to Covoiiii	Hom		
Who may avail:	All TSU Employees	 S			
	F REQUIREMENTS		WHERE TO SE	CU R E	
1. Accomplished	Request for Technical	Office of M	lanagement Inform	nation Systems,	
Assistance For			Forms or download		
TSU-MIS-SF-8	4 (1 Original Copy)		<u>w.tsu.edu.ph/medi</u>		
			r-technical-assista		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fo r Walk-In:	1. Fo r Walk-In:	None	3 minutes	Staff	
Proceed to	Provide copy of the			Software	
Office of	Request for			Development	
Management Information	Technical Assistance form to			Unit	
Systems and	the client.				
request for					
data form and	Fo r Online:				
properly fill out	Send the link of the				
the required information.	MS Form to the client.				
imormation.	Ciletti.				
For Online:					
Send request					
for the					
Microsoft form link to receive					
the form					
and provide					
the needed					
information. 2. Give the filled-	2. Receives and	NI	0	04.55	
out form to the	checks the filled-out	None	3 minutes	Staff Software	
Software Unit	form or open their			Development	
staff or submit	response on MS			Unit	
the MS Form.	Form.				
3. Receive a notification if	Addresses the request of the client.	None	7 working days	Staff	
there are	If there are any			Software	
clarifications	questions regarding			Development Unit	
with the	the request, the			Offic	
request and	SDU Personnel will				
provide more information if	use MS Teams to communicate with				
needed.	the client. And notify				
	the client if there are				
	clarifications with the				
4 Desert	request.	N.I.	0	0, "	
Receive a notification if	4. Notifies the client via phone call or MS	None	3 minutes	Staff	
the request	Teams that the				
tilo roquost	roamo marmo	L	l .		



has been addressed.	request has been addressed.			Software Development Unit
	TOTAL:	None	7 Working D ays & 9 M inu t es	

^{*}The total turnaround time varies depending on the report being requested by the client.



Office of Alumni Affai**r**s

External Services



1. Processing of Request for Alumni ID Numbers

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

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

Office or D ivision:	Office of Alumni Affa	airs (OAA)			
Classification:	Simple				
Type of	G2C - Government	to Citizen			
Transaction:					
Who may avail:	TSU Alumni	ı	. W. JEDE E O OE		
	REQUIREMENTS	Office of A	WHERE TO SEC		
1. Accomplished Request for Alumni Form TSU-AAO-SF-04		Office of Alumni Affairs or download at https://www.tsu.edu.ph/media/5zudnw1p/requ			
(1 Original Copy)	F-0 4	est-for-alur		a/52uuriw ip/requ	
, , ,		FEES TO	PROCESSING	PE R SON	
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE	
1. For Face-to-	1.1 For Face-to-	None	5 minutes	Staff-in-Charge Office of Alumni	
Face Tr ansaction:	Face Tr ansac t ion:			Affairs	
Submit the	Receives			Allalis	
accomplished	submitted				
Request for	request form.				
Alumni ID Form	'				
to Office of	Fo r Online				
Alumni Affairs.	Tr ansac t ion:				
	Downloads the				
For Online	form.				
Transaction: Send	1.2 Verifies the	None	2 working days		
accomplished	identity thru the Alumni Database				
Request for	and inputs the				
Alumni ID Form	Alumni Number.				
via email to	7.1.3.11.11.1.13.11.23.11				
tsualumniassocia					
tion@gmail.com.					
2. For Face-to-	2. Releases Alumni	None	10 minutes	Staff-in-Charge	
Face	Number (via			Office of Alumni	
Transaction:	email for online			Affairs	
Receive Alumni Number written	and hard copy for face-to-face				
in paper.	transaction) and				
πι ραρει.	informs the client				
Fo r Online	to proceed to				
Transaction:	Business Affairs				
Receive Alumni	and Auxiliary				
Number thru	Services Office				
email	at the 2 nd Floor				
	and present the				
	accomplished				
	Alumni Form for				
	the Processing				
	of Alumni ID.				



TOTAL:	None	2 Wo r king D ays & 15 M inu t es	
--------	------	---	--



Office of the Vice President for Administration Internal Services



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

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

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



endorsement logbook.			
TOTAL:	None	2 Wo r king D ays, 1 Hou r & 6 M inu t es	

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



2. Processing of Inter-Office Communication and Transactions

This allows for the processing of inter-office communications and transactions such as letter requests, purchase request, work order, job order, payroll, request to serve meals and Individual Performance Commitment and Review (IPCR) / Department Performance Commitment and Review (OPCR).

Office or	Office of the Vice Presid	ent for Admi	inistration (OVPA)	
D ivision: Classifica t ion:	Simple			
Type of	-			
Transaction:	G2G – Government to G	Sovernment		
	TSU Colleges, Offices a	nd Units		
	OF REQUIREMENTS		WHE R E TO SEC	CU R E
A. FOR REQUES		T		
1. Letter (3 Origin	al Copies)	The client v	will provide	
B. FOR PURCHA	SE REQUEST			
1. Approved Lette	er (1 Original Copy)	The client v	will provide	
2. Approved Proje Management P				
(1 Photocopy) C. FOR WORK O	DDED			
	er (1 Original Copy)	The client	will provide	
- ' '		The client v	wiii provide	
2. Approved Projet Management P				
(1 Photocopy)				
	hase Request (PR) and			
(4 Original Cop	I Issue Slip (RIS)			
D. FOR JOB ORI				
	er (1 Original Copy)	The client	will provide	
E. FOR PAYROL	· • • • • • • • • • • • • • • • • • • •	The state of the s		
1. Approved Lette	er (1 Original Copy)	The client	will provide	
2. Approved Proje	(- The energy will provide		
Management P				
(1 Photocopy)	,			
	hase Request (PR) and			
Requisition and (4 Original Cop	I Issue Slip (RIS)			
	T TO SERVE MEALS	<u> </u>		
1. Notice of Meeti		The client	will provide	
		FEES TO	PROCESSING	PE R SON
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE
1. Submit the	1.1 Receives and	None	5 minutes	Staff
requirements	reviews the			Office of the
to the Office of the Vice	contents of the document/s (e.g.,			Vice President for
President for	Letter, Purchase			Administration
Administration.	Request, Work			



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

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



Accounting Unit

External Services



1. Processing for Assessment of Fees for Other Payors

1.2 Assesses

2. Prints and

releases

2. Receive

Slip.

Assessment

particular fee/s.

assessment slip.

TOTAL:

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

transactions.				
Office o r	Accounting Unit (AU)			
D ivision:				
Classification:	Simple			
Type of	G2C – Government to			
Tr ansac t ion:	G2G – Government to			
Who may avail	G2B – Government to Business Entity/ies All			
Who may avail:			WUEDE TO CE	CURE
	REQUIREMENTS	T1 !! (WHERE TO SE	CURE
1. Seminar/Trainin (1 Duplicate Co	g Fees (Research) ppv)	The client	wiii proviae	
	Documents/Others			
	nt Slip/ Information			
(1 Duplicate Co	•			
3. Transfer of fund	S			
Disbursement	Voucher			
(1 Duplicate Co	ору)			
4. Assessment of o	consultation fees			
(Research)				
TSU-URO-SF-7	72 (1 Original Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the	1.1 Opens the	None	1 minute	Staff
requirement	TSU's System for			Accounting Unit
needed for the	Assessment:			
particular	checks if there's			
transaction at	already an			
the Accounting	account. Creates			
Unit.	an account if the			
	client is no account			
	(as needed).			

None

None

None

2 minutes

2 minutes

5 Minutes

Staff
Accounting Unit

Staff

Accounting Unit



Accounting Unit

Internal Services



Accounting Unit

Staff
Accounting Unit

1. Processing for Assessment of Fees for Other Payors

particular fee/s.

assessment slip.

TOTAL:

2. Prints and

releases

2. Receive

Slip.

Assessment

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

transactions.				
Office or D ivision:	Accounting Unit (AU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	All		•	
CHECKLIST OF	REQUIREMENTS		WHE R E T O SE	CU R E
1. Seminar/Trainin (1 Duplicate Co 2. Sale of Bidding Pre-Assessmen (1 Duplicate Co 3. Transfer of fund Disbursement (1 Duplicate Co 4. Assessment of (Research)	g Fees (Research) ppy) Documents/Others nt Slip/ Information ppy) s Voucher ppy)	The client v		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction at the Accounting Unit.	1.1 Opens the TSU's System for Assessment: checks if there's already an account. Creates an account if the client is no account (as needed).	None	1 minute	Staff Accounting Unit
	1.2 Assesses	None	2 minutes	Staff

None

None

2 minutes

5 Minutes



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

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

Office or	Accounting Unit (AU)			
D ivision: Classifica t ion:	Compley			
Type of	Complex			
Transaction:	G2C – Government to) Citizen		
Who may avail:	Qualified TSU Studen	ts		
CHECKLIS T OF	REQUIREMENTS		WHE R E T O SE	CU R E
A. FOR REFUND O	F TUITION AN d othe	1		
1. Official Receipt (1	Original Copy)	The client	will provide	
2. Certificate of Reg	istration			
(1 Original Copy)				
3. Accomplished Dro (1 Original Copy)	opping Form			
4. Official Receipt of	Revision Fee			
(1 Original Copy)				
5. Client's Contact Details / Number				
B. FOR REFUND O	F OVE R PAY M ENT AN	ID OTHER	CREDIT	
1. Official Receipt (1	Duplicate Copy)	The client	will provide	
2. Certificate of Reg	istration			
(1 Duplicate Copy				
3. Document / Lette				
4. Client's Contact D	t/s (1 Duplicate Copy) Details/ Number			
		217		
1. Student ID (1 Orig	F BREAKAGE DEPOS	The client will provide		
2. Client's Contact D		The client will provide		
Z. Chefit's Contact L				
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. For Online	1.1.1 For Online	None	1 working day	Staff
Request:	Request:			Accounting Unit
Send an e-mail at	Receives the email/ request,			
acctg@tsu.edu.	open Student			
ph regarding the	Account in the			
request and	TSU Enrolment			
attach complete	System to check			
requirements.	and verify account balance/ payments			
	if eligible for			
	refund, and prints			
	the complete			
	requirements			
	received from the			
	client.			



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

^{*} FOR ONLINE REQUEST, all requirements shall be in PDF or JPEG Format

^{*} **REFUND** is applicable when dropping the entire course **within the first month** after enrolment. 1st week – 80% Refund; 2nd to 4th week – 50% Refund



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

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

Office or D ivision:	Accounting Unit (AU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to	Citizen		
Who may avail:	TSU Students			
CHECKLIS T OF	REQUIREMENTS		WHERE TO SEC	CURE
A. FOR ONLINE RE	QUEST			
None None				
B. FOR WALK-IN:				
Printed Pre-Assessment / Pre- Registration Form or TSU Identification Card (1 Original Copy)		The client v	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. For Online Request: Send an E-mail at acctg@tsu.edu.p h with the following details: Name of	1.1.1 For Online Request: Checks e-mail from time to time and receive the request.	None	1 working day	Staff Accounting Unit
Student: Student Number: Course: E-mail Address: State the purpose whether to verify account balance or request for re- assessment / adjustment of fees' schedule of payment.	1.1.2 For Walk-In: Receives submitted requirements and opens Student Account in the TSU Enrolment System.	None	1 minute	Staff Accounting Unit



	1		T	
For Walk-In application: Present the Pre-Assessment / Pre-registration form or ID to the Accounting Office.	1.2.1 For Online Request: Opens Student Account in TSU Enrolment System, checks account balance and reviews for possible reassessment/ adjustment of fees as requested in accordance with the University Policy.	None	5 minutes	Staff Accounting Unit
	1.2.2 For Walk-In: Checks account balance and reviews for possible reassessment/ adjustment of fees in accordance with the University policy.	None	3 minutes	Staff Accounting Unit
2. For Online Request: Check e-mail for response to request / verification.	2.1 For Online Request: Responds to Student's Request verification thru e-mail.	None	5 minutes	Staff Accounting Unit
Fo r Walk-In: Receive response to request.	2.2 Fo r Walk-In: Responds to students' request.	None	1 minute	
٦	FOTAL FOR ONLINE:	None	1 Wo r king D ay & 10 M inu t es	
TO	OTAL FOR WALK-IN:		5 M inu t es	



Cashiering Unit

External Services



1. Process for Claiming of Checks

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

Office or D ivision:	Cashiering Unit - Disbu	ursement (C	U)	
Classification:	Simple			
Type of Transaction:	G2C - Government to G2B – Government to G2G - Government to	Business Er	•	
Who may avail:	All			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
1. One (1) Valid ID	(1 Original Copy)	The client	will provide	
2. For Authorized	l Representative			
a. Authorization	n or Special Power of			
Attorney (SPA)	- (1 Original Copy)			
b. One (1) Valid	d ID of Representative			
	d ID of Payee with			
	imen Signature			
(1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid	1. Checks the	None	5 minutes	Releasing
ID. If	completeness of			Officer
transacting as	requirements.			Cashiering Unit
authorized				
representative,	Note: If			
present the	requirements are			
needed	lacking, terminate			
requirements.	transaction and			
	inform the client of			
O Jaqua an	the lacking. 2. Verifies the	None	5 minutes	Dologoina
2. Issue an Official	issued Official	None	5 minutes	Releasing Officer
Receipt.	Receipt.			Cashiering Unit
3. Sign on the	3. Requests for	None	5 minutes	Releasing
Disbursement	client's signature	IVOIC	o minutes	Officer
Voucher.	on the			Cashiering Unit
Voderion	Disbursement			Guornomig Grin
	Voucher.			
4. Claim check	4. Releases the	None	5 minutes	Releasing
and tax	check and tax			Officer
certificate for	certificate, if any.			Cashiering Unit
suppliers.				

TOTAL:

None

20 Minutes



2. Processing of Cash Payment for Outstanding Balances

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

Office o r D ivision:	Cashiering Unit- Collection (CU)			
Classification:	Simple			
Type of T r ansac t ion:	G2C - Government to Citizen			
Who may avail:	Existing TSU Students and Alumni			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CU R E
Assessment Slip	(1 Original Copy)	Registrar Accountin	Office or Business g Office	s Center or
2. Valid TSU ID (1 C	riginal Copy)	The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Assessment Slip and TSU ID to the Cashiering	1.1 Receives the submitted requirements.	None	1 minute	Collecting Staff Cashiering Unit
Unit.	1.2 Encodes the necessary data to the computerized Collection System.	None	1 minute	Collecting Staff Cashiering Unit
2. Pay the necessary amount.	2. Accepts legal tender currencies.	Outstan ding Balance	1 minute	Collecting Staff Cashiering Unit
3. Receive Official Receipt (O.R.) from Collecting Officer	3. Issues the Official Receipt to the client.	None	1 minute	Collecting Officer Cashiering Unit
	TOTAL:	None	4 M inu t es	



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

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

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

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



4. Process of Signing Student Clearance

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

Office or D ivision:	Cashiering Unit - Collection (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF	F REQUIREMENTS WHERE TO SECURE			
Student Clearance (1 Original Copy)	e Form		Admission and Re	gistration
2. Valid TSU ID (1 C	Original Copy)	The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Student Clearance Form to the Cashiering Unit.	Verifies if the student has an outstanding balance.	None	1 minute	Collecting Staff Cashiering Unit
2. If With Outstanding Balance: Settle unpaid balance.	2. If With Outstanding Balance: Informs student of his / her outstanding balance/s, if any. If Without Outstanding Balance: Proceed to Agency Action No. 3.	Outstan ding balance	2 minutes	Collecting Staff Cashiering Unit
3. Receive duly signed Student Clearance.	3. Signs the Student Clearance after settling the outstanding balance, if any.	None	1 minute	Collecting Staff Cashiering Unit
	L FOR CLIENT WITH FANDING BALANCE:	Ou t stan d ing Balance	4 M inu t es	
	OR CLIENT WITHOUT FANDING BALANCE:	None	4 M inu t es	



Cashiering Unit

Internal Services



1. Process for Claiming of Checks

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

and oncore				
Office o r D ivision:	Cashiering Unit - Disbu	ursement (C	U)	
Classification:	Simple			
Type of Transaction:	G2C - Government to G2B – Government to G2G - Government to	Business Er	-	
Who may avail:	All			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				CU R E
1. One (1) Valid ID	(1 Original Copy)	The client	will provide	
Attorney (SPA) b. One (1) Valid c. One (1) Valid	I Representative on or Special Power of on (1 Original Copy) of ID of Representative of ID of Payee with otimen Signature			
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID. If transacting as authorized representative, present the needed requirements.	1. Checks the completeness of requirements. Note: If requirements are lacking, terminate transaction and inform the client of the lacking.	None	5 minutes	Releasing Officer Cashiering Unit
2. Issue an Official Receipt.	Verifies the issued Official Receipt.	None	5 minutes	Releasing Officer Cashiering Unit
3. Sign on the Disbursement Voucher.	3. Requests for client's signature on the Disbursement Voucher.	None	5 minutes	Releasing Officer Cashiering Unit
4. Claim check and tax certificate for suppliers.	4. Releases the check and tax certificate, if any.	None	5 minutes	Releasing Officer Cashiering Unit
	_	1		

TOTAL:

None

20 Minutes



2. Processing of Cash Payment for Outstanding Balances

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

Office o r D ivision:	Cashiering Unit- Collection (CU)			
Classification:	Simple			
Type of T r ansac t ion:	G2C - Government to Citizen			
Who may avail:	Existing TSU Students and Alumni			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CU R E
3. Assessment Slip	(1 Original Copy)	Registrar Accountin	Office or Business g Office	s Center or
4. Valid TSU ID (1 C	riginal Copy)	The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Assessment Slip and TSU ID to the Cashiering	1.1 Receives the submitted requirements.	None	1 minute	Collecting Staff Cashiering Unit
Unit.	1.2 Encodes the necessary data to the computerized Collection System.	None	1 minute	Collecting Staff Cashiering Unit
2. Pay the necessary amount.	2. Accepts legal tender currencies.	Outstan ding Balance	1 minute	Collecting Staff Cashiering Unit
3. Receive Official Receipt (O.R.) from Collecting Officer	3. Issues the Official Receipt to the client.	None	1 minute	Collecting Officer Cashiering Unit
	TOTAL:	None	4 M inu t es	



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

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

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

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



4. Process of Signing Student Clearance

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

Office o r D ivision:	Cashiering Unit - Collection (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
	REQUIREMENTS		WHE R E T O SE	CU R E
Student Clearance (1 Original Copy)	e Form	Office of A	Admission and Re	gistration
2. Valid TSU ID (1 C	Priginal Copy)		will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Student Clearance Form to the Cashiering Unit.	Verifies if the student has an outstanding balance.	None	1 minute	Collecting Staff Cashiering Unit
2. If With Outstanding Balance: Settle unpaid balance.	2. If With Outstanding Balance: Informs student of his / her outstanding balance/s, if any. If Without Outstanding Balance: Proceed to Agency Action No. 3.	Outstan ding balance	2 minutes	Collecting Staff Cashiering Unit
3. Receive duly signed Student Clearance.	3. Signs the Student Clearance after settling the outstanding balance, if any.	None	1 minute	Collecting Staff Cashiering Unit
_	L FO R CLIENT WITH FAN D ING BALANCE:	Outstan ding Balance	4 M inu t es	
	PR CLIENT WITHOUT FANDING BALANCE:	None	4 M inu t es	



Facilities Maintenance Unit External Services



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

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

Office o r D ivision:		Office of Facilities Development and Management – Facilities Maintenance Unit (OFDM – FMU)			
	Minor Repairs – Sim		/		
Classification:	Major Repairs – Hig	hly Technica			
	Job Outs – Highly Technical				
Type of	G2C- Government to	o Citizen			
Tr ansac t ion:	G2G- Government to	o Business E	intity/ies		
Hansaction.	G2G- Government to Government				
Who may avail:	TSU Employees, Stu	s, Students, Office Occupants, and Stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Accomplished and	Duly Signed	Facilities Ma	aintenance Unit or		
Accomplished and Request for Pre-Re	Duly Signed epair Inspection /	https://www	aintenance Unit or <u>/.tsu.edu.ph/media</u>	r download at <u>a/ackfvepa/sf-01-</u>	
Accomplished and Request for Pre-Re Repair and Other S	Duly Signed epair Inspection / Services	https://www	aintenance Unit or	r download at <u>a/ackfvepa/sf-01-</u>	
Accomplished and Request for Pre-Re	Duly Signed epair Inspection / Services	https://www	aintenance Unit or <u>/.tsu.edu.ph/media</u>	r download at <u>a/ackfvepa/sf-01-</u>	
Accomplished and Request for Pre-Re Repair and Other S	Duly Signed epair Inspection / Services 2 Original Copies)	https://www	aintenance Unit or .tsu.edu.ph/media for-pre-repair-rev-	r download at <u>a/ackfvepa/sf-01-</u>	
1. Accomplished and Request for Pre-Re Repair and Other States TSU-FMU-SF-01 (2. If there is no available (For Internal Client) 2. If there is no available (For Internal Client)	Duly Signed epair Inspection / Services 2 Original Copies) Ilable material/s, ents Only)	https://www 02-request-	aintenance Unit or .tsu.edu.ph/media for-pre-repair-rev-	r download at <u>a/ackfvepa/sf-01-</u>	
1. Accomplished and Request for Pre-Re Repair and Other Start TSU-FMU-SF-01 (2. If there is no avail (For Internal Client Request for Fundir)	Duly Signed epair Inspection / Services 2 Original Copies) ilable material/s, ents Only) ng through Letter	https://www 02-request-	aintenance Unit or .tsu.edu.ph/media for-pre-repair-rev-	r download at <u>a/ackfvepa/sf-01-</u>	
1. Accomplished and Request for Pre-Re Repair and Other States TSU-FMU-SF-01 (2. If there is no availation (For Internal Client Request for Funding addressed to the Universely services and the States (For Internal Client Request for Funding addressed to the Universely services (For Internal Client Request for Funding addressed to the Universely services (For Internal Client Request for Funding addressed to the Universely services (For Internal Client Request for Funding Addressed to the Universely services (For Internal Client Request for Funding Request for	Duly Signed epair Inspection / Services 2 Original Copies) Ilable material/s, ents Only)	https://www 02-request-	aintenance Unit or .tsu.edu.ph/media for-pre-repair-rev-	r download at <u>a/ackfvepa/sf-01-</u>	
1. Accomplished and Request for Pre-Re Repair and Other Start TSU-FMU-SF-01 (2. If there is no avail (For Internal Client Request for Fundir)	Duly Signed epair Inspection / Services 2 Original Copies) ilable material/s, ents Only) ng through Letter	https://www 02-request-	aintenance Unit or .tsu.edu.ph/media for-pre-repair-rev-	r download at <u>a/ackfvepa/sf-01-</u>	

CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Accomplished and Duly Signed requirement/s to the Facilities	1.1 Receives, records, and documents the submitted document.	None	2 minutes	Clerk Facilities Maintenance Unit
Maintenance Unit.	1.2 Forwards the submitted documents to the Unit Head.	None	3 minutes	Clerk Facilities Maintenance Unit
	1.3 Assigns Maintenance Staff to conduct a pre- repair inspection to determine the repair to be done.	None	30 minutes	Unit Head Facilities Maintenance Unit
	1.4 Conducts pre- repair inspection to determine the damage and materials needed.	None	1 hour	Maintenance Staff Facilities Maintenance Unit
Receives notification or e- mail for evaluation of	2.1 Discusses the final evaluation of the request for pre-repair.	None	15 minutes	Unit Head Facilities Maintenance Unit



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



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

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



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



Facilities Maintenance Unit Internal Services



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

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

Office or D ivision:	Office of Facilities Development and Management – Facilities				
	Maintenance Unit (OFDM – FMU)				
01 ''' ''	•	Minor Repairs – Simple			
Classification:	, .	Major Repairs – Highly Technical			
	Job Outs – Highly Technical				
Type of	G2C- Government to Citizen				
Transaction:	G2G- Government to Business Entity/ies				
	G2G- Government to Government				
Who may avail:	TSU Employees, Stu	Students, Office Occupants, and Stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Accomplished and Duly Signed		Facilities Maintenance Unit or download at			
Request for Pre-Repair Inspection /		https://www.tsu.edu.ph/media/ackfvepa/sf-01-			
Repair and Other Services		02-request-for-pre-repair-rev-02.docx			
TSU-FMU-SF-01					
2. If there is no available material/s,		The client will provide			
(For Internal Clients Only)		·			
Request for Funding through Letter					
addressed to the University President					
(1 Original Copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	

CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the	1.1 Receives,	None	2 minutes	Clerk
Accomplished	records, and			Facilities
and Duly Signed	documents the			Maintenance
requirement/s to	submitted			Unit
the Facilities	document.	.	0	01.1
Maintenance	1.2 Forwards the	None	3 minutes	Clerk
Unit.	submitted			Facilities
	documents to the			Maintenance
	Unit Head.	NI	00	Unit
	1.3 Assigns	None	30 minutes	Unit Head
	Maintenance Staff			Facilities
	to conduct a pre-			Maintenance
	repair inspection			Unit
	to determine the			
	repair to be done.	Nana	4 5 5	Maintanana
	1.4 Conducts pre-	None	1 hour	Maintenance
	repair inspection			Staff
	to determine the			Facilities
	damage and			Maintenance
O. Donnisson	materials needed.	Nana	45 mains sta -	Unit
2. Receives	2.1 Discusses the	None	15 minutes	Unit Head
notification or e-	final evaluation of			Facilities
mail for	the request for			Maintenance
evaluation of	pre-repair.			Unit



pre-repair request. Return Notice for Repair Form as notification to the request for repair. 2.2 Forwards the None 15 minutes Maintena Staff Facilitie Maintena Unit	
Repair Form as Facilities notification to the request for repair.	
notification to the request for repair. Maintena	•
request for repair. Unit	es
	ance
3. Receives the 3.1 If the materials None 30 minutes Clerk	<u> </u>
notification if are available: Facilitie	
there are Prepares Maintena	
	uiice
1	
materials or Issuance Slip	
none, or Return then, forwards to	
Notice of Repair the Supply and	
if the repair is Property	
for Job Out. Management Unit	
for Approval.	
Note: If the	
client receives For Job Out	
Notice of related work or	
Repair, submits No available Unit He	ad
the Request for material/s: Facilitie	
Funding through Prepares Return Maintena	ance
Letter Notice of Repair, Unit	
addressed to Purchase	
the University Request, and	
President to the Requisition and	
Office of the Issuance Slip or	
University Job Order.	
President for 3.2 If the materials None 20 minutes Maintena	nce
approval. are available: Staff	
Materials needed. Maintena	ince
Unit	
For Job Out	
Related Work or Clerk	(
No Available Facilitie	es
Material/s: Maintena	ance
Forwards the Unit	
approved Request	
approved request	
for Funding	
for Funding	
Purchase	
Purchase Request, and	
Purchase Request, and Requisition and	
Purchase Request, and Requisition and Issuance Slip or	
Purchase Request, and Requisition and Issuance Slip or Job Order to the	
Purchase Request, and Requisition and Issuance Slip or	
Purchase Request, and Requisition and Issuance Slip or Job Order to the	
Purchase Request, and Requisition and Issuance Slip or Job Order to the Procurement Office.	ance
Purchase Request, and Requisition and Issuance Slip or Job Order to the Procurement Office. 3.3 Conducts the None Minor Repair: Maintena	
Purchase Request, and Requisition and Issuance Slip or Job Order to the Procurement Office. 3.3 Conducts the repair. Thour Minor Repair: Amaintenation Staff	;
Purchase Request, and Requisition and Issuance Slip or Job Order to the Procurement Office. 3.3 Conducts the None Minor Repair: Maintena	es



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

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



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



Janitorial and Grounds Services Unit Internal Services



1. Processing of Request for Janitorial Services

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

Office or	Facilities Development and Management Office –Janitorial and					
Division:	Ground Services Unit (FDMO-JGSU)					
Classification:	Simple					
Type of Transaction:	G2C – Government to Citizen					
Who may avail:	G2G - Government to Government TSU Students and Personnel					
	REQUIREMENTS	rsonner	WHERE TO SE	CLIRE		
None	REGORTEMENTO	None	WHERE TO BE	OUNE		
	A OFNOV A OFIGNIO	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Send request for janitorial services via phone call (local number: 606-8158) or message csubiate@tsu.e du.ph.	1. Evaluates the request and sets schedule for the date and time of the manpower availability. Note: Manpower request will be subject for the approval by the Facilities Development and Management Office Director / Vice President for Administration and Finance because of paid overtime, if necessary.	None	20 minutes	Unit Head Janitorial and Ground Services Unit		
2. Receive notification and confirm the schedule of deployment.	2.1 Notifies client via phone call for the scheduled manpower request prior to the deployment of Janitorial and Ground Services Unit Personnel. 2.2 Proceeds with	None	15 minutes 15 minutes	Clerk or Unit Head Janitorial and Ground Services Unit Cleaning		
	the assigned task/s	140116	To minutes	Personnel Janitorial and Ground Services Unit		
	2.3 Segregates and disposes waste per offices and classrooms.	None	5 minutes	Cleaning Personnel Janitorial and Ground Services Unit		



	2.4 Transports all collected recyclable/ non-recyclable waste and hazardous waste to waste storage area.	None	20 minutes	Cleaning Personnel Janitorial and Ground Services Unit
3. Rate the quality of service rendered by filling out the Customer Satisfaction Form.	3. Instructs client to fill out Customer Satisfaction Form and files the records for the Accomplished task on the cleaning checklist.	None	15 minutes	Cleaning Personnel Janitorial and Ground Services Unit
	TOTAL:	None	1 Hour & 30 Minutes	



Business Affairs and Auxiliary Services Office

External Services



1. Processing of Request to Use the University Facilities

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

Office or Division		Auxiliary Se	ervices Office (BA	ASO)	
Classification:	Simple				
Type of	G2C – Governme				
Transaction:	G2G - Governmer				
	Student Organiza		-	ersity	
Who may avail:	Offices and Units		rsity		
	Government Ager				
CHECKI IST O	Non-Government F REQUIREMENTS	Organization	WHERE TO SE	CLIDE	
1. Request Letter	,	The client v		CORL	
I -	dent (1 Original Copy)	THE CHEFT	wiii provide		
2. Endorsement fr		Office of th	e University Presi	dent	
President (1 Du	_		o offiversity i resi	dont	
ì		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Present the	1.1 Receives and	None	2 minutes	Clerk	
Request letter	verifies the			Business Affairs	
approved by	documents			and Auxiliary	
the TSU	presented.			Services Office	
President or	1.2 Checks the	None	3 minutes	Clerk	
Endorsement	availability of the			Business Affairs	
from the TSU	facility requested			and Auxiliary	
President and	and prepares the			Services Office	
request for the	Application Form				
assessment for the rental if	and Assessment of				
any.	Fees (if rental is applicable).				
2. Proceed to the	2. Receives and	Rental	5 minutes	Staff	
cashier for	processes the	Fees	o minutos	Cashiering Unit	
payment.	payment.	may vary			
' '					
		(See			
		rental			
		matrix			
		below)			
3. Submit the	3.1 Receives the	None	1 minute	Clerk	
signed	signed Application			Business Affairs	
Application	Form and Official			and Auxiliary	
Form and	Receipt. 3.2 Records the	None	1 minute	Services Office Clerk	
present Official	transaction in the	INOTIE	i iiiiiiule	Business Affairs	
Receipt.	LogBook.			and Auxiliary	
1 (000)pt.	Logbook.			Services Office	
	3.3 Issues a copy of	None	1 minute	Clerk	
	the approved			Business Affairs	
	Application Form			and Auxiliary	
	to the customer/			Services Office	
	applicant.				
	3.4 Forwards the	None	3 minutes	Clerk	
	filled-out				
	Application Form				



to the Office of Civil Security Unit (for their copy)			Business Affairs and Auxiliary Services Office
TOTAL:	Rate of the Facilities Being Rented	16 Minutes	

RATES OF RENTAL OF FACILITIES

FACILITIES	RATES
TSU GYMNASIUM	PHP 5,000.00 for the FIRST TWO HOURS & PHP 1,500.00 per Hour THEREAFTER
AVR MAIN, CET AVR AND BAASO AVR	PHP 3,000.00 for the FIRST THREE HOURS & PHP 400.00 per Hour THEREAFTER
VIP LOUNGE &	PHP 3,000.00 for the FIRST THREE HOURS & PHP 400.00 per
ALUMNI CENTER	Hour THEREAFTER
CLASSROOMS	 a. Aircon: PHP 700.00 for the FIRST TWO HOURS & PHP 300.00 per Hour THEREAFTER b. Non – Aircon: PHP 150.00 per Hour
LED	PHP 9,900.00 per Hour & PHP 2.75 per Second
LUCINDA CAMPUS	a. With Electricity: PHP 2, 500.00 per Day
COVERED COURT	b. Without Electricity: PHP 1, 500.00 per Day
PROMOTIONAL	a. With Electricity: PHP 1,000.00 per Day
ACTIVITIES	b. Without Electricity: PHP 300.00 per Day



2. Digital Studio RFID Processing – For Alumni IDs

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

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

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



Business Affairs and Auxiliary Services Office

Internal Services



1. Processing of Request to Use the University Facilities

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

Offi Divi	D : Acc : 0	A ::: O	. O.C. (D.A	100)		
Office or Division		Auxiliary Se	ervices Office (BA	ASU)		
Classification:	Simple					
Type of	G2C – Governmer					
Transaction:	G2G - Governmen	nt to Governr	nent			
Who may avail		Student Organizations Recognized by the University Offices and Units of the University				
Who may avail:	Government Agen	Government Agencies				
	Non-Government		ıs			
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE		
1. Request Letter	Approved by the	The client v	will provide			
	dent (1 Original Copy)		•			
2. Endorsement from		Office of th	e University Presi	dent		
President (1 Du	-		,			
OLIENT OTERO	A OFNOY A OTIONS	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Present the	1.1 Receives and	None	2 minutes	Clerk		
Request letter	verifies the			Business Affairs		
approved by	documents			and Auxiliary		
the TSU	presented.			Services Office		
President or	1.2 Checks the	None	3 minutes	Clerk		
Endorsement	availability of the			Business Affairs		
from the TSU	facility requested			and Auxiliary		
President and	and prepares the			Services Office		
request for the	Application Form					
assessment	and Assessment of					
for the rental if	Fees (if rental is					
any.	applicable).					
2. Proceed to the	2. Receives and	Rental	5 minutes	Staff		
cashier for	processes the	Fees		Cashiering Unit		
payment.	payment.	may vary				
		(See				
		rental				
		matrix				
		below)				
3. Submit the	3.1 Receives the	None	1 minute	Clerk		
signed	signed Application			Business Affairs		
Application	Form and Official			and Auxiliary		
Form and	Receipt.			Services Office		
present	3.2 Records the	None	1 minute	Clerk		
Official	transaction in the			Business Affairs		
Receipt.	LogBook.			and Auxiliary		
				Services Office		
	3.3 Issues a copy of	None	1 minute	Clerk		
	the approved			Business Affairs		
	Application Form			and Auxiliary		
	to the customer/			Services Office		
	applicant.					
	3.4 Forwards the	None	3 minutes	Clerk		
	filled-out					
	Application Form					
	Application Form					



to the Office of Civil Security Unit (for their copy)			Business Affairs and Auxiliary Services Office
TOTAL:	Rate of the Facilities Being Rented	16 Minutes	

RATES OF RENTAL OF FACILITIES

FACILITIES	RATES
TSU GYMNASIUM	PHP 5,000.00 for the FIRST TWO HOURS & PHP 1,500.00 per Hour THEREAFTER
AVR MAIN, CET AVR AND BAASO AVR	PHP 3,000.00 for the FIRST THREE HOURS & PHP 400.00 per Hour THEREAFTER
VIP LOUNGE &	PHP 3,000.00 for the FIRST THREE HOURS & PHP 400.00 per
ALUMNI CENTER	Hour THEREAFTER
CLASSROOMS	 a. Aircon: PHP 700.00 for the FIRST TWO HOURS & PHP 300.00 per Hour THEREAFTER b. Non – Aircon: PHP 150.00 per Hour
LED	PHP 9,900.00 per Hour & PHP 2.75 per Second
LUCINDA CAMPUS	a. With Electricity: PHP 2, 500.00 per Day
COVERED COURT	b. Without Electricity: PHP 1, 500.00 per Day
PROMOTIONAL	a. With Electricity: PHP 1,000.00 per Day
ACTIVITIES	b. Without Electricity: PHP 300.00 per Day



2. Processing of Application for Vehicle Gate Pass

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

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)				
Classification:	Simple				
Type of	G2C – Government t	o Citizen			
Transaction:	G2G - Government to		ent		
Who may avail:	TSU Students and E				
	REQUIREMENTS		WHERE TO SE	CURE	
1. Accomplished Ap		Business A	Affairs & Auxiliary		
(1 Original Copy)		(BAASO)	,	-	
2. Certificate of Reg	istration of Vehicle	The client	will provide		
(1 Photocopy)			•		
3. Valid Official Reco	eipt Registration of	The client	will provide		
Vehicle (1 Photoc			•		
4. Valid Driver's Lice		The client	will provide		
(1 Photocopy)			<u> </u>		
5. TSU ID (1 Photoc	сору)	The client	will provide		
6. For Officially En	rolled Students –	The client	will provide		
Certificate of Reg	istration				
(1 Photocopy)					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Present and	1. Receives,	None	30 minutes	Clerk	
submit all	verifies, and			Business Affairs	
requirements.	ensure validity			and Auxiliary	
	and			Services Office	
	completeness of				
	submitted				
0 D :	documents.	N.I	0 : 1	Claul.	
2. Receives	2. Issues	None	3 minutes	Clerk Business Affairs	
assessment	assessment form				
form.	reflecting the			and Auxiliary Services Office	
2 Dropped to the	fees to settle.	₱100.00			
3. Proceed to the Cashiering Unit	3. Receives	P 100.00	1 hour	Staff Cashiering Unit	
	payment and issues Official			Cashlening Unit	
and pay the assessed fee.					
4. Proceed to the	Receipt. 4. Receives and	None	1 minute	Clerk	
Business Affairs	verifies the OR	INOTIE	i iiiiiiule	Business Affairs	
& Auxiliary	and issues the			and Auxiliary	
Services Office	gate pass.			Services Office	
and present the	gato pass.			20111000 011100	
OR.					
J		₱100.00			
	TOTAL:	,	1 Hour & 34	İ	
	IOIAL.	per	Minutes		



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

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

Office or Division: Classification:	Business Affairs & Auxiliary Services Office (BAASO)			
Type of	Simple G2C – Government to	Citizen		
Transaction:	G2G - Government to	_	t	
Who may avail:	Faculty & Personnel of the University Students			
	REQUIREMENTS		WHERE TO SEC	CURE
A. FOR EMPLOYEE		Human Da	and Davidson	- mt - m - d
For Issuance of No. Slip for Identification (1 Original Copy)	on (ID) Card	Manageme		
2. For Request for F (1 Original Copy)	Re-ID – Charge Slip	Business A	Affairs and Auxiliar	y Services Office
B. FOR STUDENTS	(Lost ID)			
1. Affidavit of Loss (1	Original Copy)	The client	will provide	
2. Official Receipt of	Payment for Re-ID	Cashiering	Unit	
(1 Original Copy) C. WORN-OUT OR I	DAMAGED ID			
Official Receipt of (1 Original Copy)		Cashiering	Unit	
Certificate of Regist (1 Photocopy)	stration	The client	will provide	
3. Worn-Out or Dama (1 Original Copy)	aged ID			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. For Employees (New ID): Present Request Slip for ID.	For Employees (New ID): Receives and verifies Request Slip.	None	5 minutes	Clerk Digital Studio – Business Affairs and Auxiliary Services Office
For Employees (Re-ID): Present Charge Slip to Business Affairs and Auxiliary Services Office.	For Employees (Re-ID): Receives and verifies charge slip.	PHP 160.00	5 minutes	
For Students (Lost ID): Present pertinent requirements to Business Affairs and Auxiliary Services Office	For Students (Lost ID): 1.1 Checks and verifies submitted requirements. 1.2 Issues	None	2 minutes	Clerk Digital Studio – Business Affairs and Auxiliary Services Office
and secure Assessment Form.	Assessment Form for the fees to settle.	None	3 minutes	



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



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



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

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



Office of Human Resource Development and Management

External Services



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

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

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



requested	requested			Human
document and/or	document/s and/or			Resource
report.	reports.			Development
				and
				Management
				Office
			4 Wo r king	
	TOTAL:	None	D ays & 5	
			M inu t es	



Office of Human Resource Development and Management

Internal Services



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

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

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



requested document and/or report.	requested document/s and/or reports.			Human Resource Development and Management Office
	TOTAL:	None	4 Working D ays & 5 M inu t es	



Training and Organizational Development Unit Internal Services



1. Process of Filing Cases and Complaints

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

Office o r D ivision:	Human Resource Development and Management Office - Training and Organizational Development Unit (HRDMO-TODU)			
Classification:	Simple	volopinoni e)	
Type of	G2G – Government to	Governmen	it	
Transaction:				
Who may avail:	All TSU Employees			
	REQUIREMENTS	WHERE TO SECURE		
1. Letter in Writing and	l Made Under Oath	The client will provide		
That Includes the Fo	That Includes the Following Details			
(1 Original Copy or	• ,			
a. Full name of co	-			
b. Address of com	-			
c. Full name of re	-			
d. Address of resp	ondent			
e. Position				
f. Designation				
2. Narrative Report C	ontaining the Acts or	The client	will provide	
•	y Committed by the	THE CHEIR	wiii provide	
Employee (1 Origin				
Duplicate)	iai Copy of 1			
3. Certified True Copies of Documentary		The client will provide		
•	Evidence and Affidavits of the Witness, if		•	
any (1 Original Cop	y or 1 Duplicate)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	P R OCESSING	PE R SON
		BE PAI D	TIME	RESPONSIBLE
1. Submit the	1.1 Receives the submitted	None	3 minutes	Clerk Office of the
documents to the Office of the	documents and			University
University	endorses to the			President
President.	Human Resource			i icsident
1 Toolaona	Development and			
	Management			
	Office through			
	Office of the Vice			
	Dunnidout fou			
•	President for			
	Administration and			
	Administration and Finance.			
	Administration and Finance. 1.2 Initially assesses	None	30 minutes	Director
	Administration and Finance. 1.2 Initially assesses and evaluates the	None	30 minutes	Human
	Administration and Finance. 1.2 Initially assesses	None	30 minutes	Human Resource
	Administration and Finance. 1.2 Initially assesses and evaluates the	None	30 minutes	Human Resource Development
	Administration and Finance. 1.2 Initially assesses and evaluates the	None	30 minutes	Human Resource Development and
	Administration and Finance. 1.2 Initially assesses and evaluates the	None	30 minutes	Human Resource Development and Management
	Administration and Finance. 1.2 Initially assesses and evaluates the	None	30 minutes	Human Resource Development and Management Office <i>or</i>
	Administration and Finance. 1.2 Initially assesses and evaluates the	None	30 minutes	Human Resource Development and Management Office or Technical Staff
	Administration and Finance. 1.2 Initially assesses and evaluates the	None	30 minutes	Human Resource Development and Management Office <i>or</i>
	Administration and Finance. 1.2 Initially assesses and evaluates the	None	30 minutes	Human Resource Development and Management Office or Technical Staff on Employee



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



2. Process of Issuance of Certificate of Compliance

The service provides a documentary requirement for the processing of Travel Expenses Voucher and liquidation of Cash Advance for the employees who attended external training or seminar.

Office or D ivision:	Human Resource Development and Management Office - Training and Organizational Development Unit (HRDMO-TODU)			
Classification:	Simple			
Type of	G2G - Government to	Governmen	nt	
Transaction:				
Who may avail:	TSU Employees			
CHECKLIST OF	REQUIREMENTS		WHE R E T O SE	CU R E
Certificate of Attend (1 Original Copy an	•	The trainin	g provider will prov	ride
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
Submit the document/s to the Training and Organizational	1.1 Receives submitted documents.	None	2 minutes	Training Assistant Training and Organization Development Unit
Development Unit.	1.2 Reviews the submitted document and marks or stamps the duplicate copy.	None	5 minutes	Head Training and Organization Development Unit
	1.3 Prepares the Certificate of Compliance.	None	5 minutes	Training Assistant Training and Organization Development Unit
2. Receive the Certificate of Compliance.	2. Issues the Certificate of Compliance to the employee.	None	2 minutes	Training Assistant Training and Organization Development Unit
	TOTAL:	None	14 M inu t es	



3. Processing of Request for Scholarship Status of Employee-Scholars

This service helps the employee-scholars to monitor the status of their requests from the Faculty Scholarship Committee through the Human Resource and Development Management Office (HRDMO).

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

Office o r D ivision:	Human Resource Development and Management Office - Training			
Olasaitia atlana	and Organizational Dev	velopment L	Jnit (HRDMO-TOD	DU)
Classification:	Highly Technical	Cavaramaa	.4	
Type of Transaction:	G2G – Government to	Governmen	ıt	
Who may avail:	Employee-Scholars of	the Universi	itv	
	REQUIREMENTS	the Oniversi	WHE R E TO SEC	CURE
Request Letter with		The client	will provide	JOILE
Documents, if any (•		r	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter together with the supporting documents, if any, to the Training and Organizational Development Unit.	1.1 Receives and checks the request and documents submitted. Note: If the submitted document is incomplete, notifies the scholar and informs about the lacking. 1.2 Discusses all the conditions to the requestor relating to his/her request.	None	15 minutes	Technical Staff on Employee Relations Training and Organizational Development Unit Technical Staff on Employee Relations Training and Organizational
				Development Unit
	1.3 Organizes the documents and coordinates with the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) for the schedule of the meeting.	None	3 working days	Technical Staff on Employee Relations Training and Organizational Development Unit
	1.4 Through the HRDM Office, the FSC/NAPSC convenes to evaluate and, if in the affirmative, shall	None	7 working days	Technical Staff on Employee Relations Training and Organizational



	recommend the request for approval by the Office of the University President.			Development Unit Members TSU- Faculty Scholarship Committee (FSC)/
				or Non-Academic Personnel Scholarship Committee (NAPSC)
				President Office of the University President
Receives the notification regarding the status of request.	2. Notifies the requestor on the status of his/her request, in writing.	None	3 working days	Technical Staff on Employee Relations Training and Organizational Development Unit
	TOTAL:	None	13 Wo r king D ays & 30 M inu t es	



4. Processing of Request for In-House Training or Seminar (Face-to-Face and Online)

The service allows other offices/departments of the university to organize and facilitate training or seminars for Tarlac State University (TSU) employees.

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

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

Office of Bivioloff.	Organizational Development Unit (HRDMO-TODU)			
Classification:	Highly Technical		,	
Type of	G2G - Government to G	overnment		
Transaction:				
Who may avail:	TSU Employees	ı		21.55
	REQUIREMENTS	T	WHERE TO SEC	
1. Accomplished Train		_	nd Organizational	Development
(3 Original Copies)	ith Attachments, if any	Unit or dov		a/eehfa5e0/teu-
(5 Original Copies)	https://www.tsu.edu.ph/media/sshfq5e0/tsuhrd-sf-49-training-request-form.docx			
OLIENT OTERO	A OFNOV A OFIONO	FEES TO	P R OCESSING	PE R SON
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE
Submit Training Request Form (TRF) to the Office of Human Resource Development and Management.	1.1 Receives the submitted Training Request Form with other supporting documents.	None	2 minutes	Front Desk Clerk Office of Human Resource Development and Management or Training Assistant Training and Organization Development Unit
	1.2 Reviews the submitted TRF and supporting documents. 1.2.1 If approved, forward to the	None	5 minutes 1 working day	Head Training and Organization Development Unit Clerk
	Budget Management Unit. If not, notify the client.		1 Working day	Budget Management Unit
	1.2.2 If approved, forward to the Accounting Unit. If not, notify the client.		1 working day	Clerk Accounting Unit
	1.2.3 If approved, forward to the respective Vice President of the		1 working day	Clerk



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



5. Processing of Request for Study Leave Reinstatement of Employee-Scholars

This service allows the employee-scholars to reinstate and resume their duty after finishing the degree they took during their availed study leave.

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

Office or Division: Classification:	Human Resource Development and Management Office - Training and Organizational Development Unit (HRDMO-TODU) Highly Technical G2C – Government to Government			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Employee-Scholars of th	e University	1	
	F REQUIREMENTS	o Griivereity	WHE R E TO SEC	CURE
Accomplished Reinstatement Letter Form TSU-HDR-151 (Triplicate Copies)		Download at Tarlac State University Website https://www.tsu.edu.ph/media/1Irdi1mu/tsu-hrd-sf-151-revision-01-reinstatement-form.docx		
Diploma or Certificate from the University Where he/she Graduated (1 Original Copy) Transcript of Records (with Special Order for Private Schools) (1 Original Copy) Hard Copy of the Thesis/Dissertation (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	P R OCESSING	PE R SON
	1.1 Endorses to the Office of Human Resource Development and Management 1.2 Endorses to the	None None	TIME 1 minute 1 minute	Clerk Office of the University President Messenger
	Employee Relations Staff.			Office of Human Resource Development and Management
	1.3 Receives the documents.	None	1 minute	Technical Staff on Employee Relations Training and Organizational Development Unit
	1.4 Through the HRDM Office, the FSC/NAPSC shall convene to evaluate and, if in the affirmative, shall recommend the	None	7 working days	Technical Staff on Employee Relations Training and Organizational Development Unit



	request for approval by the OUP.			Committee Members Faculty Scholarship Committee (FSC)/ or Non-Academic Personnel Scholarship Committee (NAPSC) President Office of the University President
2. Receives the notification regarding the status of request	2. Notifies the applicant on the status of his/her request, in writing.	None	2 working days	Technical Staff on Employee Relations Training and Organizational Development Unit
	TOTAL:	None	9 Wo r king D ays & 3 M inu t es	



6. Processing of Request for Scholarship Extension

This service allows the employee-scholars who cannot complete their degree within the period stipulated in their scholarship contract to request for one (1) semester extension with/without pay and with/without stipend to continue studying in their respective Universities.

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

•	•				
Office or D ivision:	Human Resource Development and Management Office - Training and Organizational Development Unit (HRDMO-TODU)				
Classification:	Highly Technical				
Type of	G2C – Government to	G2C – Government to Government			
Transaction:					
Who may avail:	Employee-Scholars of	the Universi	ty		
CHECKLIS T OF	REQUIREMENTS		WHERE TO SEC	U R E	
1. Letter of Intent Add	dressed to the Office	The client w	/ill provide.		
of the University P	resident with an		•		
Endorsement from	the College				
Dean/Director and	concerned Vice				
President					
(1 Original Copy a	and 1 Photocopy)				
2. Updated Study Plan	n (1 Original Copy)				
3. Grade Reports (1 C	Original Copy)				
4. Certification from	the Adviser Indicating				
the Needed Perio	od by the Grantee to				
Finish the Degree, if any. (1 Original					
Copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit Letter of	1.1 Endorses the	None	1 minute	Clerk	
				O(f) ()	

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



	T		1	
				Development Unit
	2.2 Through the HRDM Office, the FSC/NAPSC shall convene to evaluate and, if in the affirmative, shall recommend the request for approval by the OUP.	None	7 working days	Technical Staff on Employee Relations Training and Organizational Development Unit Members TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC) President Office of the University President
3. Receives notification on the status of the request.	3. Notifies the applicant on the status of his/her request, in writing.	None.	2 working days	Technical Staff on Employee Relations Training and Organizational Development Unit
	TOTAL:	None	9 Wo r king D ays & 6 M inu t es	



7. Processing of Application for Scholarship

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

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

other processing office.					
Office o r D ivision:	Human Resource Development and Management Office - Training and Organizational Development Unit (HRDMO-TODU)				
Classification:	Highly Technical		,	,	
Type of	G2C – Government to	Governmen	t		
Transaction:					
Who may avail:	Permanent employees	s who have r	endered two (2) ye	ears and above to	
CHECKLIC T OF I	the University.		WILLIE TO SEC	LIDE	
CHECKLIST OF I		The client w	WHERE TO SEC	UKE	
1. Letter of Intent Add		The client w	ili provide		
of the University P					
Endorsement from					
Dean/Director and Concerned Vice President (1 Original Copy)					
2. Scholarship Applica		Training and Organizational Development Unit			
(1 Original Copy)			Training and Organizational Bovolopmont Ont		
3. Notice of Acceptant	ce from the University	The client will provide			
•	/she Plans to Enroll				
(1 Original Copy)					
, , , , , , , , , , , , , , , , , , , ,	erformance Rating for				
	CR rating period (1				
Original copy and	J				
	ployment (1 Original				
Copy)					
6. Medical Certificate (1 Original Copy)					
CLIEN T STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit Letter of	1.1 Endorses the	None	1 minute	Clerk	
Intent to the Office	letter to the			Office of the	
of the University	HRDM Office.			University	

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



1				
				Training and
				Organizational
				Development
				Unit
	2.2 Through the	None	7 working days	Technical Staff
	HRDM Office, the		9 - 3	on Employee
	TSU- Faculty			Relations
	Scholarship			Training and
	Committee			Organizational
	(FSC)/Non-			Development
	Academic			Unit
	Personnel			Members
	Scholarship			TSU- Faculty
	Committee			Scholarship
	(NAPSC)shall			Committee
	convene to			
				(FSC)/
	evaluate and, if in			Non-Academic
	the affirmative,			Personnel
	shall recommend			Scholarship
	the application for			Committee
	approval by the			(NAPSC)
	OUP.			
				President
				Office of the
				University
				President
	2.3 Prepares and	None	3 working days	Technical Staff
	accomplishes			on Employee
	CSW for Board			Relations
	Confirmation.			Training and
				Organizational
				Development
				Unit
				Board of
				Regents
				Tarlac State
				University
	2.4 Notifies the	None	3 working days	Technical Staff
	applicant on the			on Employee
	status of his/her			Relations
	application.			Training and
				Organizational
	2.4.1 Facilitates the			Development
	contract signing			Unit
	when approved.			
	1 1		13 Wo r king	
	TOTAL:	None	Days & 6	
			M inu t es	
			·	



8. Process of Application for Sabbatical Leave

This service allows members of the faculty to study, conduct investigation and research, book writing, extension service, consultancy volunteer work or rest to improve their competency for service to the University

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

Human Resource Development and Management Office - Training and Organizational Development Unit (HRDMO-TODU)				
Highly Technical				
G2C – Government to Government				
TSU Faculty with Ten	(10) Years	and Above Tenure	9	
REQUIREMENTS		WHE R E T O SE	CU R E	
	Training ar	nd Organizational	Development Unit	
<u> </u>	The elients	بينال صعمينامام		
OT VVOIK	i ne client v	wiii provide		
	EEES TO	D D OCESSING	PE R SON	
AGENCY ACTIONS			RESPONSIBLE	
1.1 Receives and verifies completeness of the submitted	None	1 minute	Clerk Office of the University President	
1.2 Endorses verified	None	1 minute	Clerk Office of the University President	
1.3 Receives and endorses the documents to the Employee Relations Staff.	None	1 minute	Messenger Office of Human Resource Development and Management	
1.4 Receives and endorses the documents to the Human Resource and Development Management Office (HRDMO) Director.	None	1 minute	Technical Staff on Employee Relations Training and Organizational Development Unit or Director Office of Human Resource Development and Management Members	
	and Organizational Defigibly Technical G2C – Government to TSU Faculty with Ten REQUIREMENTS ication Form for d 2 Photocopies) of Work AGENCY ACTIONS 1.1 Receives and verifies completeness of the submitted documents. 1.2 Endorses verified documents to Human Resource and Development Management Office (HRDMO). 1.3 Receives and endorses the documents to the Employee Relations Staff. 1.4 Receives and endorses the documents to the Human Resource and Development Management Office (HRDMO).	and Organizational Development Highly Technical G2C – Government to Government TSU Faculty with Ten (10) Years are REQUIREMENTS ication Form for Training and 2 Photocopies) of Work The client of BE PAID 1.1 Receives and verifies completeness of the submitted documents. 1.2 Endorses verified documents to Human Resource and Development Management Office (HRDMO). 1.3 Receives and endorses the documents to the Employee Relations Staff. 1.4 Receives and endorses the documents to the Human Resource and Development Management Office (HRDMO) Director.	and Organizational Development Unit (HRDMO-TO Highly Technical G2C – Government to Government TSU Faculty with Ten (10) Years and Above Tenure REQUIREMENTS WHERE TO SECTIONS Training and Organizational d2 Photocopies) of Work The client will provide AGENCY ACTIONS FEES TO BE PROCESSING TIME 1.1 Receives and verifies completeness of the submitted documents. 1.2 Endorses verified documents to Human Resource and Development Management Office (HRDMO). 1.3 Receives and endorses the documents to the Employee Relations Staff. 1.4 Receives and endorses the documents to the Human Resource and Development Management Office (HRDMO) Director.	



	evaluates the applicant's proposed program of work.			TSU- Administrative Council
	1.6 Prepares and accomplishes CSW for Board Confirmation.	None	7 working days	Technical Staff on Employee Relations Training and Organizational Development Unit Board of Regents Tarlac State University
2. Receive an update on the status of the application.	2. Notifies the applicant on the status of his/her application.2.1 If approved, facilitates the contract signing.2.2 If denied, inform the lacking.		3 working days	Technical Staff on Employee Relations Training and Organizational Development Unit
	TOTAL:	None	17 Wo r king D ays & 4 M inu t es	



9. Processing of Request for Thesis/Dissertation Financial Assistance

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

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

Office o r	Human Resource Development and Management Office - Training and					
D ivision:	Organizational Development Unit (HRDMO-TODU)					
Classification:	Highly Technical					
Type of	G2C – Government to Go	overnment				
Transaction:						
Who may avail:	Permanent TSU Personn	el Rendering For At Least Two (2) Years with				
	Defended Research Prop	osal				
CHECKLIST C	OF REQUIREMENTS	WHERE TO SECURE				
1. Accomplished Ro	equest for	Training and Organizational Development Unit				
Thesis/Dissertati	on Financial Assistance	or download at				
Form TSU-HRD-	SF-50	https://www.tsu.edu.ph/media/okdnurao/tsu-				
(1 Original Copy	and 2 Photocopies)	hrd-sf-50-request-for-thesis-dissertation-				
	• ,	financial-assistance-r01.docx				
2. Accomplished Permit to Study Form		Training and Organizational Development Unit				
TSU-HRD-SF-2	7	or download at				
(1 Original Copy	and 2 Photocopies)	https://www.tsu.edu.ph/media/cxxmzync/tsu_h				
		rd-sf-27-permit-to-study-form.pdf				
3. Individual Perfor	mance Commitment and	Training and Organizational Development Unit				
Review Summar						
(2) years (1 Origi	(2) years (1 Original Copy)					
4. Research Propo	I. Research Proposal Certified by the Dean The client will provide					
Concerned (1 Or	iginal Copy)	, i				
OLIENT OTERO	A OFNOV A OTIONIC	FEES TO PROCESSING PERSON				

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



	endorse the application to the Budget Office to determine if there are funds available.			Members TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC) Clerk Budget
				Management Unit
	1.5 Endorses the application to the Office of the University President for approval.	None	3 days	Clerk Office of the University President
	1.6 Endorses to the Employee Relations Staff.	None	1 minute	Messenger Office of Human Resource Development and Management
	1.7 Compiles and endorses all the requirements to the Administrative Services Unit for the processing of voucher.	None	5 minutes	Technical Staff on Employee Relations Training and Organizational Development Unit
				Staff Administrative Service Unit
2. Receive the notification regarding the status of the application	Notifies the client on the status of his/her application.	None	1 minute	Technical Staff on Employee Relations Training and Organizational Development Unit
	TOTAL:	None	10 Wo r king D ays & 10 M inu t es	



Employees' Welfare Unit External Services



1. Processing of Request for Issuance of Certifications

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

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

Letter (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit accomplished Certification / Documents Request Slip.	1. For Walk-In: Receives the Certification / Documents Request Slip.	None	2 minutes	<i>Staff</i> Employees' Welfare Unit
For Online: Request for the employment details of the TSU personnel Concerned at https://hrdmo@tsu.edu.ph	For Online Application: Checks the Certifications & Documents Request Form online excel file that acts as the database of the online form.	None	2 minutes	<i>Staff</i> Employees' Welfare Unit
2. Answer additional questions for the confirmation of the request and employment record.	2.1 Asks the requesting personnel for additional documents, if necessary.	None	2 minutes	Staff Employees' Welfare Unit
Toddia.	2.2 Checks the 201 File Folder of the requesting personnel.	None	2 hours	Staff Employees' Welfare Unit
	2.3 Prepares and prints the certification.	None	15 minutes	<i>Staff</i> Employees' Welfare Unit
3. Receive the signed and dry-sealed request certificate.	3. Releases the signed and dry-sealed certification to the requesting	None	2 minutes	Staff Employees' Welfare Unit



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



2. Process of Request for Employment Verification

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

Office or D ivision:	Human Resource Development and Management Office - Employees' Welfare Unit (HRDMO-EWU)				
Classification:	Simple				
Type of	G2G – Government to Government				
Transaction:	G2B – Government to Business Entity/ies				
Who may avail:	Any Government Agencies and Private Companies				
CHECKLIS T OF	REQUIREMENTS WHERE TO SECURE				
1. List of Personnel		The client v	will provide		
Verified (1 Origin					
2. 201 File Folder o			source Developme		
(1 Original Copy)		Manageme Unit	ent Office or Record	is and Archives	
		FEES TO	P R OCESSING	PE R SON	
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE	
1. Request for the	1.1 Fo r Walk-In /	None	2 minutes	Staff	
employment	Phone Call			Employees'	
details of the	R eques t s:			Welfare Unit	
TSU personnel	Receives and lists				
concerned.	the needed				
	details.				
For Online:	Fo r Online:	None	2 minutes	Staff	
Request for the	Receives the	110110	2 111111000	Employees'	
employment	email from the			Welfare Unit	
details of the	Background				
TSU personnel	Investigator.				
Concerned at	1.2 Fo r Walk-In /	None.	10 minutes	Staff	
hrdmo@tsu.ed	Phone Call			Employees'	
<u>u.ph</u>	Requests or			Welfare Unit	
	Online: Checks the				
	employment				
	records of the				
	personnel				
	concerned.				
	Verifies if the				
	requested person				
	is/was hired.				
	Gathers needed information.				
2. Receives	2. Fo r Walk-In /	None	5 minutes	Staff	
feedback	Phone Call	140110	o minutos	Employees'	
regarding the	Requests:			Welfare Unit	
inquiry.	States the				
	information as per				
	recorded on the				
	201 File of the				
	personnel or on the HRIS.				
	uiciinis.				



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



Employees' Welfare Unit Internal Services



1. Processing of Request for Issuance of Certifications

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

Office o r	Human Resource Development and Management Office - Employees'			
D ivision:	Welfare Unit (HRDMO	-EWU)		
Classification:	Simple			
Type of	G2G – Government to	Government		
Transaction:	G2C – Government to	Client		
Who may avail:	Active or Inactive TSU	Employee		
CHECKLIS T OF	CHECKLIST OF REQUIREMENTS WHERE TO SECURE			
1. Accomplished Ce	rtification / Documents	Human Resource Development and		
Request Slip TS	U-HRD-SF-26	Management Office		
(1 Original Copy)				
2. For Inactive Employee – Approved		The client will provide		
Clearance (1 Original Copy)		·		
3. For Representative – Authorization				
Letter (1 Original Copy)				

CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit accomplished Certification / Documents Request Slip.	1. For Walk-In: Receives the Certification / Documents Request Slip.	None	2 minutes	Staff Employees' Welfare Unit
For Online: Request for the employment details of the TSU personnel Concerned at https://ht	For Online Application: Checks the Certifications & Documents Request Form online excel file that acts as the database of the online form.	None	2 minutes	Staff Employees' Welfare Unit
2. Answer additional questions for the confirmation of the request and employment record.	2.1 Asks the requesting personnel for additional documents, if necessary.	None	2 minutes	Staff Employees' Welfare Unit
Toolu.	2.2 Checks the 201 File Folder of the requesting personnel.	None	2 hours	Staff Employees' Welfare Unit
	2.3 Prepares and prints the certification.	None	15 minutes	Staff Employees' Welfare Unit
3. Receive the signed and drysealed request certificate.	3. Releases the signed and dry-sealed certification to the requesting	None	2 minutes	Staff Employees' Welfare Unit



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



2. Process of Request for Employment Verification

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

Office or D ivision:	Human Resource Development and Management Office - Employees' Welfare Unit (HRDMO-EWU)				
Classification:	,	Simple			
Type of	G2G – Government to	Governme	nt		
Transaction:	G2B – Government to	Business E	ntity/ies		
Who may avail:	Any Government Age	ncies and Pi	rivate Companies		
CHECKLIS T OF	REQUIREMENTS		WHERE TO SEC	CU R E	
1. List of Personnel		The client v	will provide		
Verified (1 Origin					
2. 201 File Folder o			source Developme		
(1 Original Copy)		Manageme Unit	ent Office or Record	is and Archives	
		FEES TO	P R OCESSING	PE R SON	
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE	
1. Request for the	1.1 Fo r Walk-In /	None	2 minutes	Staff	
employment	Phone Call			Employees'	
details of the	R eques t s:			Welfare Unit	
TSU personnel	Receives and lists				
concerned.	the needed				
	details.				
For Online:	Fo r Online:	None	2 minutes	Staff	
Request for the	Receives the	110110	2 111111000	Employees'	
employment	email from the			Welfare Unit	
details of the	Background				
TSU personnel	Investigator.				
Concerned at	1.2 Fo r Walk-In /	None.	10 minutes	Staff	
hrdmo@tsu.ed	Phone Call			Employees'	
<u>u.ph</u>	Requests or			Welfare Unit	
	Online: Checks the				
	employment				
	records of the				
	personnel				
	concerned.				
	Verifies if the				
	requested person				
	is/was hired.				
	Gathers needed information.				
2. Receives	2. Fo r Walk-In /	None	5 minutes	Staff	
feedback	Phone Call	140110	o minutos	Employees'	
regarding the	Requests:			Welfare Unit	
inquiry.	States the				
	information as per				
	recorded on the				
	201 File of the				
	personnel or on the HRIS.				
	uiciinis.				



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



3. Processing of Application for Leave of Absence

This service allows client to file for their leave benefits and record their application for leave of absence throughout their service in the institution

Office or D ivision:	Employees' Welfare Unit and Management	Office of I	Human Resource	e Development	
Classification:	Simple				
Type of	G2G – Government to Go	overnment			
Transaction:					
Who may avail:	All Permanent, Temporar	y, Contractu	ıal, and Substitu	te Employees	
	REQUIREMENTS		WHERE TO SE		
1. Fully Accomplished	d Application for Leave	The client	will provide.		
Form (1 Original C	1 0 /				
2. Attachment/s depe		The client	will provide.		
leave availed (1 O	,				
Medical Certificate		000			
3. Updated leave cre	dits balance		uman Resource	Development	
(1 Original Copy)		and Manag	P R OCESSIN	PE R SON	
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	G TIME	RESPONSIBLE	
1. Submit a fully-	1.1 Fo r Walk-in	DLFAID	GIIWIL	Messenger	
accomplished	Applications:			Office of Human	
Application for	Receives Application	None		Resource	
Leave Form.	for Leave Form and			Development	
	endorse to			and	
	Employees' Welfare			Management	
	Unit personnel.			_	
				Staff	
	Fo r Online		2 minutes	Employees'	
	Applications:			Welfare Unit	
	Check and receive	None			
	applications thru the				
	Admin Module of the Online Leave				
	Application Portal				
	(https://leave.tsu.ed				
	u.ph/LeaveApplicati				
	on)				
	1.2 Fo r Walk-in			Staff	
	Applica t ions:			Employees'	
	Check and update	None		Welfare Unit	
	the requesting				
	personnel's Leave				
	Credits balance.		E minutos		
	Fo r Online		5 minutes		
	Applications:				
	The checking and	None			
	updating of the				
	requesting				
	personnel's Leave				
	Credits balance is				
	automated by the				
	HRIS.				



	1.05		1 4 1	0.5
	1.3 Process the approval/disapproval of the requesting personnel's Application for Leave.	None	1 hour	Staff Employees' Welfare Unit Head Employees' Welfare Unit Vice President concerned Respective Office University President Office of the University President
2. Receives the notification and inform the immediate supervisor regarding the approval of leave of absences	2.1 For Walk-in Applications: Informs requesting personnel of the status of their application. File the form on the personnel's File folder.	None	10 minutes	Staff Employees' Welfare Unit Head Employees' Welfare Unit
	For Online Applications: Once all signatories are done, the status of each online application is automatically reflected to the requesting personnel's Leave portal.	None		
	TOTAL:	None	1 Hour & 19 M inu t es	



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

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

Office or D ivision	1:	Manageme	source Development Office - EmployMO - EWU)	
Classification:		Simple		
Type of Transact	ion:	G2G – Gov	vernment to Gove	rnment
Who may avail:		TSU Emplo Extended S	oyees Rendering (Services	Overtime or
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CU R E
Accomplished a Overtime/Exten (1 Original Copy	ded Services Form	The client will provide		
CLIENT STEPS	AGENCY	FEES T O	P R OCESSING	PE R SON
CLIENT STEPS	ACTIONS	BE PAI D	TIME	RESPONSIBLE
1. Submit the accomplished and duly signed Overtime/Exte nded Services	1.1 Receives and files the submitted document 1.2 Plot the overtime or	None None	2 minutes 10 minutes	Staff-in-Charge Employee's Welfare Unit Staff-in-Charge Employee's
Form	extended services schedule as reflected on the submitted form			Welfare Unit
2. Receive the printed the Daily Time Record (DTR)	2.Print and issue the plotted Daily Time Record (DTR) schedule	None	2 minutes	Staff-in-Charge Employee's Welfare Unit
	TOTAL:	None	14 M inu t es	



5. Process for Requesting and Issuance of Authority to Travel Abroad

This process is for the issuance of the authority to travel abroad for employees on official business or on leave of absence)

Office or D ivision:	Employees' Welfare Unit Development and Manag		of Human Reso	ource
Classifica t ion:	Simple	<u>J · · · · · · · · · · · · · · · · · · ·</u>		
Type of Transaction:	G2G – Government to G	overnme	ent	
Who may avail:	Any active TSU employed permanent, temporary, on the HRDM Office to re	contractua	al, and substitut	e status may go
CHECKLIS T OF	REQUIREMENTS		WHE R E T O SE	
the travel dates a purpose of the trainmediate super President concer 2. Approved Application Absence (1 Original 3). Other necessary Business travels	and destination and the avel, signed by the visor and the Vice ned (1 Original Copy) ation for Leave of	The clier	t will provide.	
	1 0 E 1 0 1 1 0 E 1 0 1 1 0	FEES	P R OCESSING	PE R SON
CLIENT STEPS	AGENCY ACTIONS	TO BE PAI D	TIME	RESPONSIBLE
1. Submit the fully accomplished Certification/ Documents Request Slip, as well as the University President-approved request letter to travel.	1. Receive the Certification/ Documents Request Slip and approved request letter to travel.	None	1 minute	Staff Employees' Welfare Unit
2. Receive the checklist of the supporting documents needed for the approval of the request.	Issue the Checklist for Authority to Travel Abroad Requirements.	None	5 minutes	Staff Employees' Welfare Unit
3. Submit the supporting documents for the request.	3.1 Receive and check the submitted supporting documents, have them photocopied for the preparation of the Authority to Travel Abroad (ATA) document. 3.2 Prepare and print 2	None	5 minutes 10 minutes	Staff Employees' Welfare Unit
	copies of the	- · -	3.000	



	Authority to Travel			Employees'
	Abroad (ATA),			Welfare Unit
	attach a set of			Director
	supporting			HRDMO
	documents for each			
	ATA copy			
	3.3 Submit to HRDM	None	1 working day	Staff
	Director and			Employees'
	concerned Vice			Welfare Unit
	President for			
	countersign;			Director
	University President			Office of Human
	for approval and			Resource
	signing.			Development
				and
				Management
				Vice President
				University
				President
4. "Release the	4. Release the signed	None	2 minutes	Staff
signed and dry-	and dry-sealed			Employees'
sealed Authority to	Authority to Travel			Welfare Unit
Travel Abroad (ATA)	Abroad (ATA) to the			
and sign on the	requesting			Head
Logbook for records	personnel. Have			Employees'
purposes"	them sign on the			Welfare Unit
'	Logbook for records			
	purposes.			
			1 Wo r king	
	TOTAL:	None	D ay & 23	
			M inu t es	



Administrative Services Unit External Services



1. Processing of Remittances for BIR

The service applies to the preparation of remittance vouchers of withholding taxes of permanent, temporary, and contractual employees, job orders, lectures, and part-timers of the university.

Note: This service is a multi-stage process. The Administrative Services Unit (ASU) facilitates the preparation of remittance lists, obligation requests, and disbursement vouchers only.

Office o r D ivision:	Administrative Services Unit - Payroll and Remittance Section (ASU-PRS)				
Classification:	Complex				
Type of Transaction:	G2G - Government to Government				
Who may avail:	Tarlac State I Iniversit	Tarlac State University Employees			
	REQUIREMENTS	y Employee	WHERE TO SEC	TIDE	
None	REQUIREMENTO	None	WITCHE TO SEC	OIL	
None			DB00E00ING	DEBOON	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Forward a copy of payroll / vouchers of honorarium, extended / overtime services.	1.1 From Special Budget: Receives or collects the copy of payroll or vouchers of honorarium, extended or overtime services. From Modified Disbursement System: Receives list of tax deductions from regular salary / vouchers from salary differential, salary	None	15 working days 15 working days	Payroll and/or Remittance Staff Administrative Services Unit	
	increase, etc. 1.2 Prepares monthly remittance list. 1.3 Reviews	None None	From Special Budget: 2 working days From Modified Disbursement System: 2 working days From Special	Payroll and/or Remittance Staff Administrative Services Unit	
	remittance list including checking of figures entered.		Budget: 2 working days From Modified Disbursement	Remittance Staff Administrative Services Unit	



	1			
			System: 2	
			working days	
	1.4 Prints remittance	None	From Special	Payroll and/or
	list.	140110	Bu d ge t : 1 hour	Remittance
	1100		Da u got. Thou	Staff
			From Modified	Administrative
			D isbu r semen t	Services Unit
			System: 1 hour	
	1.5 Preparation of	None	From Special	Payroll and/or
	Disbursement		Bu d ge t : 5	Remittance
	vouchers.		minutes	Staff
				Administrative
			From Modified	Services Unit
			D isbu r semen t	
			System: 5	
			minutes	
	1.6 Photocopying of	None	From Special	Payroll and/or
	attachments		Bu d ge t : 5	Remittance
	(vouchers /		minutes	Staff
	payroll).		E	Administrative
			From Modified	Services Unit
			Disbursement	
			Sys t em: 5 minutes	
	1.7 Signs remittance	None	From Special	Head
	lists and	None	Bu d ge t : 5	Administrative
	disbursement		minutes	Services Unit
	voucher.		Timidtoo	COLVICOS CLIIC
			From Modified	
			D isbu r semen t	
			Sys t em: 5	
			minutes	
	1.8 Logs documents	None	From Special	Payroll and/or
	and forwards to		Bu d ge t : 5	Remittance
	the next		minutes	Staff
	processing office.			Administrative
			From Modified	Services Unit
			D isbu r semen t	
			System: 5	
			minutes	
TOTAL	FOR REMITTANCES	None	19 Working	
UNDEF	R SPECIAL BU d GE T :	NOHE	Days, 1 Hour & 20 Minutes	
ΤΩΤΔΙ	FOR REMITTANCES		19 Working	
	ED DISBURSEMENT	None	Days, 1 Hour &	
	SYSTEM:	HOHE	20 M inu t es	
1	OIOILIVI.		20 Milliotes	



2. Processing of Remittances for PHIC

The service applies to the preparation of remittance vouchers of premiums of permanent, temporary, and contractual employees, job orders, lectures, and part-timers of the university.

Note: This service is a multi-stage process. The Administrative Services Unit (ASU) facilitates the preparation of remittance lists, obligation requests, and disbursement vouchers only.

Office or D ivision:	Administrative Services Unit - Payroll and Remittance Section (ASU-PRS)				
Classification:	Complex				
Type of Transaction:	G2G - Government to Government				
Who may avail:	TSU Employees				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	U R E	
None		None			
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Forward a copy of payroll, vouchers and remittance lists.	1.1 Receives copy of Payroll, Vouchers and Remittance Lists from Payroll Unit	None	14 working days	Payroll and/or Remittance Staff Administrative Services Unit	
	1.2 Prepares Monthly Remittance Lists.	None	For Job Orders: 1 working day For Temporary, Contractual and Permanent Employees: 3 working days	Payroll and/or Remittance Staff Administrative Services Unit	
	1.3 Reviews Remittance List including checking of figures entered.	None	For Job Orders: 1 working day For Temporary, Contractual and Permanent Employees: 2 working days	Payroll and/or Remittance Staff Administrative Services Unit	
	1.4 Prints Remittance List.	None	2 hours	Payroll and/or Remittance Staff Administrative Services Unit	
	1.5 Prepares Obligation Request and	None	5 minutes	Payroll and/or Remittance Staff	



	Disbursement Voucher.			Administrative Services Unit
	1.6 Signs Remittance List, Obligation Request and Disbursement Voucher.	None	5 minutes	Head Administrative Services Unit
	1.7 Logs documents and forwards to the next processing office.	None	5 minutes	Receiving / Releasing Staff Administrative Services Unit
ТОТ	AL FOR JOB ORDER EMPLOYEES:	None	16 Working Days, 2 Hours & 15 Minutes	
	FOR TEMPORARY, L and permanent employees:	None	19 Working Days, 2 Hours & 15 Minutes	

Note: This process shall be completed 10 days before the stated deadline every month.



3. Processing of Remittances for GSIS and HDMF

The service applies to the preparation of remittance vouchers of premiums and loans of permanent, temporary, and contractual employees, job orders, lectures, and part-timers of the university.

Note: This service is a multi-stage process. The Administrative Services Unit (ASU) facilitates the preparation of remittance lists, obligation requests, and disbursement vouchers only.

Office or D ivision:	Administrative Services Unit - Payroll and Remittance Section (ASU-PRS)			
Classification:	Complex			
Type of Transaction:	G2G - Government to	Government	t	
Who may avail:	Tarlac State University	Employees		
	F REQUIREMENTS		WHE R E TO SE	CU R E
None	None			
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Agency notify TSU of the submission of Contribution	1.2 Prepares Monthly Remittance List	None	4 working days	Payroll and/or Remittance Staff Administrative Services Unit
and monthly amortization (loans)	1.2 Reviews remittance list including checking of figures entered.	None	2 working days	Payroll and/or Remittance Staff Administrative Services Unit
	1.3 Prints Remittance List.	None	4 hours	Payroll and/or Remittance Staff Administrative Services Unit
	1.4 Prepares Obligation Request and Disbursement Voucher.	None	5 minutes	Payroll and/or Remittance Staff Administrative Services Unit
	1.5 Signs Remittance List, Obligation Request, and Disbursement Voucher.	None	5 minutes	Head Administrative Services Unit
	1.6 Logs documents and forwards to the next processing office.	None	5 minutes	Receiving/ Releasing Staff Administrative Services Unit
	TOTAL:	None	6 Working D ays, 4 Hours & 15 M inu t es	



4. Processing of Vouchers for the University Utilities

This procedure applies to the preparation of payment vouchers for utilities such as Electric (Tarlac Electric Inc.), Water (Prime Water), Telephone (PLDT), and the Internet (Converge/PLDT/Smart).

Note: This service is a multi-stage process. The Administrative Services Unit (ASU) facilitates the preparation of remittance lists, obligation requests, and disbursement vouchers only.

Office o r D ivision:	Administrative Services Unit - Remittance Section (ASU-RS)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	TEI, Primewater, PLDT, Converge & Smart			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
Statement of Acc (1 Original Copy)		The client will provide		
Computation Summary (1 Original Copy)				

CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
Submits monthly Statement of	1.1 Prepares Monthly Remittance List.	None	10 minutes	Remittance Staff Administrative Services Unit
Account through email or by courier.	1.2 Reviews and checks Statement of Account.	None	1 working day	Remittance Staff Administrative Services Unit
				TelCos (PLDT, Converge and Smart) / Company
	1.3 Prepares monthly summary.	None	3 hours	Remittance Staff Administrative Services Unit
	1.4 Computes Withholding Taxes.	None	30 minutes	Remittance Staff Administrative Services Unit
	1.5 Encodes figures to disbursement voucher and obligation request.	None	30 minutes	Remittance Staff Administrative Services Unit
	1.6 Prints Disbursement Voucher and Obligation Request	None	5 minutes	Remittance Staff Administrative Services Unit
	1.7 Signs Disbursement Voucher and Obligation Request.	None	5 minutes	Head Administrative Services Unit



	1.8 Logs documents and forwards to the next processing office.	None	2 minutes	Receiving/ Releasing Staff Administrative Services Unit
	TOTAL:	None	1 Working D ay, 4 Hou r s & 22 M inu t es	



Administrative Service Unit

Internal Services



1. Processing of Payroll for Overtime/Extended Services

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

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

Office or D ivision:	Administrative Services Unit - Payroll Section (ASU-PS)				
Classification:	Simple				
Type of Transaction:	G2G - Government to	Government			
Who may avail:	All TSU Personnel with Approved Authority to Render Overtime and Extended Services				
CHECKLIS T OF	F REQUIREMENTS WHERE TO SECURE				
Approved Author Overtime/Extender (1 Original/1 Photen 2. Report on Overtime Services Render 3. Statement of Oversides (2 Original Copies 5. Daily Time Reconstruction (2 Original Copies (3 Original Copies (4 Origi	ed Services ocopy) me/Extended ed (2 Original Copies) ertime/Extended nal Copies) s Reports es) rd	Copies) The client will provide			

CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
Submits signed Daily Time Record and all documentary requirements.	1.1 Receives and checks Daily Time Record and attached documentary requirements. Note: Daily Time Records not duly signed shall not be accepted.	None	4 hours	Payroll Staff Administrative Services Unit
	1.2 Computes total / allowable number of hours rendered.	None	1 working day	Payroll Staff Administrative Services Unit
	1.3 Encodes total / allowable number of hours rendered including deductions, if any.	None	1 working day	Payroll Staff Administrative Services Unit
	1.4 Checks figures entered in the payroll / disbursement voucher.	None	5 minutes	Payroll Staff Administrative Services Unit



		1	
1.5 Prints payroll /	None	3 minutes	Payroll Staff
disbursement			Administrative
voucher.			Services Unit
1.6 Prepares	None	3 minutes	Payroll Staff
Obligation			Administrative
Request.			Services Unit
1.7 Prepares proof	None	1 hour	Proof list in-
list <i>(not applicable</i>			charge
to single payee).			Administrative
			Services Unit
1.8 Counter signs	None	5 minutes	Head
payroll /			Administrative
disbursement			Services Unit
voucher and signs			
proof list.			
1.9 Logs documents	None	2 minutes	Receiving/
and forwards to			Releasing Staff
the next office			Administrative
concerned.			Services Unit
		2 Wo r king	
TOTAL:	None	D ays, 5 Hours &	
		18 M inu t es	



2. Processing of Payroll for Student Assistants' Salary

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

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

Office or D ivision:	Administrative Services Unit - Payroll Section (ASU-PS)			
Classification:	Simple	Simple		
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Student Assistants			
CHECKLIST OF	CHECKLIST OF REQUIREMENTS			CU R E
Daily Time Record (DTR) (2 Original Copy signed by the College Dean) Approved request letter (1 Photocopy) Certificate of Registration (COR) (1 Photocopy)		The client w	vill provide	

CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed Daily Time Record, approved request letter and Certificate of Registration.	1.1 Receives DTR, documents and attachments. Note: Daily Time Records not duly signed shall not be accepted.	None	10 minutes	Receiving/ Releasing Staff Administrative Services Unit
	1.2 Checks DTR and attachments.	None	2 working days	Payroll Staff Administrative Services Unit
	1.3 Computes total number of hours rendered.	None	10 minutes	Payroll Staff Administrative Services Unit
	1.4 Encodes total number of hours rendered.	None	3 minutes	Payroll Staff Administrative Services Unit
	1.5 Checks figures entered in the payroll / disbursement voucher.	None	1 minute	Payroll Staff Administrative Services Unit
	1.6 Prints payroll / disbursement voucher and Obligation Request.	None	2 minutes	Payroll Staff Administrative Services Unit
	1.7 Countersigns payroll / disbursement voucher.	None	5 minutes	Head Administrative Services Unit



1.8 Logs	None	2 minutes	Receiving/
documents and			Releasing Staff
forwards to the			Administrative
next office			Services Unit
concerned.			
		2 Wo r king	
TOTAL:	None	D ays & 33	
		M inu t es	



3. Processing of Request for Personnel-Related Documents

This procedure applies to all requests for personnel-related documents of Permanent/Temporary/Contractual Employees, Job Orders, Lecturers and Part-timers.

Office or D ivision:	Administrative Services Unit (ASU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to	Governmen	nt	
Who may avail:	All TSU Personnel			
CHECKLIS T OF	REQUIREMENTS		WHERE TO SE	CU R E
1. Properly accomp Form (TSU-ASU (1 Original Copy)	· · · · · · · · · · · · · · · · · · ·	Administra	tive Services Offic	е
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
Submits properly filled- out Request Slip Form.	1.1 Receives properly accomplished slip and confirms other details, if necessary.	None	3 minutes	Receiving/ Releasing Staff Administrative Services Unit
	1.2 Forwards the slip to the administrative staff in-charge.	None	1 minute	Receiving/ Releasing Staff Administrative Services Unit
	1.3 Prepares, prints, and countersigns the document based on the information found.	None	4 hours	Administrative Staff Administrative Services Unit
	1.4 Signs the document/s.	None	1 minute	Head Administrative Services Unit
2. Acknowledges receipt of documents by signing in the outgoing logbook.	2. Logs the document/s.	None	1 minute	Receiving/ Releasing Staff Administrative Services Unit
	TOTAL:	None	4 Hou r s & 6 M inu t es	



Records and Archives Unit Internal Services



1. Processing of Request in Compliance to Freedom of Information

The service allows TSU employees to access the transactions relative to Executive Order No. 2, Freedom of Information Act.

Office or D ivision:	Records and Archives Unit (RAU)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF	OF REQUIREMENTS WHERE TO SECURE			
(FOI) Request Fo	eedom of Information orm (2 Original Copies)	Records ar	nd Archives Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished Freedom of Information Request Form to the Records	Receives and conducts the initial evaluation of the submitted form. Note: If the form is	None	10 minutes	Staff Records and Archives Unit
and Archives Unit Office.	incompletely filled out, deny the request.			FOI Officer Tarlac State University
2. Receive the available record or information.	2.1 Retrieves and releases the information, if available, upon the approval of the Unit Head.	None	15 working days	Staff Records and Archives Unit
	2.2 Prepares and submits of Freedom of Information reports.			FOI Officer Tarlac State University
	TOTAL:	None	15 Wo r king D ays & 10 M inu t es	

^{*} The total turnaround time includes processing of request/s needing highly technical procedures.



2. Process of Requesting for Disposal of Records or Use of Storage

The service allows employees responsible in the disposal of records or use of storage to strictly comply with the National Archives of the Philippines (NAP) General Disposition Schedule (GRDS) and TSU Records Disposition Schedule (RDS).

Note: The Records and Archives Unit conducts yearly monitoring based on the General Disposition Schedule and Records Disposition Schedule. And the actual monitoring depends on the retention time of the documents.

Office or D ivision:		Records and Archives Unit (RAU)		
Classification:	Complex			
Type of G2G - Government to Government				
Who may avail:	All TSU Employee	•		
CHECKLIST OF	WHERE TO SECURE			
Accomplished Request for Authority to Dispose of Records or Use of Storage Form TSU-RAU-SF-05 (2 Original Copies)		Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished and duly signed Request for Authority to Dispose of Records or Use of Storage to the Record and Archives Unit.	1.1 Reviews the completeness of the submitted form.	None	1 working day	Staff Records and Archives Unit
	1.2 If for disposal, transfer to the disposal. If for storing, transfer to storage area depending upon the capacity of Records and Archives Unit designated area.	None		Staff Records and Archives Unit
2. Receive One (1) copy of the signed Request for Authority to Dispose of Records or Use of Storage Form.	2.1 Dispatches one (1) copy of the signed Records and Archives Unit Form to the requestor and file one (1) copy for Records and Archives Unit.	None	1 working day	Staff Records and Archives Unit
	2.2 The storage and disposal in charge shall conduct regular monitoring based on the General Disposition Schedule and Records Disposition Schedule.	None	1 working day Note: The actual monitoring depends on the retention time of the documents.	Staff and Head Records and Archives Unit

			1906
2.3 At least once a	None	1 working day	
year, Records			
and Archives			
Unit shall		Note: The total	
prepare the		processing time	
Request for		for the	
authority to		evaluation and	
dispose using			
National		approval of	
		National	
Archives of the		Archives of the	
Philippines Form		Philippines is 3	
No. 3, for the		months.	
signature of the			
University			
President and			
approved by the			
National			
Archives of the			
Philippines			
Executive			
Director, thru the			
Records			
Management			
Services			
Division.			
2.4 Once approved,	None	1 working day	Head
prepare a letter	None	I Working day	Records and
addressed to the			Archive Unit
National			Archive Offic
Archives of the			
Philippines			
Executive			
Director, inviting			
National			
Archives of the			
Philippines			
representative			
for the date of			
actual disposal			
and availment of			
their accredited			
buyer.			
2.5 Prepares			
invitation letter to			
the Commission			
on Audit resident			
auditor and			
Internal Audit			
Service as			
witness.	N.1	4 . 1 . 1	0. "
2.6 Proceeds on the	None	1 working day	Staff
sale of Valueless			Cashiering Unit
records			
(disposal) shall			
be receipted at			



the Cashiering Office			
TOTAL:	None	6 Wo r king D ays	

Note: The service is covered by the National Archives of the Philippines General Circular Number 1 - "Rules and Regulations Governing the Management of Public Records and Archives Administration" and "General Records Disposition Schedule".



Supply and Property Management Unit External Services



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

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

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



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



attachments;			Management
forwards			Unit
Disbursement			
Voucher to end-			
user to certify			
expenses			
incurred under			
his/her direct			
supervision;			
forward to the			
Accounting			
Office			
Total:	None	9 Working Days, 5 Hours,	
	forwards Disbursement Voucher to enduser to certify expenses incurred under his/her direct supervision; forward to the Accounting Office	forwards Disbursement Voucher to enduser to certify expenses incurred under his/her direct supervision; forward to the Accounting Office	forwards Disbursement Voucher to enduser to certify expenses incurred under his/her direct supervision; forward to the Accounting Office 9 Working



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

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

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



	Proceed to the winning bidder			Bids and Awards Committee Supply and Property Management Unit
6. Payment of Bid Amount	6. Receives payment and issues Official Receipt	Bid Amount	5 working days Note: Upon receipt of Notice of Award and Notice to Proceed	Cashiering Staff Cashiering Unit
7. Submit Official Receipt	7. Records Official Receipt, prepares and issues gate pass	None	4 hours	Secretariat Bids and Awards Committee on Disposal Disposal Staff Supply and Property Management Unit
8. Hauling of used/ unserviceable items	8. Checks and verifies items and documents	None	5 working days Note: Upon full payment	Disposal Staff Supply and Property Management Unit Staff Janitorial and Grounds Services Unit or Staff Civil Security Unit
	TOTAL:	Bid Amount	23 working days, 2 hours, & 30 minutes	



Supply and Property Management Unit Internal Services



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

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

Office or	Supply and Property Management Unit (SPMU)			
Division:		· anagomon	Control (Or Wio)	
Classification: Type of	Complex			
Transaction:	G2G– Government to	Governmer	nt 	
Who may avail:	Respective End-Users	S		
	REQUIREMENTS	0	WHERE TO SEC	
Accomplished Results (Slip (RIS) (3 Original Copie (1 Photocopy for transferred to other)	es) items to be	Downloada https://www ion-and-iss	d Property Manage able at the TSU W v.tsu.edu.ph/medisue-slip.docx	ebsite: a/hw1j3hyp/requit
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Requisition of Supplies, Materials and PPE: Submits	1.1 Receives Requisition Slip for stock availability inquiry	None	5 minutes	Receiving Staff Supply and Property Management Unit
accomplished Requisition Slip to the office of Supply and Property Management Unit.	1.2 Checks availability of stocks	None	3 hours	Supply And Materials Staff Property, Plant and Equipment Staff Supply and Property Management Unit
	1.3 Certifies non-availability of stocks and return to Requisitioning officer the Requisition and Issue Slip for preparation of Purchase Request	None	3 hours and 10 minutes	Head Supply and Property Management Unit
2. For Issuance: Receives notice for available item/s	2. For Supplies and Materials, PPE, and Semi-Expendable PPE: Prepares and issue notice to	None	1 working day	Supply And Materials Staff Property, Plant and Equipment Staff Supply and Property



	end-user/s for the availability of item/s per fund cluster			Management Unit
3. Present duly accomplished Requisition and Issue Slip (RIS) for supplies, materials, and equipment	3.1 Checks, approves, and records the availability of items	None	2 hours	Receiving Clerk Head Supply And Materials Staff Supply and Property Management Unit
	3.2 For Construction Materials: Validates items requested for construction/ fabrication/ repairs by administration	None	1 working day	Monitoring & Validation Staff Supply and Property Management Unit
	3.3 For Semi- Expendable PPE and for Semi- Expendable Supplies and Materials: Prepares and signs Inventory Custodian Slip	None	1 working day and 5 hours	Supply And Materials Staff/ PPE Staff Head Property, Plant and Equipment Staff Supply and Property Management Unit
	3.4 For PPE: Prepares and signs Property Acknowledgeme nt Receipt (PAR)	None	2 working days	Head Supply and Property Management Unit
4. Receipt of items	4.1 For Supplies and Materials: Checks, counts and issue items to end-user/s	None	1 working day	Supply And Materials Staff Supply and Property Management Unit
	4.2 For PPE and Semi- Expendable PPE: Checks, counts and issue items to end-user/s	None	2 working days	Property, Plant and Equipment Staff Supply and Property Management Unit



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



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

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

Office or Division:	Supply and Property I	Vanagemen	t Unit (SPMU)	
Classification:	Client Without Property Accountabilities: Simple Client with Property Accountabilities: Complex Client with Property Accountabilities and With Missing Accountabilities: Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching and Non- Teaching with Plantilla Items			
	REQUIREMENTS		WHERE TO SEC	
Clearance Form	(3 Original Copy)	Office Downloada https://www.form-07-clean	source Developments Source De	ebsite: a/ksslcbls/cs-
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. Forwards the Clearance Form for signature to the office of Supply and Property Management Unit.	1.1 Receives accomplished clearance form	None	TIME 3 minutes	RESPONSIBLE Property, Plant and Equipment Staff Supply and Property Management Unit
O'ille.	1.2 Verifies property accountability of client	None	10 minutes	Property, Plant and Equipment Staff Supply and Property Management Unit
2. Request to check property accountability.	2. For Client Without Property Accountability: Signs the clearance For Client with Accountability: Checks and verifies property accountability	None	1 minute 3 working days	Receiving Clerk Supply And Materials Staff Head Supply and Property Management Unit Property, Plant
	For Client with Missing Property Accountability:			and Equipment Inventory Staff Head



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



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

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



3. Processing of Request for Physical Inventory of Property Accountabilities

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

Office or Division:	Supply and Property I	Managemen	t Unit (SPMU)	
Classification:	Complex			
Type of Transaction:	G2G – Government to	Governme	nt	
Who may avail:	End-users/ Accountab	le Officers		
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			CURE
Accomplished R (1 Original Copy	•	Downloada https://www sf-06-reque	est-slip.docx	ebsite: a/yjufpfkr/tsu-sup-
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request for Inventory to the office of Supply and Property Management Unit.	1.1 Receives, Records and Approves Request for Inventory	None	10 minutes	Inventory Staff Head Supply and Property Management Unit
	1.2 Prepares checklist/ summary list and set schedule for Inventory	None	10 minutes	Inventory Staff Supply and Property Management Unit
2. Attends set schedule of Inventory	2.1 Conducts Inventory	None	4 working days	Inventory Staff Supply and Property Management Unit
	2.2 Prepares report on the conducted Inventory which includes list of Missing Property Accountabilities	None	2 working day	Inventory Staff Inventory Committee Supply and Property Management Unit Accounting Staff
				Accounting Unit
3. If there are missing property accountabilities: Prepares Report of Lost, Stolen,	3. Checks and receives notarized Report of Lost, Stolen, Damaged or Destroyed Property/ Report of Lost, Stolen,	None	5 minutes	Inventory Staff Supply and Property Management Unit



Damaged or Destroyed Property/ Report of Lost, Stolen, Damaged or Destroyed Semi- Expendable Property	Damaged or Destroyed Semi- Expendable Property			
4. Settles missing property accountabilities and submits Official Receipts or replacement of lost items as proof of settlement	4.1 Receives payment for the assessed amount of missing property accountabilities	Assessed amount of missing property accounta bilities	10 minutes	Cashiering Staff Cashiering Unit
	4.2 Receives and Records proof of settlement	None	5 minutes	PPE Staff Supply and Property Management Unit
	4.3 Drops property in the database/ Inventory Record	None	5 hours	PPE Staff Supply and Property Management Unit
TOTAL Witho	out missing property accountabilities:	None	6 Working days and 20 minutes	
TOTAL With missing accountabilities:		Amount of assesse d missing account ability/ie s	6 working days 5 hours and 40 minutes	



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

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

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



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



5. Processing of Request to Transfer Property Accountabilities

The service allows the proper turn over or transfer of property accountability from one end-user to another end-user.

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



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



6. Processing of Request to Condemn Unserviceable Property Accountabilities

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

Office or Division:	Supply and Property I	Managemen	t Unit (SPMU)	
Classification:	Complex			
Type of	G2G – Government to Government			
Transaction:				
Who may avail:	End-users/ Accountable	ole Officers	WHERE TO SE	OUDE.
	REQUIREMENTS	Cupply one	WHERE TO SEC	
1. Accomplished Ro (1 Original Copy)			d Property Manage able at the TSU W	
(1 Original Copy))			a/yjufpfkr/tsu-sup-
			est-slip.docx	<u> </u>
2. Fully Accomplish	ed Inspection Report	Facility Ma	intenance Unit	
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. Submit	1.1 Receives,	BE PAID None	TIME 10 minutes	RESPONSIBLE Receiving Staff
accomplished	checks, and	INOHE	10 minutes	Neceiving Stan
Request to	approves			Disposal Staff
Condemn/	Request to			,
Request Slip	condemn			Head
with attached	unserviceable			0
fully accomplished	properties			Supply and Property
Inspection				Management
Report to the				Unit
office of Supply	1.2 Prepares and	None	1 working day	Disposal Staff
and Property	issue pull out slip			
Management Unit.	to the end-user			Supply and
Offic.				Property Management
				Unit
	1.3 Pull out item/s to	None	1 working day	Disposal Staff
	condemn then			
	transfer the item			Supply and
	to the storage			Property
	room for disposal			Management Unit
				J
	1.4 Prepares	None	1 working day	Disposal Staff
	ITR/PTR to the			
	Supply Officer			Head
	and label the condemn			Supply and
	properties using			Property
	the number			Management
	indicated on the			Unit
	ITR/PTR			
	TOTAL .	None	3 Working	
	TOTAL:	None	Days, & 10 Minutes	
			เขาเนเธอ	



Procurement Unit

External Services



1. Processing of Purchase Request / Job Order

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

Office or D ivision:	Procurement Unit - Planning & Canvassing Division			
Classification:	Highly Technical			
Type of	G2B – Government to	Business E	intity/ies	
Transaction:	G2G – Government to	Governme	nt	
Who may avail:	TSU Units, Offices an	d Colleges		
CHECKLIST OF REQUIREMENTS			WHERE TO SEC	CU R E
1. Accomplished Re Form (3 Original (Budget Mo	nitoring Unit	
2. Accomplished Pur (3 Original Copies	rchase Request Form s)		able from TSU Por <u>w.tsu.edu.ph/med</u> est.xlsx)	
Requisition and Is (3 Original Copies)	-	https://www	able from TSU Por v.tsu.edu.ph/medi sue-slip.docx	tal a/hw1j3hyp/requit
4. Accomplished Job (3 Original Copies			able from TSU Por w.tsu.edu.ph/med)	
5. Purchase Reques	t (5 Original Copies)		lanagement Divisi	on, Procurement
6. Job Order (3 Origi	nal Copies)	Contract Management Division, Procurement Unit		
7. For Infrastructur or Layout (if appli	• •	The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies to the receiving Staff-in-Charge of the Procurement Unit.	Purchase Request or Job Order along with the supporting	None	5 minutes	Receiving Clerk Procurement Unit - Planning & Canvassing Division
	1.2 Forwards the Approved Purchase Request / Job Order to the Bids and Awards Committee (BAC) Secretariat Section for processing.	None	5 minutes	Receiving Staff Procurement Unit - Planning & Canvassing Division
	1.3 Affixes control number on the Approved Purchase Request	None	5 minutes	Secretariat Procurement Unit – Bids and Awards Committee



(PR) / Job Order (JO).			Secretariat Division
			Staff-in-Charge Procurement Unit – Bids and Awards Committee Secretariat Division
1.4 Forwards the approved Purchase Request (PR) / Job Order (JO) to the Bids and Awards Committee (BAC) Chair for the identification of mode of procurement.	None	10 minutes	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit – Bids and Awards Committee Secretariat Division
1.5 Forwards the approved Purchase Request (PR) / Job Order (JO) to the Document Control Coordinator for the preparation of Request for Quotation and retains documents for processing under public bidding.	None	10 minutes	Document Controller Procurement Unit Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit
1.6 Prepares the bidding documents for the processing of request under public bidding.	None	2 working days	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit – Bids and Awards Committee Secretariat Division



1.7 Posts to the PhilGeps website those request for public bidding. 1.8 Posts requests to be processed under Alternative	None	1 hour	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit Staff-in-Charge Planning and Canvassing
Mode of Procurement with below 50,000 ABC.			Division
1.9 Prepares the conduct of public bidding for request/s to be undertaken through public bidding.	None	Minimum Time: 29 working days Maximum Time: 129 working days	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division
Note: If processed under Alternative Mode: Conduct canvassing for request/s undertaken through alternative mode of procurement.	None	Minimum Time: 7 working days Maximum Time: 15 working days	Staff-in-Charge Procurement Unit Staff-in-Charge Planning and Canvassing Unit
1.10 Prepares Bids and Awards Committee (BAC) resolutions for projects completed which are undertaken through public bidding and BAC resolutions for request undertaken through alternative mode of procurement with an ABC above 50,000	None	30 minutes	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit
1.11 Forwards the sealed quotation of contractors /	None	1 working day	Staff-in-Charge



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



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



			Planning and
			Canvassing
			Division
TOTAL TIME FOR PUBLIC BIDDING		36 Wo r king	
(MINIMUM TIME):	None	D ays, 7 Hou r s	
(INTIMINION TIME).		& 5 M inu t es	
TOTAL TIME FOR PUBLIC BIDDING		136 Wo r king	
	None	D ays, 7 Hou r s	
(MAXIMUM TIME):		& 5 M inu t es	
TOTAL TIME FOR ALTERNATIVE	None	14 Wo r king	
MODE (MINIMUM TIME):		D ays, 7 Hou r s	
		& 5 M inu t es	
TOTAL TIME FOR ALTERNATIVE		22 Wo r king	
	None	D ays, 7 Hou r s	
MODE (MAXIMUM TIME):		& 5 M inu t es	



2. Process of Acquiring Bidding Documents

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

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



TOTAL:	Maximum Cost of Bidding Documen ts based on ABC	20 M inu t es	
--------	---	-----------------------------	--

Approved Budget for the Contract	Maximum Cost of the Bidding Documents
PHP 500,000.00 and below	PHP 500.00
More than PHP 500,000.00 up to PHP 1,000,000.00	PHP 1,000.00
More than PHP 1,000,000.00 up to PHP 5,000,000.00	PHP 5,000.00
More than PHP 5,000,000.00 up to PHP 10,000,000.00	PHP 10,000.00
More than PHP 10,000,000.00 up to PHP 50,000,000.00	PHP 25,000.00
More than PHP 50,000,000.00 up to PHP 500,000,000.00	PHP 50,000.00
More than PHP 500,000,000.00	PHP 75,000.00



Procurement Unit

Internal Services



1. Processing of Purchase Request / Job Order

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

Office or D ivision:	Procurement Unit - Planning & Canvassing Division				
Classification:	Highly Technical				
Type of	G2B – Government to Business Entity/ies				
Transaction:	G2G – Government to Government				
Who may avail:	TSU Units, Offices and Colleges				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
1. Accomplished Re Form (3 Original (Budget Mo	Budget Monitoring Unit		
Accomplished Pur (3 Original Copies	rchase Request Form s)	(https://ww	Downloadable from TSU Portal (https://www.tsu.edu.ph/media/2vynentz/purc hase-request.xlsx)		
3. Requisition and Is (3 Original Copies		Downloada https://www	Downloadable from TSU Portal https://www.tsu.edu.ph/media/hw1j3hyp/requit ion-and-issue-slip.docx		
4. Accomplished Job (3 Original Copies		Downloada	able from TSU Por w.tsu.edu.ph/med		
5. Purchase Reques		Contract M Unit	lanagement Divisi		
6. Job Order (3 Origi	6. Job Order (3 Original Copies)		Contract Management Division, Procurement Unit		
7. For Infrastructur or Layout (if appli		The client will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all requirements and present all original copies to the receiving Staff-in-Charge of the Procurement Unit.	Purchase Request or Job Order along with the supporting	None	5 minutes	Receiving Clerk Procurement Unit - Planning & Canvassing Division	
	1.2 Forwards the Approved Purchase Request / Job Order to the Bids and Awards Committee (BAC) Secretariat Section for processing.	None	5 minutes	Receiving Staff Procurement Unit - Planning & Canvassing Division	
	1.3 Affixes control number on the Approved Purchase Request	None	5 minutes	Secretariat Procurement Unit – Bids and Awards Committee	



(PR) / Job Order (JO).			Secretariat Division
			Staff-in-Charge Procurement Unit – Bids and Awards Committee Secretariat Division
1.4 Forwards the approved Purchase Request (PR) / Job Order (JO) to the Bids and Awards Committee (BAC) Chair for the identification of mode of procurement.	None	10 minutes	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit – Bids and Awards Committee Secretariat Division
1.5 Forwards the approved Purchase Request (PR) / Job Order (JO) to the Document Control Coordinator for the preparation of Request for Quotation and retains documents for processing under public bidding.	None	10 minutes	Document Controller Procurement Unit Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit
1.6 Prepares the bidding documents for the processing of request under public bidding.	None	2 working days	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit – Bids and Awards Committee Secretariat Division



1.7 Posts to the PhilGeps website those request for public bidding. 1.8 Posts requests to be processed under Alternative	None	1 hour	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit Staff-in-Charge Planning and Canvassing
Mode of Procurement with below 50,000 ABC.			Division
1.9 Prepares the conduct of public bidding for request/s to be undertaken through public bidding.	None	Minimum Time: 29 working days Maximum Time: 129 working days	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division
Note: If processed under Alternative Mode: Conduct canvassing for request/s undertaken through alternative mode of procurement.	None	Minimum Time: 7 working days Maximum Time: 15 working days	Staff-in-Charge Procurement Unit Staff-in-Charge Planning and Canvassing Unit
1.10 Prepares Bids and Awards Committee (BAC) resolutions for projects completed which are undertaken through public bidding and BAC resolutions for request undertaken through alternative mode of procurement with an ABC above 50,000	None	30 minutes	Secretariat Procurement Unit – Bids and Awards Committee Secretariat Division Staff-in-Charge Procurement Unit
1.11 Forwards the sealed quotation of contractors /	None	1 working day	Staff-in-Charge



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



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



			Planning and Canvassing Division
TOTAL TIME FOR PUBLIC BIDDING (MINIMUM TIME):	None	36 Working Days, 7 Hours & 5 Minutes	
TOTAL TIME FOR PUBLIC BIDDING (MAXIMUM TIME):	None	136 Working Days, 7 Hours & 5 Minutes	
TOTAL TIME FOR ALTERNATIVE MODE (MINIMUM TIME):	None	14 Working Days, 7 Hours & 5 Minutes	
TOTAL TIME FOR ALTERNATIVE MODE (MAXIMUM TIME):	None	22 Working Days, 7 Hours & 5 Minutes	



Civil Security Unit

External Services



1. Processing of Request for CCTV Footage Review

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

Office or D ivision:	Civil Security Unit (CSI	J)		
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Tr ansac t ion:	G2B – Government to		ntity/ies	
	G2G - Government to	Government	t	
Who may avail:	All			
	REQUIREMENTS		WHERE TO SEC	CU R E
1. Request Letter (1		The client v	will provide	
2. Approved Letter S	-	Data Priva	cy Officer	
Investigation (1 O	nginai Copy)	FEES T O	P R OCESSING	PE R SON
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	R ESPONSIBLE
Submit the documentary requirements to the Civil	Accepts the document and asks information for further	None	5 minutes	Administrative Aide Unit Head
Security Unit.	verification.			Chief for Operation
				Security Guard on Duty Civil Security Unit
2. View on the monitor the requested footage.	2. Flashes and reviews the CCTV footage in given specific location and time.	None	20 working	Administrative Aide Unit Head Chief for
			days	Operation Security Guard on Duty Civil Security Unit
3. Submit the approved letter subject for investigation.	3. Accepts the approved letter and provides the specific footage/s	None		Administrative Aide Unit Head
	needed as evidence.			Chief for Operation
				Assistant Head
				<i>Unit Head</i> Civil Security Unit



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



2. Processing of Action for Complaints

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

Office or Division: Civil Security Unit (CSU)				
Classification:	Highly Technical	0:4:		
Type of Transaction:	G2C - Government to G2G - Government to		n t	
Who may avail:	All Stakeholders	Governmen	ıı.	
	REQUIREMENTS		WHERE TO SEC	CURE
1. Letter of Complain		The client	will provide	
(1 Original Copy a	nd 1 Duplicate Copy)		•	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
Submit the needed document.	1.1 Accepts the document and inputs transaction or control number.	None	1 minute	Administrative Aide & Unit Head Civil Security
	1.2 Gathers information from the complainant and other factors.	None	15 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit
Wait for the copy of complaint form received by the investigator.	2.1 Prepares spot report and blotter in the security activity logbook.	None	7 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit
	2.2 Endorses to higher authority If the findings have probable cause. If not, amicable settlement is observed as an option.	None	20 working days	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit
3. Receive call or text message once settled and findings are ready about the complaint.	3. Informs client on the status of the complaint.	None	5 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit
	TOTAL:	None	20 Wo r king D ays &	



	28 M inu t es	

^{*} The total turnaround time considers the severity of the complaint being investigated.



Civil Security Unit Internal Services



1. Processing of Request for CCTV Footage Review

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

Office or D ivision:	Civil Security Unit (CSI	J)		
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Tr ansac t ion:	G2B – Government to		ntity/ies	
	G2G - Government to	Government	t	
Who may avail:	All			
	REQUIREMENTS		WHERE TO SEC	CU R E
1. Request Letter (1		The client v	will provide	
2. Approved Letter S	-	Data Priva	cy Officer	
Investigation (1 O	nginai Copy)	FEES T O	P R OCESSING	PE R SON
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	R ESPONSIBLE
Submit the documentary requirements to the Civil	Accepts the document and asks information for further	None	5 minutes	Administrative Aide Unit Head
Security Unit.	verification.			Chief for Operation
				Security Guard on Duty Civil Security Unit
2. View on the monitor the requested footage.	2. Flashes and reviews the CCTV footage in given specific location and time.	None	20 working	Administrative Aide Unit Head Chief for
			days	Operation Security Guard on Duty Civil Security Unit
3. Submit the approved letter subject for investigation.	3. Accepts the approved letter and provides the specific footage/s	None		Administrative Aide Unit Head
	needed as evidence.			Chief for Operation
				Assistant Head
				<i>Unit Head</i> Civil Security Unit



4. Accomplish the information in	Provides the log sheet.	None	1 minute	Administrative Aide
the log sheet before leaving the office.				Unit Head
				Chief for Operation
				Security Guard on Duty
				Civil Security Unit
	TOTAL:	None	20 Wo r king D ays & 6 M inu t es	



2. Processing of Action for Complaints

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

Office or D ivision:	Civil Security Unit (CSU)			
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to	Governmen	nt	
Who may avail:	All Stakeholders			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CU R E
1. Letter of Complain	t	The client v	will provide	
(1 Original Copy ar	nd 1 Duplicate Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
Submit the needed document.	1.1 Accepts the document and inputs transaction	None	1 minute	Administrative Aide & Unit Head
	or control number.			Civil Security
	1.2 Gathers information from the complainant and other factors.	None	15 minutes	Security Guard on Duty or Assistant Head or Chief for
				Operation or Shift in-Charge Civil Security Unit
2. Wait for the copy of complaint form received by the investigator.	2.1 Prepares spot report and blotter in the security activity logbook.	None	7 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit
	2.2 Endorses to higher authority If the findings have probable cause. If not, amicable settlement is observed as an option.	None	20 working days	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit
3. Receive call or text message once settled and findings are ready about the complaint.	3. Informs client on the status of the complaint.	None	5 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit
	TOTAL:	None	20 Wo r king D ays &	



	28 M inu t es	

^{*} The total turnaround time considers the severity of the complaint being investigated.



Dental Unit

Internal Services



1. Process of Securing a Dental Certificate

This service allows clients to secure a dental certificate.

Office or D ivision:	Dental Unit (DU)			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:	G2G – Government to			
Who may avail:	Currently Enrolled TS	U Students		
CHECKLIS T OF	REQUIREMENTS		WHE R E T O SE	CURE
Request Form TS (1 Original Copy)	U-DHO-SF-10	Dental Un	it	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
Fill out Request Form for Dental Certificate.	 1.1 Reviews the request together with the dental record of the requisite. 1.2 Lists the procedure/s done in the draft. 1.3 Forwards the draft to the Dental Clerk. 1.4 Prepares and reviews the document. 	None	8 minutes	Dentist Dental Unit Dental Clerk Dental Unit Dental Assistant, Dental Unit Dentist
	signs the dental certificate, if there is no error found. Note: If there's an error found, return to the Dental Clerk for correction. Then, certify and sign.			Dental Unit
2. Register at the Daily Accomplishment Log (TSU-DHO-SF-14), when told to do so by the Dental Clerk.	2. Releases the certificate once certified or signed by the dentist.	None	20 minutes	Dentist and Dental Clerk Dental Unit
	TOTAL:	None	28 M inu t es	



Medical Unit

Internal Services



1. Process of Issuance of Medical Certificate

This service allows clients to secure a medical certificate that is needed as proof of fit to work, on-the-job training, fit to play sports, etc.

Note: Clients with findings during the data gathering may be referred to the Medical Doctor for consultation, the schedule depends on the availability of the Medical Doctor.

Student Medical Certificate (SMC) is for the individual or with findings. Group Medical Certificate is for bulk clients. And Eligibility Form is for Intramurals and SCUAA players.

Office or D ivision:	Medical Unit (MU)				
Classification:	Simple				
Type of	G2C – Government to	Citizen			
Tr ansaction:	G2G – Government to		nt		
Who may avail:	Currently Enrolled TS			ees	
_	REQUIREMENTS		WHERE TO SEC		
Certificate of Reg (1 Original Copy)	gistration	The client	will provide		
2. Covid-19 Vaccina (1 Original Copy))				
3. Eligibility Form <i>if</i> (1 Original Copy)			elopment and Ma	nagement Unit	
attachment/s - (1	S <i>U-MSO-SF-06</i> with Original Copy)	Medical Ur			
5. Laboratory Result host company of (1 Original Copy)	lt, if required by the On-The-Job Training		will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
Submit all necessary documents.	1.1 Receives and verifies the submitted documents.	None	1 minute	Nurse-on-Duty Medical Unit	
	1.2 Prepares the Medical Certificate and gathers data.	None	1 minute	Nurse-on-Duty Medical Unit	
	1.3 Assesses and evaluates the findings of the data gathered.	None 3 minutes Nurse-on-D Medical Ur			
	1.3.1 <i>If findings are normal</i> , endorses the results of data gathering to the Medical Doctor for signing.	None	5 minutes	Nurse-on-Duty Medical Unit	
	1.3.2 If with inconclusive findings, refers to the Medical Doctor. If the MD is not available, schedules a consultation.	None	5 minutes	Nurse-on-Duty Medical Unit	



				,
2. With Inconclusive Findings, proceed to the Medical Doctor	2.1. Evaluates the data gathered and conducts further Physical Examination.	None	15 minutes	Medical Doctor Medical Unit
(or on the schedule date)	2.2. Evaluates the findings and gives recommendation.	None	30 minutes	Medical Doctor Medical Unit
	2.2.1 If considered "FIT" after MD consultation, signs the Medical Certificate.			
	2.2.2 If considered "UNFIT" after MD consultation, MD will not sign the Medical Certificate. It indicates non- issuance of Medical Certificate.			
3. Client with "FIT" remark, sign and receive the	3.1 Explains the validity of the Medical Certificate.	None	3 minutes	Nurse-on-Duty Medical Unit
Medical Certificate and/or Health Teaching (as needed), and fill out the logbook.	3.2 Instructs the client to sign the Medical Certificate and logs on the Student Medical Certificate (SMC) logbook.	None	2 minutes	Nurse-on-Duty Medical Unit
	3.3 Releases the Medical Certificate.	None	2 minutes	Nurse-on-Duty Medical Unit
	TOTAL:	None	1 Hou r & 7 M inu t es	



Office of the Vice President for Academic Affairs Internal Services



1. Processing of Inter-Office Communication and Transactions

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

Office or D ivision:	Office of the Vice President for Academic Affairs		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
* *	G2G – Government to Government		
Who may avail:	TSU Employees &		
CHECKLIS T OF R E	QUI R EMENTS	WHERE TO SECURE	
A. Travel Order for Stu	u d en t s on Local Of	f-Campus Ac t ivities	
1. Letter of Invitation (1	Original Copy)	Office of the College Dean	
2. Endorsement (1 Orig			
3. Letter of Request to			
Participate in the Act	ivity		
(1 Original Copy)			
4. Photocopy of Studen	t's ID	The client will provide	
(1 Original Copy)	ntion		
5. Certificate of Registra (1 Original Copy)	auon		
6. Medical Clearance		University Medical Clinic	
(1 Original Copy)		Offiverally intedical office	
7. Duly Notarized Signe	ed Consent Form	Office of Student Affairs and Services	
by Parent / Guardian		omes of clausing and convises	
8. Itinerary of the Trip /		Secretariat of the Student Organization /	
Minutes of the Meetir		Student Organization Adviser	
Organization (1 Origi			
9. If Financial Collecti	-		
Breakdown of Budge	t or Expenses		
(1 Original Copy)	'41 B		
10. Minutes of Meeting		Secretariat of the Student Organization /	
Guardians (1 Origina	т Сору)	Student Organization Adviser / Office of the College Dean	
(if applicable) 11. Transportation for the	ne Δctivity	TSU Motor pool	
12. <i>If No TSU Vehicle</i>		Transportation Provider	
Insurance of the	•	Transportation Fronties.	
 Certification in g 			
the vehicle	,000.00		
 Certification that 	t the driver has		
acceptable driving record)			
(1 Original Copy)			
13. For Supervising Faculty or		Office of the College Dean	
Personnel-in-Charg			
Student Ratio is 1:	•		
Accomplished Faculty Loading and			
Make-up form (1 O		and Paviow (IDCP) /	
B. Individual Performance Commitment and Review (IPCR) / Department Performance Commitment and Review (DPCR) – (Faculty Personne			
1. For Faculty Membe	r –	The client will provide	



				1906
Individual Performance Commitment and Review (IPCR) with the supporting Document (1 Original Copy)				
2. For College Dean and Department Chairperson – Department Performance Commitment and Review (DPCR) with supporting Document (1 Original Copy)		Departmer	nt Chairpersons / (College Deans
C. Payroll / Vouch	ne r / R eques t t o R en d ei	r Ove rt ime/	Request for Fund	d ing
1. Letter to Reque- if any (1 Origina	st to Render Overtime, I Copy)	The client	will provide	
	Authority to Render ses <i>TSU-ASU-SF-02 -</i> ()	Affairs or d	le Vice President f lownload at w.tsu.edu.ph/medi authority-to-rendel	a/1mikgujh/tsu-
Time Record (1	/) ial Order and Daily	Office of th	e College Dean /	Unit Director
Classes	ioi Lecturers, Fait-tillio	515, an u 161	idled raculty wil	in Honoranum
	Faculty Loading with Specified Number of Students (1 Original Copy)		Office of the College Dean / Department Chairperson	
E. Travel Order fo	E. Travel Order for Teaching Personnel			
1. Invitation Letter	, , , ,	The client will provide		
3. Faculty Loading	etter (1 Original Copy)	Office of the College Dean Respective College		
	fficial travel/business, o class form	reoposive	, college	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
Present the requirements to the Office of the Vice President for Academic Affairs.	1.1 Receives and reviews the completeness of the submitted documents. Note: If submitted documents are incomplete, return and inform the lacking.	None	10 minutes	Clerk Office of the Vice President for Academic Affairs
	1.2 Evaluates and acts on the document.	None.	1 hour	Vice President Office of the Vice President for Academic Affairs
	1.3 After the evaluation, the document will be issued/released either back to the client or to the office	None	5 minutes	Clerk Office of the Vice President for Academic Affairs



of the next signatory.			
TOTAL:	None	1 Hou r & 15 M inu t es	



College of Architecture and Fine Arts External Services



1. Process of Taking the Qualifying Exam for Bachelor of Fine Arts Freshmen Applicants (Talent Determination Test)

This service requires aspiring students of Bachelor of Fine Arts Major in Visual Communication program to undergo Talent Determination Exam to assess basic skills and to provide proper guidance to the applicant.

Office or D ivision:	College of Architecture and Fine Arts – Department of Fine Arts (CAFA-DFA)		
Classification:	,		
Type of	G2C- Government to	o Citizen	
Transaction:			
Who may avail:	Bachelor of Fine Art Applicants	s Major in Visual Communication Freshmen	
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE	
1. TSU College Admi	ission Exam Results	Testing, Evaluation and Monitoring Unit	
(1 Original Copy)		(TEMU) or download at https://cat.tsu.ph	
2. Accomplished Tale	ent Determination	Official Facebook Page of Department of Fine	
Test Application Fo	orm	Arts	
(1 Original Copy)		https://www.facebook.com/TSUFineArts	
3. Admission Slip wit	h Student Number	Office of Admission and Registration	
(1 Original Copy)			
4. General Weighted		Previous School	
75% (or higher) in			
disciplines taken ir			
•	K to 12 Tracks and		
Strands are allowed	ed to apply)		
(1 Original Copy)			
5. Art Portfolio with a		The client will provide	
Artworks During the Last Three Years			
(1 Original Copy)			
6. For Qualified Talent Determination			
Test Takers, art materials			

rest rancis, art materials				
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Talent Determination Test Application form and other pertinent requirements.	1. Receives and reviews the submitted accomplished forms. Note: If forms are not properly accomplished, application shall be rejected and shall disallow the applicant to take the qualifying exam.	None	5 minutes	Fine Arts Faculty & Clerk College of Architecture and Fine Arts
2. Submit the Art Portfolio and Certificate of Authenticity.	2. Receives and verifies the submitted pertinent documents.	None	5 minutes	Fine Arts Faculty & Clerk



Note: Art Portfolio must be printed digitally.	Note: If documentation submitted is incomplete and does not meet the requirement, application shall be rejected and shall disallow the applicant to take the qualifying exam.			College of Architecture and Fine Arts
3. Receive an invitation email, containing the schedule and other important details of the Talent Determination Test.	3. Sends the details regarding the Talent Determination Test to the qualified applicants via email.	None	5 minutes	Fine Arts Faculty & Clerk College of Architecture and Fine Arts
4. Take the Actual Qualifying Exam (Talent Determination Test).	4. Conducts Talent Determination Test.	None	3 hours	Fine Arts Faculty & Clerk College of Architecture and Fine Arts
5.Take the in - person interview Note: The interview will be held on the	5.1 Performs individual interviews with applicants	None	1 working day	Faculty Evaluation Committee College of Architecture and Fine Arts
same day after the skill test.	5.2 Checks, evaluates and prepares the result of Talent Determination Test and interview. Note: Passers of the Talent Determination Test will be posted thru the FB page of Fine Arts-CAFA and will also be posted public on the TSU page.	None	3 working days	Fine Arts Faculty & Clerk College of Architecture and Fine Arts



5.3 Conducts decision making on the final passers.	None		Faculty Evaluation Committee College of Architecture and Fine Arts
5.4 Posts announcement thru Fine Arts- CAFA fb page for the list of students qualified to enroll on Bachelor of Fine Arts.	None		Faculty Evaluation Committee College of Architecture and Fine Arts
TOTAL:	None	4 Working D ays, 3 Hours & 15 M inu t es	

^{*} The total turnaround time considers the volume of applicants, waiting time, queue, internet connectivity issues, and is applicable for one (1) batch with 60 applicants.



Office of the Admission and Registration External Services



1. Enrollment Procedure for Shifters and Returnees

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

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

Office or D ivision:	Office of the Admission and Registration (OAR)			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Tr ansac t ion:				
Who may avail:	Existing and Incoming	TSU Stude	ents	
	REQUIREMENTS		WHERE TO SE	CU R E
A. FOR SHIFTERS				
Accomplished Ap Shifter TSU-REG (1 Original Copy)		download https://ww	Admission and Req at w.tsu.edu.ph/med n-form-for-shifter.p	ia/3bpl3ifq/h-
2. Report of Grades (1 Original Copy)			will provide (from	
3. Counseling Repo	rt (1 Original Copy)	Guidance	and Counseling L	Jnit
B. FOR RETURNER			<u> </u>	
1. Accomplished No TSU-ORA-SF-14	tice of Acceptance - (1 Original Copy)	download https://ww	Admission and Req at w.tsu.edu.ph/med acceptance.pdf	•
			Office of Admission and Registration	
3. Report of Grades (1 Original Copy)		The client	will provide (from	,
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. For Shifters: Inquire to the Accepting College if there is an available slot for the chosen course.	1. For Shifters: Attends to the inquiry and checks availability of slot.	None	1 hour	Faculty in-Charge College
For Returnees: Inquire to the college if there is an available slot for the chosen course.	For Returnees: Attends to the inquiry and checks availability of slot. Note: If no slot is available, inform the student.	None	1 hour	Faculty in-Charge College
2. For Shifters: If a slot is available,	2. For Shifters: Releases the student via	None	2 hours	<i>Dean</i> College



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



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

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



2. Enrollment Procedure for Transferees and Second Coursers

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

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

Office or D ivision:	Office of the Admission and Registration (OAR)			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Tr ansac t ion:	G2C - Government to Chizen			
Who may avail:	Transferees and Seco	and Coursers		
	REQUIREMENTS	WHERE TO SECURE		
A. FOR TRANSFER		WIERE TO SECORE		
	d Duly Signed Notice	Office of Admission and Registration or		
of Acceptance TS	, ,	download at		
(1 Original Copy)	10-01\A-01-14-	https://www.tsu.edu.ph/media/432jmwug/k-		
(1 Original Copy)		notice-of-acceptance.pdf		
2. Accomplished and	d Duly Signed	Office of Admission and Registration –		
Admission Slip for		Admission Unit		
<u>-</u>	- (1 Original Copy)	Authission offic		
3. Accomplished and		Office of Admission and Registration or		
Application Form		download at		
	- (1 Original Copy)	https://www.tsu.edu.ph/media/skgbckmq/b-		
10011200112	(1 Original Copy)	application-form-for-admission-graduate-		
		school-prof-ed-takers-2nd-courser-and-		
		transferees.pdf		
4. Accomplished and	d Duly Signed	Office of Admission and Registration		
	n TSU-ORA-SF-16 –	omee of Admission and Regionation		
(1 Original Copy)	11 700 0701 07 70			
5. Transfer of Crede	ntials or Honorable	Previous School or University		
Dismissal (1 Origi		The tribule contest of crimerous,		
	of Records (TOR) or			
Duly Signed (by F				
Grades Used for I	, ,			
(1 Original Copy)				
7. Good Moral Char	acter			
(1 Original Copy)				
8. TSU Psychologica	al Result	Guidance and Counseling Unit		
(1 Original Copy)				
9. 2x2 Colored Pictu		The client will provide		
Background Take	n Within the Last Six	·		
(6) Months (2 Orig				
	tics Authority (PSA) –			
Birth Certificate (1 Photocopy)			
	nte (1 Original Copy)			
12. Self-Stamped M	ailing Envelope			
(1 pc)	<u> </u>			
13. Long Brown Env	relope (1 pc)			
B. FOR SECOND C				



Accomplished and Duly Signed Notice of Acceptance TSU-REG-SF-14 – (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/432jmwug/k-notice-of-acceptance.pdf
2. Accomplished and Duly Signed Application Form for Admission TSU-REG-SF-12 - (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/skgbckmq/b-application-form-for-admission-graduate-school-prof-ed-takers-2nd-courser-and-transferees.pdf
Accomplished and Duly Signed Admission Slip TSU-REG-SF-05 – (1 Original Copy)	Office of Admission and Registration
 4. Transfer of Credentials or Honorable Dismissal (1 Original Copy) 5. Official Transcript of Records (TOR) or Duly Signed (by Registrar) Copy of Grades Used for Evaluation – (1 Original Copy) 	Previous School or University
6. 2x2 Colored Pictures on White Background Taken Within the Last Six (6) Months - (2 Original Copies) 7. Philippine Statistics Authority (PSA) – Birth Certificate (1 Photocopy) 8. Self-Stamped Mailing Envelope (1 pc) 9. Medical Certificate (1 Original Copy) 10. Long Brown Envelope (1 pc)	The client will provide
5 =	FFF0 TO DBOOFOOING DEBOON

To. Long Brown Envelope (1 po)				
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Fo r	1. Fo r	None	2 hours	College Clerk
Transferees:	Transferees:			College
Proceed to the	Receives and			&
College Dean of	checks the Notice			Dean
the chosen	of Acceptance			College
course to secure	and Accreditation			
his/her signature	form if properly			
on the Notice of	filled-out and			
Acceptance form and	signs on the			
Accreditation	College Dean section.			
form.	Section.			
TOTTIL.	Note: If with unaccomplished form/s, return the form/s to the applicant.			
For 2 nd	For 2 nd	None	2 hours	College Clerk
Coursers:	Coursers:	None	2 110013	College
Proceed to the	Receives and			&
college of the	checks the Notice			Dean
chosen course	of Acceptance			College
to secure the	Form if properly			
approval of the	filled-out; and			
College Dean	signs on the			



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



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



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



	D		
	Page o r		
	Subjec t		
	×		
	Numbe r		
	of Page		
	or		
	Subjec t		
	Submi tt		
	e d		
	T ui t ion		
	Fee =		
	Amoun t		
TOTAL FOR SECOND COURSERS:	pe r Uni t	7 1 1 2	
	×	7 Hou r s	
	Numbe r		
	of Uni t s		
	En r olle d		

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



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

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

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

Office or D ivision:	Office of the Admission and Registration (OAR)		
Classification:	Simple		
Type of	G2C – Government to Citizen		
Transaction:	G2G – Government to Government		
Who may avail:	All Incoming Graduate School Enrollees		
	REQUIREMENTS	WHERE TO SECURE	
A. FOR PROFESSION	ONAL EDUCATION TA	AKE R S	
1. Transfer Credenti	als / Honorable	Previous School / University	
Dismissal (1 Origi	nal Copy)	•	
2. Official Transcript	of Records (TOR)		
or Duly Signed (b)	y Registrar) Copy of		
Grades Used for E			
(1 Original Copy)			
3. 2x2 Colored Pictu	re with Name Tag	The client will provide	
(Last Name, First	Name, Middle Name)		
(2 Original Copies	5)		
4. TSU Psychologica	al Test Result	Student Affairs Services – Testing, Evaluation	
(1 Original Copy)		and Monitoring Services Unit	
5. Accomplished and		Office of Admission and Registration or	
	TSU-REG-SF-12 –	download at	
(1 Original Copy)		https://www.tsu.edu.ph/media/skgbckmq/b-	
		application-form-for-admission-graduate-	
		school-prof-ed-takers-2nd-courser-and-	
		transferees.pdf	
6. Accomplished and	, ,	Office of Admission and Registration	
Admission Slip 73	SU-REG-SF-05 –		
(1 Original Copy)			
7. Accomplished and		Office of Admission and Registration or	
Notice of Accepta		download at	
15U-REG-SF-14-	(1 Original Copy)	https://www.tsu.edu.ph/media/432jmwug/k-	
O Dhilipping Ctatistic	oo Authority (DCA)	notice-of-acceptance.pdf	
8. Philippine Statistic	• ` '	The client will provide	
Birth Certificate (1			
9. For Female Married Student – Philippine Statistics Authority (PSA) –			
	• • • • • • • • • • • • • • • • • • • •		
Marriage Certifica 10. Self-Stamped Marriage Certifica			
(1 pc)	aning Livelope		
11. Medical Certifica	nto.		
	and 1 Photocopy)		
12. Long Brown Env			
(1 pc)	οιορο		
(ι ρυ)			



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



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

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



Tarlac State University, Romulo Boulevard, San Vicente, Tarlac City, Tarlac, 2300, Philippines For Online: Send the needed requirements to the college email. College of Business and Accountancy cba_dean@tsu. edu.ph	submitted documents and issue promissory note duly signed by the applicant. 2.1.2 For Online: Downloads and receives the submitted electronic copies of the documents. Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the applicant.	None	1 hour	Chairperson College
(045) 606 8172 College of	2.2.1 For Walk-In: Encodes the name of the	None	30 minutes	Staff-in-Charge Office of Admission and
Engineering and Technology	students in the Enrollment System and			Registration
cet_dean@tsu.e du.ph (045) 606 8175/ (045) 606 8179	processes temporary enrollment subject to the submission of the complete			
College of Public A d minis tr a t ion	physical copies of requirements.			
an d Gove r nance cpag_dean@tsu .edu.ph (045) 606 8177	2.2.2 For Online: Processes the temporary enrollment subject to the submission of the complete	None	30 minutes	College Clerk College
College of Arts and Social Sciences cass_dean@tsu .edu.ph (045) 606 8171	physical copies of requirements.			
School of Law				
sl_dean@tsu.ed u.ph (045) 606 8176				
College of Teache r E d uca t ion				



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



online payment or bank deposit. Note: If you opt to pay online, you may check out 'payment' in the student portal and use a credit card to pay off your fees. Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For Masteral Cashiering Unit		<u>, </u>			,
or bank deposit. Note: If you opt to pay online, you may check out 'payment' in the student portal and use a credit card to pay off your fees. Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Number: O000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	online payment				
deposit. Note: If you opt to pay online, you may check out "payment" in the student portal and use a credit card to pay off your fees. Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge			For		
Note: If you opt to pay online, you may check out "payment" in the student portal and use a credit card to pay off your fees. Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
Note: If you opt to pay online, you may check out 'payment' in the student portal and use a credit card to pay off your fees. Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 00000060-5501 For bank deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	deposit.				
to pay online, you may check out 'payment' in the student portal and use a credit card to pay off your fees. Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	A				
you may check out "payment" in the student portal and use a credit card to pay off your fees. Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 00000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge			· ·		
out "payment" in the student portal and use a credit card to pay off your fees. Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	to pay online,		per unit		
out "payment" in the student portal and use a credit card to pay off your fees. Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	vou may check				
in the student portal and use a credit card to pay off your fees. Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU - SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
portal and use a credit card to pay off your fees. Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
a credit card to pay off your fees. Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
pay off your fees. Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
fees. Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	a credit card to				
fees. Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	pay off your				
Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	fees.				
through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	Note: If it is				
payment, you may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
may then walk into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 00000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	_				
into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 00000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	payment, you				
into any DBP branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 00000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	may then walk				
branch and deposit your payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 00000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
deposit your payment using the following account details: Account Name: TSU - SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
payment using the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 00000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
the following account details: Account Name: TSU – SPECIAL BUDGET Account Number: 00000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
account details: Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
Account Name: TSU – SPECIAL BUDGET Account Number: 00000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	account details:				
Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	Account				
SPECIAL BUDGET Account Number: 00000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
BUDGET Account Number: 00000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
Account Number: 00000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
Number: 0000060-5501 For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	Account				
For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	Number:				
For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	00000060-5501				
deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	For bank				
scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
with your name and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	_				
and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	deposit slip				
and reference number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	with your name				
number then send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
send to the chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
chairperson for submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
submission to the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
the cashiering unit. Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5. 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
Note: Verifying your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	the cashiering				
your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: 5. For 1 hour Staff-in-Charge	unit.				
your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: 5. For 1 hour Staff-in-Charge					
your payment will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: 5. For 1 hour Staff-in-Charge	Note: Verifying				
will take several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
several days due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
due to the need of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
of updating the TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	_				
TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
TSU bank account. 5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge	of updating the				
account.For Staff-in-Charge5. For Walk-In:5.1.1For Walk-In:For 1 hourStaff-in-Charge					
5. For Walk-In: 5.1.1For Walk-In: For 1 hour Staff-in-Charge					
J J J J J J J J J J J J J J J J J J J		5.1.1For Walk-In:	For	1 hour	Staff-in-Charge
Wasteral Cashening Offic	J J. Train III.	J		, ,,,,,,,,	
			Iviadicial		Jackholling Offic



enrolled subjects and viewing of Certificate of Registration. 6. For Walk-In: Proceed to Office of Office of Management Information Systems for the creation of Office 365 Account and log in to the student portal https://student.t su.edu.ph/ for the checking of enrolled subjects and viewing of Certificate of Registration. Amount per Unit TOTAL FOR WALK-IN TRANSACTION: Amount per Unit Day, 5 Hours & Staff-in-Charge Office of Management Information Systems Office of Management Information Office of Management Information Office of Management Information Office of Management Information Office of Management Office of Managemen	Proceed to the Cashiering Unit to settle Tuition and Miscellaneous Fees. For Online: Email Office of Management Information Systems at miso@tsu.edu.ph for the creation of Office 365 Account and log in to the student portal https://student.tsu.edu.ph/ for the checking of	Receives the payment and issues Official Receipt. 5.1.2For Online: Creates Office 365 Account and provides temporary login credentials to the enrollee.	- Php 800.00 per unit For Doctoral – Php 1,000.00 per unit None	5 hours	Staff-in-Charge Office of Management Information Systems
T/\T/\ L/\D\\\/\\ Z K TD\\ K C\\/\\T /\K \\	viewing of Certificate of Registration. 6. For Walk-In: Proceed to Office of Office of Management Information Systems for the creation of Office 365 Account and log in to the student portal https://student.t su.edu.ph/ for the checking of enrolled subjects and viewing of Certificate of Registration.	Creates Office 365 Account and provides temporary login credentials to the enrollee.	Amoun t	1 Wo r king	Office of Management Information



	of Uni t s En r olle d		
TOTAL FOR ONLINE TRANSACTION:	Amount per Unit X Number of Units Enrolled	2 Working D ays, 7 Hours & 30 M inu t es	

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



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

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

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

Office or D ivision:		Office of th	e Admission and	Registration	
		(OAR)			
Classification:		Highly Tec	hnical		
Type of Transaction	on:	G2C – Government to Citizen			
Who may avail:		Incoming F	reshmen Student	S	
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
1. Grade 12 Form 1	138	The client	will provide		
(1 Original Copy	and 1 Photocopy)				
2. Philippine Statist	2. Philippine Statistics Authority (PSA)				
Birth Certificate (1 Photocopy)				
3. For Female Mar	ried Student –				
Philippine Statist	ics Authority (PSA) –				
Marriage Certific	ate (1 Photocopy)				
4. Certificate of Go					
	and 1 Photocopy)				
	ure with Name Tag				
(Last Name, First Name, Middle					
Name) - (2 Original Copies)					
6. Self-Stamped Mailing Envelope					
(1 pc)					
7. Medical Certifica					
	(1 Original and 1 Photocopy)				
8. Accomplished Application Form for		Office of Admission and Registration or			
College Enrollment TSU-ARO-SF-02-		download at			
(1 Original Copy)		https://www.tsu.edu.ph/media/30qhkrcx/c-			
		<u>application-form-for-college-enrollment-</u> freshmen-student.pdf			
O TOU College Add	mission Tost Docult	Testing, Evaluation and Monitoring Services			
(1 Original Copy)	mission Test Result	Unit			
		FEES TO	P R OCESSING	PE R SON	
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE	
1. Submit all the	1. Receives and	None	1 hour	Staff-in-Charge	
required	checks all			Office of	
documents to	submitted			Admission and	
the Office of	documents.			Registration	
Admission and					
Registration.	Note: If				
	incomplete				
	requirements,				
	accept the				
	submitted				
	documents and				
	issue promissory				
	note duly signed				
	by the applicant.				
2. Receive the	2. Issues the	None	7 minutes	Staff-in-Charge	



			1	
admission slip.	admission slip			Office of
	with student ID			Admission and
	number.			Registration
3. Proceed to	3.1 Verifies the	None	2 hours	Faculty-in-
the enrollment	presented			Charge
area and	admission slip			College
present the	and encodes the			
admission slip.	student ID			
	number.			
	3.2 Pre-registers or	None	30 minutes	Faculty-in-
	enrolls the student			Charge
	on the chosen			College
	course.			
	3.3 Tagging of free	None	7 working days	Staff-in-Charge
	Tuition.			Office of
				Management
	Note: Tagging of			Information
	free tuition is done			Systems
	by bulk.			
4. Receive the	4. Posts temporary	None	2 hours	Staff-in-Charge
temporary login	Office 365 login			Office of
credentials for	credentials on			Management
the Office 365	TSU CAT			Information
Account and	website.			Systems
log in to the				
student portal	Note: An			
(https://student.	announcement			
tsu.edu.ph/) for	regarding the			
the checking of	availability of the			
enrolled	temporary login			
subjects and	credentials will be			
viewing of	posted by Office			
Certificate of	of Public Affairs			
Registration.	thru Tarlac State			
Note: If	University			
	Facebook Page or			
unsuccessfully	student may check his/her TSU			
tagged, proceed to	CAT account after			
Accounting	7 working days.			
Unit.	I working days.			
Ornic.	l		7 Wo r king	
	TOTAL:	None	Days, 5 Hours	
			& 30 M inu t es	
	L		3. 22	

^{*}The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.



5. Enrollment Procedure for Freshman Enrollees (ONLINE)

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

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

Office or D ivision	n:		he Admission and	Registration	
Classification:		(OAR)	ohnical		
	ion:	Highly Technical G2C – Government to Citizen			
Type of Transaction: Who may avail:					
CHECKLIST OF REQUIREMENTS		incoming	Freshman Studen WHERE TO SE		
1. Grade 12 Form		The client	will provide	CURE	
	and 1 Photocopy)	The client	wiii provide		
	stics Authority (PSA)				
Birth Certificate	• , ,				
3. For Female Ma					
	stics Authority (PSA)-				
	cate (1 Photocopy)				
4. Certificate of Go					
	and 1 Photocopy)				
` '	cture with Name Tag				
	st Name, Middle Name)				
· ·	(2 Original Copies)				
	6. Self-Stamped Mailing Envelope (1 pc)				
7. Medical Certificate					
(1 Original and 1 Photocopy)					
8. Accomplished A	8. Accomplished Application Form for		Office of Admission and Registration or		
_	ent TSU-ARO-SF-02 -	download at			
(1 Original Copy	/)	https://www.tsu.edu.ph/media/30qhkrcx/c-			
			<u>n-form-for-college</u>	<u>-enrollment-</u>	
			-student.pdf		
_	mission Test Result		valuation and Mo	nitoring Services	
(1 Original Cop	у)	Unit			
OLIENT OTEDO	A OFNOV A OTIONO	FEES	P R OCESSING	PE R SON	
CLIENT STEPS	AGENCY ACTIONS	TOBE	TIME	R ESPONSIBLE	
1 Dessive	1 1 Notifice chases	PAID	1 working dov	Ctaff in Charge	
Receive notification	1.1 Notifies chosen and eligible aspiring	None	1 working day	Staff-in-Charge Testing,	
regarding the	TSU students			Evaluation and	
qualification	based on each			Monitoring	
and confirm	college's			Services Unit	
his/her slot.	qualifications thru			OCIVIOCS OTHE	
1110/1101 3101.	TSU CAT website.				
	1.2 Generates and	None	2 hours	Staff-in-Charge	
	forwards the list of		254.5	Testing,	
	qualified students,			Evaluation and	
	with confirmed			Monitoring	
	slots, for the			Services Unit	
	creation of student				
	number to the				



	Office of			
	Office of Management Information			
	Systems.			
	1.3 Creates student number for each student on the list.	None	3 hours	Staff-in-Charge Office of Management
				Information Systems
	1.4 Generates and forwards the list of qualified students with student number for the preregistration / enrollment to the Office of Admission	None	2 hours	Staff-in-Charge Office of Management Information Systems
	and Registration.			
	1.5 Pre-registers or enrolls the qualified student to the	None	30 minutes	Staff-in-Charge Office of Admission and
	chosen course.			Registration
	1.6 Tagging for free Tuition.	None	7 working days	Staff-in-Charge Office of
	Note: Tagging of free tuition is done			Management Information Systems
	by bulk.			Cystoms
2. Receive the	2. Posts temporary	None	2 hours	Staff-in-Charge
temporary	Office 365 login			Office of
login	credentials on TSU			Management
credentials for the Office 365	CAT website.			Information Systems
Account and	Note: An			, , , , , ,
log in to the	announcement			
student portal (https://student	regarding the availability of the			
.tsu.edu.ph/) for the	temporary login credentials will be			
checking of	posted by Office of			
enrolled	Public Affairs thru			
subjects and	Tarlac State			
viewing of	University			
Certificate of Registration.	Facebook Page or student may check his/her TSU CAT			
Note: If	website after 7			
unsuccessfully	working days.			
tagged,				
proceed to				
Accounting Unit.				-
3. Submit	1.2 December and	None	1 hour	Staff in Chargo
	3. Receives and	INOHE	i iloui	Staff-in-Charge
physical	verifies the	NOHE	Tiloui	Office of
		None	Tiloui	



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

^{*}The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.



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

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

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

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



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

^{*}The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories.



7. Processing of Request for Various Academic Documents

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

Office o r	Office of Admission and Registration (OAR)					
D ivision:						
Classifica t ion:	Complex – Request for					
	Highly Technical – Re					
T ype of	G2C - Government to	Citizen				
Transaction:						
		Enrolled Students at the University				
CHECKLIST OF	FREQUIREMENTS	WHERE TO SECURE				
1. Duly Signed Stu	ident Clearance	Office of Admission and Registration or				
(1 Original Copy	/)	download at				
		https://tsu.edu.ph/media/aianidjs/l-student-				
		<u>clearance-form.pdf</u>				
2. Accomplished R	Request Form	Office of Admission and Registration or				
TSU-ARO-SF-	-21 –	download at				
(1 Original Copy	/)	https://tsu.edu.ph/media/rxjlwhlx/o-request-				
		form-and-claim-stub.pdf				
3. Student ID		The client will provide				
4. Documentary St	tamps (2 pcs)					
5. For Transferee	nsferees, Form 137-A					
(Copy for TSU)	/ Transcript of Record					
(1 Original Copy	<u>'</u>)					
6. If the Requesto	stor is Not Present,					
a. Authorization	letter					
(1 Original Copy						
b. Requestor's v	alid ID (1 Photocopy)					
c. Representativ	∕e's valid ID					
(1 Photocopy)						

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



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



oneite /TOLL			<u> </u>	
onsite (TSU Cashier)				
5. Present a copy of the accomplished Request Form and submit the required documents	5.1 Receives the required documents and the Official Receipt	None	1 hour	Staff-in-Charge of Online Request Office of Admission and Registration
and present the Official Receipt	5.2 Print the request and have it signed.	None	20 minutes	Staff-in-Charge of Online Request Office of Admission and Registration
	5.3 Release the Requested Documents	None	1 hour	Staff-in-Charge of Online Request Office of Admission and Registration
Т	OTAL FOR WALK-IN TRANSACTION:		5 Working D ays, 5 Hours & 40 M inu t es	
	TOTAL FOR ONLINE TRANSACTION:	See T able	6 Working D ays & 10 M inu t es	
TOTAL FOR O	NLINE REQUEST OF DIPLOMA:	Below	13 Wo r king D ays & 10 M inu t es	
TOTAL FOR	WALK-IN REQUEST OF DIPLOMA:		12 Working D ays, 5 Hours & 40 M inutes	

Aca d emic D ocumen t	Amoun t
Official Transcript of Record and other certificate	PHP 100.00/page
2. Bona fide	PHP 200.00
3. Consular	PHP 150.00
4. Diploma	PHP 300.00
5. Certified Photocopy	PHP 20.00/page



8. Processing of Request for Transcript of Records of Graduates

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

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

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



	1.2 For Walk-In: Sets an appointment date.	None	10 minutes	Staff-in-Charge of Records Office of Admission and Registration
	For Online: Reviews the records and sends the list of other required documents to be prepared by the client.	None	30 minutes	
	1.3 For Online: Emails the client for the date of appointment.	None	1 working day	Staff-in-Charge of Records Office of Admission and Registration
2.Submit to the Staff-in- Charge of Records the needed documents	2.1 Processes the first copy of Transcript of Records. 2.2 Issues first copy	None	Fo r Walk-In: 2 working days Fo r Online:	Staff-in-Charge of Records Office of Admission and Registration
and signs in the logbook.	of Transcript of Records		3 hours	
1	OTAL FOR WALK-IN TRANSACTION:	None	2 Wo r king D ays & 40 M inu t es	
TOTAL FOR ONL	LINE TR ANSAC T ION:	None	1 Working D ay, 4 Hou r s & 30 M inu t es	

^{*} First copy of Transcript of Records shall be of no charge. Subsequent request/s of Transcript of Records shall be charged Php 100.00 per page.



9. Issuance of Temporary Notice of Acceptance for Foreign Student

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

processing the	acceptance letter for re	gistiation po	arposes.			
Office or	Office of Admission and Registration (OAR)					
Division:	Cimanla					
Classification:	Simple	Citizon				
Type of T r ansac t ion:	G2C - Government to	G2C - Government to Citizen				
	New Foreign Student	New Foreign Student				
	F REQUIREMENTS					
	Application form for	Office of A	dmission and Regi			
Foreign Studer			armoolori ana reogn	Stration		
TSU - ORA - S						
(1 Original Cop	y)					
2. 2x2 Colored Pi	ctures on White	The client	will provide			
Background Ta	ken Within the Last					
	- (2 Original Copies)					
•	ecords/Certificate of					
Completion / G	,	Previous S	chool / University			
	Authenticated by the					
	assy or Consulate in	1				
4. Personal Data,	1 Original Copy)	The client will provide				
Approved	i assport with	THE CHEFIT	wiii provide			
	Alien Certificate of					
· ·	CR) (1 Original Copy)					
	e or Its Equivalent					
Duly	·					
	by the Philippine					
Foreign Service						
(1 Original Cop						
	avit of Support and					
-	ate Financial Support					
(1 Original Cop	. ,					
(1 Original Cop						
	ſ`	FEES TO	P R OCESSING	PE R SON		
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	R ESPONSIBLE		
1. Send an	1.1 Receives,	None	30 minutes	Staff-in-Charge		
email to the	checks, and			of Foreign		
Office of	evaluates the			Students		
International	documents			Office of Admission and		
Affairs and Linkages	provided by the			Registration		
(oia@tsu.edu.	International			rvegistration		
ph) to inquire	Affairs.					
about the	1.2 Prepares the	None	3 hours			
requirements	Temporary Notice					
of Foreign	of Acceptance					
Students and	and submits to					
send	International					

complete

requirements.

Affairs.



	Note: The			
	International Affairs will send			
	the temporary Notice of			
	Acceptance to the			
	foreign student.	Nana	2 5 5	Otaff in Obarras
	1.3 Issues the Admission Slips with student number to the College.	None	3 hours	Staff-in-Charge of Foreign Students Office of Admission and Registration
	Note: The College will process the temporary enrollment of student subject to the submission of required documents and inform the students regarding their			
2. Pay for the	enrollment 2. Process the	See table	1 hour	Staff-in-Charge
required fees thru online or onsite (TSU Cashier).	Payment.	below		Cashiering Unit
3. For Walk-In: Go to MISO for the setting up of Office 365 account.	4. Creates a 365 account for the student and sends thru e-mail the procedures on how to set up the Office 365 account.	None	1 hour	Staff-in-Charge Office of Management Information Systems
Fo r Online: Send an e- mail to			1 hour and 30 minutes	
(miso@tsu.ed u.ph) for the setting				
up of Office 365 account and log in to TSU Student				
Portal and Print the				
Certificate of Registration.				



4. Submit a physical copy of the requirements.	4. Receives and evaluates the requirements.	None	1 hour	Staff-in-Charge of Foreign Students Office of Admission and Registration
Т	OTAL FOR WALK-IN TRANSACTION:	Tuition Fee =	9 Hou r s & 30 M inu t es	Registration
	TOTAL FOR ONLINE	Amount per Unit	40 Hours	
	TOTAL FOR ONLINE TRANSACTION:	X Number of Units Enrolled	10 Hou r s	

Described to	A
D esc r ip t ion	Amoun t
Application Fee	\$25.00
2. Miscellaneous Fees	\$25.00
3. Master's Tuition Fee (Lecture)	\$60/unit
4. Master's Tuition Fee (Laboratory)	\$65/unit
5. Doctoral Tuition Fee (Lecture)	\$65/unit
6. Doctoral Tuition Fee (Laboratory)	\$70/unit
Foreign Student	
7. Foreign Student Fee	\$200/unit
8. Master's Tuition Fee (Lecture)	\$300/unit
9. Doctoral Tuition Fee (Lecture)	\$350/unit
Baccalaureate Program	
10. Baccalaureate Tuition Fee (Lecture)	\$30/unit
11. Baccalaureate Tuition Fee	\$45/unit
(Laboratory)	
Post Baccalaureate Program	
12. Post Baccalaureate Tuition Fee	\$35/unit
(Lecture)	
13. Post Baccalaureate Tuition Fee	\$50/unit
(Laboratory)	



Office of the Admission and Registration Internal Services



1. Enrollment Procedure for Shifters and Returnees

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

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

·					
Office or D ivision:	Office of the Admission and Registration (OAR)				
Classification:	Simple				
Type of	G2C – Government to	Citizen			
Transaction:					
Who may avail:	Existing and Incoming	TSU Stude	ents		
CHECKLIST OF	REQUIREMENTS		WHE R E T O SE	CU R E	
A. FOR SHIFTERS		•			
1. Accomplished Ap	plication Form for	Office of A	Admission and Re	gistration or	
Shifter TSU-REG		download		S	
(1 Original Copy)		https://ww	w.tsu.edu.ph/med	lia/3bpl3ifq/h-	
()			n-form-for-shifter.p		
2. Report of Grades			will provide (from		
(1 Original Copy)				,	
3. Counseling Repo	rt (1 Original Copy)	Guidance	and Counseling L	Jnit	
B. FOR RETURNER					
1. Accomplished No	tice of Acceptance	Office of A	Admission and Re	gistration or	
	- (1 Original Copy)	download			
	, , ,	https://ww	w.tsu.edu.ph/med	lia/432jmwug/k-	
			acceptance.pdf		
2. Accomplished Ad	mission Slip	Office of A	Admission and Re	gistration	
TSU-ORA-SF-15	(1 Original Copy)				
3. Report of Grades		The client will provide (from Student Portal)			
(1 Original Copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. For Shifters:	1. For Shifters:	None	1 hour	Faculty	
Inquire to the	Attends to the	110110	Tiloui	in-Charge	
Accepting	inquiry and			College	
College if there	checks availability			Comogo	
is an available	of slot.				
slot for the	01 0101.				
chosen course.					
For Returnees:	For R eturnees:	None	1 hour	Faculty	
Inquire to the	Attends to the			in-Charge	
college if there	inquiry and			College	
is an available	checks availability			25090	
slot for the	of slot.				
chosen course.	0. 0.0				
	Note: If no slot is				
	available, inform				
	the student.				
2. For Shifters:	2. For Shifters:	None	2 hours	Dean	
If a slot is	Releases the			College	
If a slot is available,	Releases the student via			College	



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



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

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



2. Enrollment Procedure for Transferees and Second Coursers

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

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

Office or	Office of the Admission	n and Registration (OAR)			
D ivision:	Ö , , ,				
Classification:	Simple				
Type of	G2C – Government to	Citizen			
Transaction:					
Who may avail:	Transferees and Seco	ond Coursers			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
A. FOR TRANSFER	REES				
	d Duly Signed Notice	Office of Admission and Registration or			
of Acceptance TS	SU-ORA-SF-14 -	download at			
(1 Original Copy)		https://www.tsu.edu.ph/media/432jmwug/k-			
		notice-of-acceptance.pdf			
2. Accomplished and	, ,	Office of Admission and Registration –			
Admission Slip for		Admission Unit			
	- (1 Original Copy)				
3. Accomplished and	, ,	Office of Admission and Registration or			
Application Form		download at			
TSU-REG-SF-12	- (1 Original Copy)	https://www.tsu.edu.ph/media/skgbckmq/b-			
		application-form-for-admission-graduate-			
		school-prof-ed-takers-2nd-courser-and-			
		transferees.pdf			
4. Accomplished and		Office of Admission and Registration			
	m <i>TSU-ORA-SF-16</i> –				
(1 Original Copy)	utiala auttauanahta	D			
5. Transfer of Crede		Previous School or University			
Dismissal (1 Origi					
	of Records (TOR) or				
Grades Used for	Registrar) Copy of				
	Evaluation –				
(1 Original Copy) 7. Good Moral Char	actor				
(1 Original Copy)					
8. TSU Psychologic		Guidance and Counseling Unit			
(1 Original Copy)		Outdance and Counseling Offic			
9. 2x2 Colored Pictu		The client will provide			
	n Within the Last Six	THE GIGHT WIII PICVICE			
(6) Months (2 Original Parks					
	tics Authority (PSA) –				
Birth Certificate (• , ,				
	ate (1 Original Copy)				
12. Self-Stamped M	, , , , , , , , , , , , , , , , , , , ,				
(1 pc)					
13. Long Brown Env	velope (1 pc)				
B. FOR SECOND C					



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

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



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



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



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



	D		
	Page o r		
	Subjec t		
	×		
	Numbe r		
	of Page		
	or		
	Subjec t		
	Submi tt		
	e d		
	T ui t ion		
	Fee =		
TOTAL FOR SECOND COURSERS:	Amoun t		
	pe r Uni t	7 1 1 2	
	×	7 Hou r s	
	Numbe r		
	of Uni t s		
	En r olle d		

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



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

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

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

Office or D ivision:	Office of the Admission and Registration (OAR)			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:	G2G – Government to Government			
Who may avail:	All Incoming Graduate School Enrollees			
	REQUIREMENTS	WHERE TO SECURE		
A. FOR PROFESSION	ONAL EDUCATION TA	AKE R S		
1. Transfer Credenti	als / Honorable	Previous School / University		
Dismissal (1 Origi	nal Copy)	•		
2. Official Transcript	of Records (TOR)			
or Duly Signed (b)	y Registrar) Copy of			
Grades Used for E				
(1 Original Copy)				
3. 2x2 Colored Pictu	re with Name Tag	The client will provide		
(Last Name, First	Name, Middle Name)			
(2 Original Copies	5)			
4. TSU Psychologica	al Test Result	Student Affairs Services – Testing, Evaluation		
(1 Original Copy)		and Monitoring Services Unit		
5. Accomplished and		Office of Admission and Registration or		
	TSU-REG-SF-12 –	download at		
(1 Original Copy)		https://www.tsu.edu.ph/media/skgbckmq/b-		
		application-form-for-admission-graduate-		
		school-prof-ed-takers-2nd-courser-and-		
		transferees.pdf		
6. Accomplished and	, ,	Office of Admission and Registration		
Admission Slip 73	SU-REG-SF-05 –			
(1 Original Copy)				
7. Accomplished and		Office of Admission and Registration or		
Notice of Accepta		download at		
15U-REG-SF-14-	(1 Original Copy)	https://www.tsu.edu.ph/media/432jmwug/k-		
O Dhilipping Ctatistic	oo Authority (DCA)	notice-of-acceptance.pdf		
8. Philippine Statistic	• ` '	The client will provide		
Birth Certificate (1 9. For Female Marr				
	cs Authority (PSA) –			
	• • • • • • • • • • • • • • • • • • • •			
Marriage Certifica 10. Self-Stamped Marriage Certifica				
(1 pc)	aming Envelope			
11. Medical Certifica	nto.			
	and 1 Photocopy)			
12. Long Brown Env				
(1 pc)	οιορο			
(ι ρυ)				



13. Official Receipt or Deposit Slip (for	Cashiering Unit or Bank
Online an d Bank Paymen t) of the	
Tuition and Miscellaneous Fees –	
(1 Original Copy and 1 Photocopy)	
B. FOR MASTERAL AND DOCTORAL	
Transfer of Credential or Honorable	The client will provide
Dismissal (1 Original Copy)	
2. Official Transcript of Records (TOR)	
or Duly Signed (by Registrar) Copy of	
Grades Used for Evaluation	
(1 Original Copy)	
3. 2x2 Colored Picture with Name Tag	
(Last Name, First Name, Middle Name)	
(2 Original Copies)	
4. Philippine Statistics Authority (PSA) –	
Birth Certificate	
(1 Original Copy and 1 Photocopy)	
5. For Female Married Student –	
Philippine Statistics Authority (PSA) –	
Marriage Certificate	
(1 Original Copy and 1 Photocopy)	
6. Self-Stamped Mailing Envelope	
(1 pc)	
7. Medical Certificate	
(1 Original Copy and 1 Photocopy)	
8. Accomplished and Duly Signed	Office of the Admission and Registration or
Application Form <i>TSU-REG-SF-12</i> –	download at
(1 Original Copy)	https://www.tsu.edu.ph/media/skgbckmq/b-
(criginal capy)	application-form-for-admission-graduate-
	school-prof-ed-takers-2nd-courser-and-
	transferees.pdf
9. Accomplished and Duly Signed	Office of Admission and Registration or
Notice of Acceptance	download at
TSU-REG-SF-14 - (1 Original Copy)	https://www.tsu.edu.ph/media/432jmwug/k-
(congina copy)	notice-of-acceptance.pdf
10. Official Receipt or Deposit Slip (for	Cashiering Unit or Bank
online an d bank paymen t) of the	Casimoning Crim of Darim
Tuition and Miscellaneous Fees –	
(1 Original Copy and 1 Photocopy)	
C. FOR JURIS DOCTOR	l.
Transfer of Credential or Honorable	The client will provide
Dismissal (1 Original Copy)	1112 3110111 1111 p. 31100
2. Official Transcript of Records (TOR)	
or Duly Signed (by Registrar) Copy of	
Grades Used for Evaluation	
(1 Original Copy)	
3. 2x2 Colored Picture with Name Tag	
(Last Name, First Name, Middle Name)	
(2 Original Copies)	
4. Philippine Statistics Authority (PSA) –	
Birth Certificate	
(1 Original Copy and 1 Photocopy) 5. For Female Married Student –	
Philippine Statistics Authority SA) –	
Marriage Certificate (1 Original Copy and 1 Photocopy)	
(1 Original Copy and 1 Photocopy)	



0.0.1(0) 1.14.111 E	
6. Self-Stamped Mailing Envelope	
(1 pc)	
7. Medical Certificate	
(1 Original Copy and 1 Photocopy)	
8. Accomplished and Duly Signed	Office of Admission and Registration or
TSU-REG-SF-29 - (1 Original Copy)	download at
	https://www.tsu.edu.ph/media/bpgelbo4/e-
	application-for-admission-school-of-law.pdf
9. PhilSAT Result or Certificate of	Legal Education Board / Dean's Office
Exemption (1 Original Copy)	
10. Juris Doctor's Additional Required	Office of Admission and Registration –
Subjects:	College-in-Charge
English – 18 Units	
Social Science – 18 Units	
Math – 6 Units	
11. Official Receipt or Deposit Slip (for	Cashiering Unit or Bank
Online and Bank Payment) of the	
Tuition and Miscellaneous Fees –	
(1 Original Copy and 1 Photocopy)	

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



Tarlac State University, Romulo Boulevard, San Vicente, Tarlac City, Tarlac, 2300, Philippines For Online: Send the needed requirements to the college email. College of Business and Accountancy cba_dean@tsu. edu.ph	submitted documents and issue promissory note duly signed by the applicant. 2.1.2 For Online: Downloads and receives the submitted electronic copies of the documents. Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the applicant.	None	1 hour	Chairperson College
(045) 606 8172 College of	2.2.1 For Walk-In: Encodes the name of the	None	30 minutes	Staff-in-Charge Office of Admission and
Enginee r ing an d Technology	students in the Enrollment System and			Registration
cet_dean@tsu.e du.ph (045) 606 8175/ (045) 606 8179	processes temporary enrollment subject to the submission of the complete			
College of Public A d minis tr ation	physical copies of requirements.			
an d Gove r nance	2.2.2 Fo r Online: Processes the			
<u>cpag_dean@tsu</u> <u>.edu.ph</u> (045) 606 8177	temporary enrollment subject to the submission	None	30 minutes	College Clerk College
College of A rt s an d Social Sciences	of the complete physical copies of requirements.			
<u>cass_dean@tsu</u> <u>.edu.ph</u> (045) 606 8171				
School of Law sl_dean@tsu.ed u.ph (045) 606 8176				
College of Teacher E d uca t ion				



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



	T			
online payment				
or bank		For		
deposit.		Doctoral		
deposit.				
Note: If		– Php		
Note: If you opt		1,000.00		
to pay online,		per unit		
you may check				
out "payment"				
in the student				
portal and use				
a credit card to				
pay off your				
fees.				
Note: If it is				
through bank				
payment, you				
, , ,				
may then walk				
into any DBP				
branch and				
deposit your				
payment using				
the following				
account details:				
Account				
Name: TSU –				
SPECIAL				
BUDGET				
Account				
Number:				
00000060-5501				
13333333				
For bank				
deposit,				
scanned your				
deposit slip				
with your name				
and reference				
number then				
send to the				
chairperson for				
submission to				
the cashiering				
unit.				
Note: Verifying				
your payment				
will take				
several days				
due to the need				
of updating the				
TSU bank				
account.				
5. Fo r Walk-In:	5.1.1For Walk-In:	For	1 hour	Staff-in-Charge
		Masteral		Cashiering Unit
	1	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2		- 3 - · · · ·



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



	of Uni t s En r olle d		
TOTAL FOR ONLINE TRANSACTION:	Amount per Unit X Number of Units Enrolled	2 Working D ays, 7 Hours & 30 M inu t es	

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



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

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

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

Office or D ivision:	Office of Admission and Registration (OAR)			
Classification:	Complex			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Incoming 2 nd Year to 4	4 th Year TS	U Students	
_	REQUIREMENTS		WHE R E T O SE	CURE
1. TSU Student ID				
(1 Original Copy	or 1 Scanned Copy)		•	
2. Accomplished Er		College D	ean or Departmer	nt Chairperson
(1 Original Copy	or 1 Scanned Copy)		•	·
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Present the Student ID and Submit the document to the	1.1 Fo r Walk-In: Conducts pre- registration / enrollment.	None	1 working day	Faculty In-Charge College
assigned person in the enrollment area. For Online: Log-in to http://student.tsu .edu,ph (Student Portal) to create assessment. Note: The steps for online self- assessment is posted at the TSU Facebook page or visit https://www .tsu.edu.ph/medi	1.2 Tagging of free Tuition.	None	4 working days	Staff-in-Charge Office of Management Information Systems
a/gstlabqb/how-to-register.pdf. 2. Log-in to http://student.tsu.edu,ph (Student Portal) to verify if the subject is enrolled and	2. For Walk-In: Informs the student to verify the status of enrollment	None	30 minutes	Faculty In-Charge College



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

^{*}The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.



5. Enrollment Procedure for Incoming 2nd Year to 4th Year Irregular Students

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

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

period.					
Office o r	Office of Admission and Registration (OAR)				
D ivision:					
Classification:	Complex				
T ype of	G2C – Government to	Citizen			
Transaction:					
Who may avail:	Incoming 2 nd Year to 4	4 th Year Irre			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			CU R E	
1. TSU Student ID (1 Original Copy)		will provide		
2. Accomplished En	rollment Form	College D	ean or Departmen	nt Chairperson	
(1 Original Copy)					
3. If there is no ava		Office of the Vice President for Academic			
Signed Request to	•	Affairs or download at			
TSU-VPA-SF-17	(1 Original Copy)	https://www.tsu.edu.ph/media/rdvhozl5/reque			
		st-to-open-subject.docx			
4. Special Requirer		The client will provide			
with Dismissal S					
Reconsideration A					
University Preside	ent (1 Original Copy)		DB00500W0	DEBOON	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the	1.1 Receives the	None	4 hours	Faculty-in-	
Student ID and	submitted			Charge	
submit the	documents and			College	
document to the	avaluatae	I			

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



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

^{*}The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.



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

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

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

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

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



6. Enrollment Procedure for Cross Enrollees Within the University

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

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

1. TSU Student ID	Office of Admission and Registration (OAR) Complex G2C – Government to Citizen All TSU Students F REQUIREMENTS U(1 Original Copy) Cross Enrollee Form U(1) Cross Enrollee Form U(1) Cross Enrollee Form U(2) Cross Enrollee Form U(3) Cross Enrollee Form U(3) Cross Enrollee Form U(4) Cross Enrollee Form U(5) Cross Enrollee Form U(6) Cross Enrollee Form U(7) Cross Enrollee			
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	R ESPONSIBLE
1. Inquire verbally to the receiving college if there is available slot for the subject to be enrolled.	Informs if there is an available slot or none.	None	2 hours	Faculty-in- Charge Receiving College
2. Proceed to the Mother College to get the Cross Enrollee Form.	2. Provides the Cross Enrollee Form.	None	30 minutes	Department Chairperson Mother College
3. Accomplish the Cross Enrollee Form, then, ask the Mother College (Dean) permission and have the requirements signed.	3. Allows the student to take units to the other college and signs all the needed documents.	None	1 hour	Dean Mother College
4. Proceed to the Receiving College; present the requirements; and have Cross Enrollee Form signed.	4. Grants a permission to the client to cross-enroll and signs the cross-enrollee form.	None	3 hours	Dean Receiving College
5. Proceed to the	5.1 Conducts	None	3 hours	Faculty-in- Charge



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

^{*}The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.



7. Bulk Enrollment Procedure for Incoming 2nd Year to 4th Year Regular Students

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

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

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

^{*}The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.



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

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

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

Office or Division:		n and Re	gistration (OAR)	
Classification:	Walk In – Simple			
Tour earl	Online – Complex			
Type of	G2C – Governmer	it to Citize	en	
Transaction:	TOULOUS LOCKS			
Who may avail:	TSU Graduating S	tudents	WHERE TO BE	-OUBE
	REQUIREMENTS		WHE R E TO SE	CURE
1. Evaluation of Gra		The clie	nt will provide	
	or 1 Scanned Copy)			
2. TSU Student ID				
	or 1 Scanned Copy)			
	verloading Request		f Admission and R	egistration or
	e-Requisite Form	Downloa		
TSU-ORA-SF-26			<u>/ww.tsu.edu.ph/me</u>	
(1 Original Copy	or 1 Scanned Copy)		<u>ding-of-subjects-fo</u>	rm-and-waiver-
			<u>equisites.pdf</u>	
4. For Students w			f the Vice Presider	nt for Academic
Overloading Re	-	Affairs or Download at		
Accomplished Ro		https://www.tsu.edu.ph/media/rdvhozl5/req		
Subject TSU-VP		uest-to-d	<u>open-subject.docx</u>	,
(1 Original Copy	or 1 Scanned Copy)			
		FEES	P R OCESSING	PE R SON
CLIENT STEPS	AGENCY ACTIONS	T O BE		
			TIME	R ESPONSIBLE
		PAI D	TIME	RESPONSIBLE
1. For Walk-In:	1.1 Fo r Walk-In:		TIME 4 hours	Faculty-in-
Submit all the	1.1 Fo r Walk-In: Receives and	PAI D		Faculty-in- Charge
Submit all the needed	1.1 Fo r Walk-In: Receives and verifies the	PAI D		Faculty-in-
Submit all the needed requirements	1.1 Fo r Walk-In: Receives and verifies the completeness of	PAI D		Faculty-in- Charge
Submit all the needed requirements including the	1.1 For Walk-In: Receives and verifies the completeness of the submitted	PAI D		Faculty-in- Charge
Submit all the needed requirements including the accomplished	1.1 Fo r Walk-In: Receives and verifies the completeness of	PAI D		Faculty-in- Charge
Submit all the needed requirements including the accomplished application	1.1 For Walk-In: Receives and verifies the completeness of the submitted	PAI D		Faculty-in- Charge
Submit all the needed requirements including the accomplished	1.1 For Walk-In: Receives and verifies the completeness of the submitted	PAI D		Faculty-in- Charge
Submit all the needed requirements including the accomplished application	1.1 For Walk-In: Receives and verifies the completeness of the submitted	PAI D		Faculty-in- Charge
Submit all the needed requirements including the accomplished application request form	1.1 For Walk-In: Receives and verifies the completeness of the submitted	PAI D		Faculty-in- Charge
Submit all the needed requirements including the accomplished application request form for	1.1 For Walk-In: Receives and verifies the completeness of the submitted	PAI D		Faculty-in- Charge
Submit all the needed requirements including the accomplished application request form for	1.1 For Walk-In: Receives and verifies the completeness of the submitted	PAI D		Faculty-in- Charge
Submit all the needed requirements including the accomplished application request form for overloading.	1.1 For Walk-In: Receives and verifies the completeness of the submitted documents.	PAI D	4 hours	Faculty-in- Charge
Submit all the needed requirements including the accomplished application request form for overloading. For Online:	1.1 For Walk-In: Receives and verifies the completeness of the submitted documents.	PAI D	4 hours	Faculty-in- Charge
Submit all the needed requirements including the accomplished application request form for overloading. For Online: Send all the needed	1.1 For Walk-In: Receives and verifies the completeness of the submitted documents. For Online: Receives,	PAI D	4 hours	Faculty-in- Charge
Submit all the needed requirements including the accomplished application request form for overloading. For Online: Send all the	1.1 For Walk-In: Receives and verifies the completeness of the submitted documents. For Online: Receives, downloads, and verifies the	PAI D	4 hours	Faculty-in- Charge
Submit all the needed requirements including the accomplished application request form for overloading. For Online: Send all the needed requirements via email to	1.1 For Walk-In: Receives and verifies the completeness of the submitted documents. For Online: Receives, downloads, and verifies the completeness of	PAI D	4 hours	Faculty-in- Charge
Submit all the needed requirements including the accomplished application request form for overloading. For Online: Send all the needed requirements via email to the respective	1.1 For Walk-In: Receives and verifies the completeness of the submitted documents. For Online: Receives, downloads, and verifies the completeness of the submitted	PAI D	4 hours	Faculty-in- Charge
Submit all the needed requirements including the accomplished application request form for overloading. For Online: Send all the needed requirements via email to	1.1 For Walk-In: Receives and verifies the completeness of the submitted documents. For Online: Receives, downloads, and verifies the completeness of	PAI D	4 hours	Faculty-in- Charge
Submit all the needed requirements including the accomplished application request form for overloading. For Online: Send all the needed requirements via email to the respective	1.1 For Walk-In: Receives and verifies the completeness of the submitted documents. For Online: Receives, downloads, and verifies the completeness of the submitted documents.	PAI D	4 hours	Faculty-in- Charge
Submit all the needed requirements including the accomplished application request form for overloading. For Online: Send all the needed requirements via email to the respective	1.1 For Walk-In: Receives and verifies the completeness of the submitted documents. For Online: Receives, downloads, and verifies the completeness of the submitted	PAI D	4 hours	Faculty-in- Charge



0.11				
College of	lacking, return and			
Architecture	inform the lacking.	NI · ·	A 1 :	Danish
an d Fine A rt s	1.2 Signs the	None	4 hours	Department
cafa_dean@ts	overloading			Chairperson
<u>u.edu.ph</u>	request form.			College
(045) 606				Dean
8170				College
College of				
A rt s an d				Director
Social				Office of
Sciences				Admission and
cass_dean@ts				Registration
u.edu.ph				rtogiotiation
(045) 606				
8171				
0171				
Callaga of				
College of				
Business and				
Accoun t ancy				
cba_dean@ts				
<u>u.edu.ph</u>				
(045) 606				
8172				
College of				
Compu t e r				
S t u d ies				
ccs.dean@tsu				
.edu.ph				
(045) 606				
8173				
College of				
C r iminal				
Justice				
E d uca t ion				
ccje_dean@ts				
<u>u.edu.ph</u>				
<u>u.edu.pri</u>				
College of				
Engineering				
cet_dean@tsu				
<u>.edu.ph</u>				
(045) 606				
8175/ (045)				
606 8179				
0.11				
College of				
E d uca t ion				
cted_dean@ts				
<u>u.edu.ph</u>				
(045) 606				
8174				
College of				
Public				



	I			
Administration n and Governance cpag dean@t su.edu.ph (045) 606 8177				
College of Science cs_dean@tsu. edu.ph (045) 606 8178				
School of Law sl_dean@tsu. edu.ph (045) 606 8176				
2. Seek approval to the concerned signatory/ies.	2. Approves the Request.	None	4 hours	Vice President Office of the Vice President for Academic Affairs
3. For Online: Receive notification regarding the status of the request.	3. For Online: Informs the student on the approval of the overloading request form.	None	4 hours	Faculty-in- Charge College
4. For Walk-In: Proceed to the faculty-in- charge for the advising of subjects to be enrolled.	4. Advises and determines the schedule to be given to the student.	None	4 hours	Faculty-in- Charge College
For Online: Email the faculty-in- charge or the College regarding the advising of the subjects to be enrolled.				
5. Submit duly signed Request to Open	5.1 Receives and evaluates submitted document.	None	10 minutes	Faculty-in- Charge College
Subject/s.	5.2 Encodes the requested subject/s.	None	10 minutes	Faculty-in- Charge College



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

^{*}The total turnaround time considers the volume of the students, waiting time, queue, internet connectivity issues, availability of the signatories and is accountable for (1) class or 50 students.



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

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

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

Office or D ivision:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C – Governme	nt to Citizen		
Who may avail:	All TSU Students			
CHECKLIST OF RI			WHE R E T O SEC	CURE
1. Accomplished With Enrollment/Registra TSU-ORA-SF-19 (1	ition	download a	dmission and Reg	istration or a/mvqntph5/n-
CLIENT STEPS	AGENCY AC T IONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
Submit the accomplished form to the College Dean for approval.	1.1 Receives, verifies, and signs the submitted form.	None	3 hours	Dean College
	1.2 Returns the signed/ approved form to the student and informs the student to proceed to the Office of Admission and Registration for approval of the Director.	None	10 minutes	<i>Dean</i> College
2. Proceed to the Office of Admission and Registration to present the signed form to seek approval from the Director.	2.1 Checks and evaluates the presented form.	None	3 hours	College-in- Charge Office of Admission and Registration or Director Office of Admission and Registration
	2.2 Returns the signed/ approved form to the student and informs the student to proceed to the Accounting	None	10 minutes	College-in- Charge Office of Admission and Registration or Director



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

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

^{*} One (1) working day is equivalent to 10 hours.



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

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

Office or Division:	Office of Admission a	nd Registrat	ion (OAR)	
Classification:	Simple			
Type of	G2C - Government to	Citizen		
Transaction:				
	Students Who Cannot	t Enroll Durir	ng the Semester	
	REQUIREMENTS		WHE R E TO SEC	CU R E
1. Accomplished L	eave of Absence	Downloada	able at	
Form - TSU-RE		https://tsu.e	edu.ph/media/qhor	nfaoa/j-leave-of-
(1 Original Copy	/)	absence-fo		-
2. Medical Certification	ate, If the Reason for	TSU Medic	al Service Unit, Go	overnment
Leave of Absen	ce is Health Related	Physician		
(1 Original Copy				
3. Letter of Intent t		The client v	will provide	
(1 Original Copy	/)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON PERSON
4	4.4 For Online	BE PAID	TIME	RESPONSIBLE
1. For Walk-In:	1.1 For Online:	None	5 hours	Staff-in-Charge
Go to the	Receives,			Office of Admission and
College Dean	checks, and evaluates the			Registration
for signing of recommending	Leave of Absence			Registration
approval.	and required			
αρριοναι.	documents.			
For Online:	1.2 For Online:	None	10 minutes	Staff-in-Charge
Scan and	Issues	110110	10 1111114100	Office of
send the	assessment slip			Admission and
accomplished	for the Leave of			Registration
Leave of	Absence fee.			
Absence Form	1.3 For Walk-In:	None	3 hours	Dean
with other	Signs the Leave	None	3 110015	College
pertinent	of Absence form.			College
documents to	Of Absortoe form.			
the College				
Dean, Vice				
President for Academic				
Affairs and				
Director of				
Office of				
Admission and				
Registration.				
Note: The				
Official email				
of Colleges				
and Offices				
can be				
searched on				
the TSU				
Website				
(tsu.edu.ph).				



	I			0. (1. 0)
2. For Walk-In:	2.1 For Online:	PHP	1 hour	Staff-in-Charge
Go to the Vice President for	Accepts the	150.00		Cashiering Unit
Academic	payment for Leave of			
Affairs for	Absence.			
approval of the	2.2 For Online:	None	30 minutes	Staff-in-Charge
Leave of	Receives the	NOHE	30 minutes	Office of
Absence	scanned Official			Admission and
Form.	receipt and			Registration
	approved Leave			rtogiotiation
For Online:	of Absence form			
Pay for the	to be recorded in			
Leave of	the system.			
Absence fee	2.3 For Walk-In:	None	3 hours	Vice President
thru online or	Signs the Leave			Office of the
onsite (TSU	of Absence			Vice President
Cashier) and	form.			for Academic
send process				Affairs
Leave of				
Absence form				
to Office of				
Admission and				
Registration				
via email				
(ora@tsu.edu.				
ph). 3. Fo r Walk-In:	3.1 Fo r Walk-In:	None	1 hour	Staff-in-Charge
Go to the	Receives,	None	THOU	Office of
Office of	checks, and			Admission and
Admission and	evaluates the			Registration
Registration	Leave			9.2
office for	of Absence and			
assessment of	required			
fee.	documents.			
	3.2 Fo r Walk-In:	None	10 minutes	Staff-in-Charge
	Issues			Office of
	Assessment Slip			Admission and
	for the Leave of			Registration
4 For Melle lee	Absence fee.	חום	4 6	Ctoff in Ol
4. For Walk-In:	4 For Walk-In:	PHP 150.00	1 hour	Staff-in-Charge
Pay for the Leave of	Accepts the	150.00		Cashiering Unit
Absence fee	payment for Leave of			
at TSU	Absence.			
Cashier.	/ NOOFICE.			
5. Fo r Walk-In:	5. Fo r Walk-In:	None	1 hour	Staff-in-Charge
Go to the	Receives Official			Office of
Admission Unit	Receipt and			Admission and
	approved Leave			Registration
	of Absence form			
	to be recorded in			
	the system.			
Т	OTAL FOR WALK-IN		9 Hou r s & 10	
	TRANSACTION:	PHP	Minutes	
	TOTAL FOR ONLINE	150.00	6 Hours & 40	
	TRANSACTION:		M inu t es	



11. Processing of Application for Graduation

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

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

the board of Regents for approval.				
Office o r	Office of Admission and Registration (OAR)			
D ivision:				
Classification:	Simple			
T ype of	G2C - Government to Citizen			
Transaction:				
Who may avail:	Student Who Completed Their Course			
CHECKLIS T OF	FREQUIREMENTS		WHERE TO SEC	URE
1. Accomplished A	• •		dmission and Regi	stration or
Graduation TSL		download a		
(1 Original Copy	/)		edu.ph/media/by3l	
			-for-graduation-und	
2. For Transferee		Previous S	chool or University	
Official Transcrip	•			
with Remarks "C				
(1 Original Copy	,			
	ture with Name Tag	The client v	will provide	
	st Name, Middle			
Name) - (2 Origi				
	tics Authority (PSA)			
Birth Certificate				
5. For Female Ma				
	tics Authority (PSA) –			
	cate (1 Photocopy))		
6. Documentary St	tamps – (2 pcs)			
CLIEN T STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PE R SON R ESPONSIBLE
1 For Walk In:	1.1 Bossiyos and	None	1 working day	Stoff in Charge

CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit the	1.1 Receives and reviews the	None	1 working day	Staff-in-Charge Office of
accomplished	evaluation records			Admission and
Application	of the student and			Registration
Form for Graduation	submitted requirements.			
and other	1.2 Informs the	None	1 hour	Staff-in-Charge
pertinent documents to	student the result of his / her			Office of Admission and
Office of	application.			Registration
Admission and	1.3 Sends	None	1 hour	Staff-in-Charge
Registration.	confirmation of the approved /			Office of Admission and
	disapproved			Registration
	application for			3
	Graduation.			



F 0 "	1445	. .	4.1 0.10	
For Online: Send the accomplished Application Form for Graduation to Office of Admission and Registration via e-mail (ora@tsu.edu. ph).	1.1 Receives the accomplished Application Form for Graduation.1.2 Reviews the evaluation records of the student and the submitted requirements.	None None	1 hour & 40 minutes 10 minutes	
Note: Submission of the physical copy/ies of documents depends on the date indicated on the academic calendar.				
2. Receive an email for the approval / disapproval of the application for graduation.	2.1 Endorses the list and total number of candidates for graduation for to the University Academic Council for approval.	None	1 hour	Director Office of Admission and Registration
	2.2 Endorses the list and total number of candidates for graduation to the Board of Regents for approval.	None	1 hour	University Academic Council
	2.3 Provides official list of candidates for graduation to the Business Center in preparation for printing of the programs and diplomas.	None	3 hours	Staff-in-Charge Office of Admission and Registration
Т	OTAL FOR WALK-IN TRANSACTION:	None	6 Hou r s & 50 M inu t es	
	TOTAL FOR ONLINE TRANSACTION:	140116	1 Wo r king D ay & 6 Hou r s	



12. Processing of Request for Data

This service allows clients to request their needed student data.

Office o r	Office of Admission and Registration (OAR)			
Division:				
Classification:	Complex	0		
Type of	G2C - Government to			
Tr ansac t ion: Who may avail:	G2G - Government to Some TSU Offices an		ho Aro Enrolled in	the University
	F REQUIREMENTS	d Students vv	WHERE TO SEC	
1. Accomplished		Office of Adr	mission and Regist	
Form TSU-OR		Download at		
(1 Original Cop	y)	https://tsu.ed	du.ph/media/fwsdd	1dd/p-request-for-
		data-form.pc		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the	1. Signs the Request	None	3 hours	Dean
College	Data Form.			College
Dean, Data				0.55
Privacy				Officer
Officer, and Office of				Data Privacy Office
Admission				Office
and				Director
Registration				Office of
Director for				Admission and
the approval				Registration
of the				
request. 2. Submit the	2.1 Receives the	None	2 working days	Stoff in Charge
accomplished	fully signed	inone	3 working days	Staff-in-Charge Office of
and signed	request form and			Admission and
Request for	processes the			Registration
Data Form to	requested data.			-
the Data	2.2 Sets an	None	5 minutes	Staff-in-Charge
Processing	appointment date			Office of
In-Charge.	for the claiming of			Admission and
	the request.			Registration
3. Receive the	3. Releases the	None	2 hours	Staff-in-Charge
requested	requested data.			Office of
data.				Admission and
			0.14/= -4-1-1-1	Registration
	TOTAL.	None	3 Working	
	TOTAL:	None	D ays, 5 Hou r s	

& 5 Minutes



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

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

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

Office o r D ivision:	Office of Admission and Registration (OAR)				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	Teaching Personnel of the University				
	F REQUIREMENTS		WHERE TO SEC	CURE	
TSU-ORA-SF-2	ctification of Grades		dmission and Reg		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. For Walk-In: Submit the accomplished form to the College Dean for approval. For Online: Submit the scanned copy of the accomplished document to the College Dean for approval via email. College of Architecture and Fine Arts cafa_dean@ts u.edu.ph College of Arts and Social Sciences cass_dean@ts	Receives and signs the submitted form.	None	4 hours	Dean College	

u.edu.ph



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



	T	T	T	
the Director of Office Admission and Registration via MS Teams.				
Dr. Theda Flare Quilala tfgquilala@tsu. edu.ph				
3. For Walk-In: Pay the rectification of grades fee at the Cashiering Unit.	3. Receives and process the payment.	PHP 100.00	1 hour	Staff Cashiering Unit
For Online: Pay the rectification of grades fee thru online payment, bank, or at the Cashiering Unit.				
Note: If it is thru bank payment, you may then walk into any DBP branch and deposit your payment using the following account details:				
Account Name: TSU - SPECIAL BUDGET Account Number: 00000060-5501				
For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to				



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

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



Office of Student Affairs and Services External Services



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

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

Office or D ivision:	Office of Student Affairs and Services (OSAS)					
Classification:	Simple					
Type of Transaction:	G2C - Government	G2C - Government to Citizen				
Who may avail:	TSU Board/Bar Exa	mination Pla	cers and TSU Stu	dent Awardee		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CU R E		
	or Any I of the Same s. 2015 Endorsement Letter ifications Supporting	The client v	will provide			
Claims (1 Original	ACENCY ACTIONS	FEES TO	P R OCESSING	PE R SON		

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



Office of Student Affairs and Services Internal Services



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

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

Office of Student Affairs and Services (OSAS)			
Simple			
G2C - Government t	to Citizen		
TSU Board/Bar Exa	mination Placers and TSU Student Awardee		
REQUIREMENTS	WHERE TO SECURE		
ation Commission	The client will provide		
d of the Same			
, s. 2015			
r/ Endorsement Letter			
fications Supporting			
Copy)			
	Simple G2C - Government to TSU Board/Bar Example REQUIREMENTS ation Commission of the Same s. 2015 Indorsement Letter fications Supporting		

CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements.	1.1 Receives, verifies submitted document/s.	None	3 minutes	Staff-in-Charge Office of Student Affairs and Services
	1.2 Verifies / assets submitted documents.	None	5 minutes	Staff-in-Charge Office of Student Affairs and Services
	1.3 Prepares and submits payroll of the client to the Budget Office.	None	1 working day	Staff-in-Charge Office of Student Affairs and Services
2. Receives incentives from TSU.	2. Releases incentives to Various Student Awardee or Alumni Board Passer.	None	1 hour	Staff-in-Charge Cashiering Unit
	TOTAL:	None	1 Working Day, 1 Hour & 8 Minutes	



2. Processing of Student or Personnel Insurance Claims

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

Office or D ivision:	Office of Student Affairs and Services (OSAS)					
Classification:	Highly Technical	<u> </u>				
Type of	G2C - Government to Citizen					
Transaction:	G2B - Government to Business Entity/ies					
Who may avail:	TSU Students and Personnel					
	REQUIREMENTS	WHERE TO SECURE				
	ZATION & ACCI D EN					
Hospital Statemer	nt of Account	The client will provide				
(1 Original Copy)						
2. Itemized Charge S	Slip Expenses					
(1 Original Copy)						
3. Original Official Ro	•					
Prescription of Me	dicine/s					
(1 Original Copy)	/In aid and Danage					
4. Detailed Accident	incident Report					
(1 Original Copy)	Cortificato Including					
5. Medical/Hospital (the Following Test	•					
a. X-Ray Result	เ เงชอนแอ.					
b. CT Scan Result	:					
c. Ultrasound and	•					
d. Other Related E	Examination					
(1 Original Copy)						
6. Police Investigation	n Report					
(1 Original Copy)	'					
7. Driver's License a	nd LTO OR					
(1 Certified True C	Copy)					
8. Accomplished Not	tice of Incident:	Office Of Student Affairs and Service				
Hospitalization Ac	cident	Director's Office				
(1 Original Copy)						
9. Accomplished Cla	im Form					
(1 Original Copy)						
B. FOR DEATH CLA		T				
1. Philippine Statistic	s Authority (PSA)	The client will provide				
Birth Certificate	`onu)					
(1 Certified True C						
2. Duly Authenticate by the Civil Regist						
Registry No. and I						
(1 Original Copy)	Janai i Cillia IVO.					
3. <i>If Single,</i> Marriage	e Contract of					
Parents (1 Certifie						
4. <i>If Married</i> , Marria						
(1 Certified True C	_					
5. Funeral Expenses						
(1 Original Copy)	•					
6. Statement of Witn	ess					
(1 Original Copy)						
7. Accomplished Not	tice of Incident:	Office Of Student Affairs and Service				
Death (1 Original		Director's Office				
8. Accomplished Cla	im Form					



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



Guidance and Counseling Unit External Services



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

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

Office or D ivision:	Guidance and Counseling Unit (GCU)					
Classification:	Simple					
Type of Transaction:	G2C - Government to Citizen					
Who may avail:		TSU Shifting Students and Returnees				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CU R E		
Accomplished and Duly Signed Shifting / Returnee Form TSU-ORA-SF-13 (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/3bpl3ifq/h-application-form-for-shifter.pdf				
Report of Grades (1 Original Copy	and 1 Photocopy)		will provide (from	,		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE		
1. Proceed to the nearest Guidance and Counseling office.	1. Welcomes the client, gathers information, and informs the client about the process and test.	None	10 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit		
2. Answer the Vocational Preference Inventory (VPI) exam.	2.1 Administers the Vocational Preference Inventory (VPI) or exam to the client.	None	30 minutes	Guidance Counselor / Associate Guidance Counselor		
	2.2 Evaluates client's Vocational Preference Inventory (VPI) test results and identifies his/her career profile.	None	3 minutes	Guidance and Counseling Unit		
	2.3 Reviews and checks all client's requirements and attaches additional documents needed by the client and the other offices.	None	10 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit		
	2.4 Discusses with the client the career profile results and identifies interest	None	10 minutes			



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



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

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

O(() B) 1 1 1 1	0 11		2011)	
Office or Division:		Guidance and Counseling Unit (GCU)		
Classification:	Complex			
Type of	G2C - Government to	o Citizen		
Transaction:	TCLL Ctudente and Al	lumni		
Who may avail:	TSU Students and Al	umm	WHERE TO SEC	NIDE
A. FOR SCHOLARS	REQUIREMENTS		WHE R E T O SEC	JU K E
1. Certificate of Regi		The client	vill provide	
_	,	The client	wiii provide	
TSU ID (1 Origina	EN T AN D BOA RD EXA	MINIATION		DII D DOSES
1. Transcript of Reco (1 Original Copy);		Office of A	dmission and Reg	ISITALION
2. Accomplished Stu		Office of A	dmission and Reg	ictration
(1 Original Copy)	ident Clearance	Office of A	ullission and Neg	istration
C. FOR TRANSFER	RING PURPOSES			
1. Honorable Dismis		Office of A	dmission and Reg	istration
Credentials (1 Ori		Office of A	arriission and reg	istration
Accomplished Stu		Office of A	dmission and Reg	istration
(1 Original Copy)	dent olearance	Office of 70	arriission and reg	istration
3. Payment Slip <i>TSU</i>	I-GAC-SE-28	Guidance a	and Counseling U	nit
(1 Original Copy)	0 0A0 01 20	Guidance	and Counseling Of	iit
		FEES TO	P R OCESSING	PE R SON
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE
1. Message the	1.1 Receives	None	3 working days	Associate
Official	request and			Guidance
Facebook page	verifies the			Counselor
of the Guidance	submitted			Guidance and
and Counseling	requirements of			Counseling Unit
Unit,	the client and			
(https://www.fac	processes the			
ebook.com/TSU	request.			
<u>GuidanceAndCo</u>	1.2 Sends the	None		
<u>unselingUnit</u>)	proof of			
and fill out the	appointment to			
link provided	the email			
and upload	address			
scanned	provided by the			
documents	requesting client.			
based on				
his/her request.	0.0	h 1	0	A
2. Proceed to the	2. Provides payment	None	3 minutes	Associate
Main Campus-	slip.			Guidance
Guidance and				Counselor
Counseling				Guidance and
Office and				Counseling Unit
present the				
proof of				
appointment to				
process his/her				
request.				



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



Guidance and Counseling Unit Internal Services



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

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

Office or D ivision:	Guidance and Counseling Unit (GCU)			
Classification:	Simple	Simple		
Type of Transaction:	G2C - Government			
Who may avail:	TSU Shifting Studer	nts and Retu		
	REQUIREMENTS		WHERE TO SEC	
2. Report of Grades	ee Form (1 Original Copy)	download a https://www.application	dmission and Reg at v.tsu.edu.ph/medi -form-for-shifter.p will provide (from S	a/3bpl3ifq/h- df
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the nearest Guidance and Counseling office.	1. Welcomes the client, gathers information, and informs the client about the process and test.	None	10 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
2. Answer the Vocational Preference Inventory (VPI) exam.	2.1 Administers the Vocational Preference Inventory (VPI) or exam to the client.	None	30 minutes	Guidance Counselor / Associate Guidance Counselor
	2.2 Evaluates client's Vocational Preference Inventory (VPI) test results and identifies his/her career profile.	None	3 minutes	Guidance and Counseling Unit
	2.3 Reviews and checks all client's requirements and attaches additional documents needed by the client and the other offices.	None	10 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	2.4 Discusses with the client the career profile results and	None	10 minutes	



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



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

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

Office or Division:	Guidance and Couns	seling Unit (C	GCU)	
Classification:	Complex			
Type of Transaction:	G2C - Government to	o Citizen		
Who may avail:	TSU Students and A	lumni		
	REQUIREMENTS		WHERE TO SEC	CU R E
A. FOR SCHOLARS	SHIP PU R POSES			
1. Certificate of Regi		The client	will provide	
TSU ID (1 Origina				
	ENT AND BOARD EXA			
1. Transcript of Reco	<u>=</u>		istration	
(1 Original Copy);		0.00		
2. Accomplished Stu	dent Clearance	Office of A	dmission and Reg	istration
(1 Original Copy)	BINO DUBBOOCO			
C. FOR TRANSFER		Office of A	dmississ and Dag	intration
1. Honorable Dismis		Office of A	dmission and Reg	istration
Credentials (1 Original 2. Accomplished Stu		Office of A	dmission and Red	istration
(1 Original Copy)	dent Clearance Office of Admission and Registration		istiation	
3. Payment Slip <i>TSU</i>	I-GAC-SF-28	Guidance a	and Counseling U	nit
(1 Original Copy)	7 67 10 67 20	Calaarioo	and Countooning Ci	
	A OFNOV A OTIONO	FEES TO	P R OCESSING	PE R SON
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE
1. Message the Official Facebook page of the Guidance and Counseling Unit, (https://www.facebook.com/TSUGuidanceAndCounselingUnit) and fill out the link provided and upload scanned documents based on his/her request.	1.1 Receives request and verifies the submitted requirements of the client and processes the request. 1.2 Sends the proof of appointment to the email address provided by the requesting client.	None	3 working days	Associate Guidance Counselor Guidance and Counseling Unit
2. Proceed to the Main Campus-Guidance and Counseling Office and present the proof of appointment to process his/her request.	2. Provides payment slip.	None	3 minutes	Associate Guidance Counselor Guidance and Counseling Unit



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



3. Processing of Request for Counselor's Outside Referral

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

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



				Guidance and Counseling Unit
2. Receive the Counselor's Referral Form.	2.1 Coordinates the referral of the client to the referring therapist or professional practitioner.	None	1 hour	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	2.2 Assists the client to the referring therapist or professional practitioner.	None		Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	2.3 Terminates the counseling session and files all the documents of the client.	None	30 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	TOTAL:	None	2 Hou r s & 55 M inu t es	



Career Education and Job Placement Services External Services



1. Process of Request for Company Accreditation

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

Office o r	Career Education and	Llob Placem	nent Services (CF	FJPS)
D ivision:	23.00. 230000011 0110		23.7.000 (01	
Classifica t ion:	Simple			
T ype of	G2B – Government to Business Entity/ies			
Transaction:			•	
Who may avail:	Company/ies, Agency	/ies, and Ins	stitution/s	
CHECKLIS T OF	REQUIREMENTS	1	WHE R E T O SEC	U R E
1. Company Accre	•	Career Edu	cation and Job P	lacement
Form TSU-CJS-	·SF-01		request forms vi	
(1 Original copy		@jobplacen	<u>nent@tsu.edu.ph</u>	
2. Company Accre	ditation Terms of			
Reference				
` ' '	/ / Scanned Copy)			
3. Job Posting / Gr				
Resume Reques				
TSU-CJS-SF-03				
	/ / Scanned Copy)			
4. CCR_CR_CF_F				
TSU-CJS-SF-10				
	Roadshow, and For			
Career Fair Form	,			
	/ / Scanned Copy)	T1 !* (20	
	for Industry- Academe	i ne client w	ılı proviae	
Partnership	y / Soonnad Cany)			
	y / Scanned Copy)	-		
6. BIR Certificate of (BIR Form 2303)	_			
· `	•			
(1 Original Copy / Scanned Copy) 7. Company SEC / DTI Registration Form		1		
	/ / Scanned Copy)			
8. PhilJobNet Regi		1		
	/ Scanned Copy)			
9. Company / Instit		1		
	eiving Copies, for OUP			
and CEJPS)	g p - 2-, - 3- 3- 3- 3- 3- 3- 3- 3- 3- 3- 3- 3- 3			
,	A CENCY A CTIONS	FEES TO	P R OCESSING	PE R SON
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	R ESPONSIBLE



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



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

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

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

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

Office or Division:	Career Education and	Job Placel	nent Services (Ci	EJPS)
Classification:	Complex			
Type of	G2B – Government to	Business E	Entity/ies	
Transaction:			-	
Who may avail:	Company/ies, Agency	/ies, and In	stitution/s	
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	U R E
1. CCR CR CF Reg	istration Form	Career Edu	cation and Job P	lacement
TSU-CJS-SF-10	TSU-CJS-SF-10		r request forms vi	a email:
(For Company Ro	adshow, and For		<u>ment@tsu.edu.ph</u>	
Career Fair Form)				
(1 Original Copy / S	Scanned Copy)			
2. Letter for Career Fa		The client v	will provide	
Recruitment Activity			•	
Development Webi	nar/ Seminar/			
Training/ Workshop	o, Career Roadshow			
(1 Original Copy)				
CLIENT OTEDO	A CENCY A CTIONS	FEES TO	P R OCESSING	PE R SON
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	R ESPONSIBLE
1. Submit a request	1.1 Checks the	None	10 minutes	Section Head
letter addressed	completeness and			&
to the University	authenticity of			Career
President along	submitted			Specialist Staff
with the pertinent	requirements and			Career
requirements.	forwards to the			Education and
	Records Office of			Job Placement
	the university.			Services
	Note: If incomplete			
	requirements,			
	inform company to			
	complete the			
	requirements.			
	1.2 Endorses the	None	1 working day	President
	request of the			Office of the
	company.			University
	The President			President
	endorses the			
	company's			Vice President
	request to the			Office of the
	Student Affairs			Vice President
	Office and will be			for Academic
	forwarded to the			Affairs
	CEJPS Unit.			
				OIC-Director
	Note: A regret			
	letter will be			

STATE UNILLERSITY
1906

issued if the			Office of Student
company failed t	ο		Affairs and
comply with the			Services
requirements.			
1.3 Prepares a lette	None	1 working day	Section Head/
of request for			Career
approval to conduct the			Specialist Staff Career
activity of the			Education and
concerned			Job Placement
authorities.			Services
danomico.			00111000
Note: If approve	d.		
the office checks			
& requests			
proposed budge	t		
from the PPMP,			
reserve			
venues/zoom			
account, prepare	es		
programs, disseminates			
information, and prepares other			
necessary			
request such as			
request to serve			
meals, OBR and	,		
DV for resource			
speakers if			
applicable.			
1.4 The concerned	None	1 calendar day	Section Head/
parties execute			Career
the planned			Specialist Staff,
activity as			Participating
scheduled.			Entities
тота	_: None	3 D ays & 10 M inu t es	
		1	1



3. Process of Request for Job Posting and Graduate Listing

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

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

Office or D ivision:	Career Education and	Job Place	ement Services (CF	JPS)
Classification:	Simple		(0=	-0. 0/
Type of	G2B – Government to	Business	Entity/ies	
Transaction:				
Who may avail:	Company/ies, Agency	//ies, and Ir	nstitution/s	
	REQUIREMENTS	,	WHERE TO SEC	CU R E
1. Job Posting/Grad	uate Listing/ Resume	Career Ed	ucation and Job Pl	acement
Request form TS		Services, o	or request forms via	a email:
(1 Original Copy /	Scanned Copy)		ment@tsu.edu.ph	
2. Letter of Request	for Job Posting and	The client	will provide	
Graduate Listing	(1 Original Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PE R SON
		BE PAI D	TIME	RESPONSIBLE
1. Submit a request	1.1 Checks the	None	10 minutes	Section Head /
letter addressed	completeness			Career Specialist
to the President	and authenticity			Staff
of the TSU along	of submitted			Career
with the other	requirements, if			Education and
requirements.	complete,			Job Placement
	request will be			Services
	forwarded to the			
	records office of			
	the university.			
	Note: A regret			
	Note: A regret letter will be			
	issued if the			
	company failed			
	to comply with			
	requirements.			
	1.2 The President	None	1 working day	President
	endorses the	None	I Working day	Office of the
	request of the			University
	company to			President
	Career			1 Tooldone
	Education and			Vice President
	Job Placement			Office of the Vice
	Services Unit.			President for
				Academic Affairs
				OIC-Director
				Office of Student
				Affairs and
				Services



1.3 Facilitates the request of the company and sends it via email.	None	10 minutes	Career Specialist Staff Career Education and Job Placement Services
TOTAL:	None	1 Working D ay & 20 M inu t es	



Testing, Evaluation and Monitoring Services Unit External Services



1. Processing of Admission Test Application for Incoming Freshmen Students

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

044				
Office o r D ivision:	Testing, Evaluation, and Monitoring Services Unit (TEMSU)			
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Tr ansac t ion:		011.12011		
Who may avail:	Incoming TSU Freshn	nen Studen	ts	
	REQUIREMENTS		WHERE TO SE	CURE
1. A Digital Image /		The client	will provide	
	mal Passport-Size		•	
,	Background with			
Name Tag.	· ·			
Format: (DELA C	RUZ, JUANA CRUZ)			
(1 Electronic Cop	y)			
2. Digital Image / So	anned Front and			
J	m 138 Grade 11 /			
, .	rt Card) / ALS Rating			
	(1 Electronic Copy)			
	canned Front Page of			
	tics Authority (PSA)			
	(1 Electronic Copy)			
	canned Front Page of			
	d Moral Character –			
(1 Electronic Cop				
5. Digital Image / So Income Tax Retu				
Certificate of Indig				
(1 Electronic Cop	-			
6. Accomplished TS	• /	Downloadable at cat.tsu.edu.ph		
Application Form	<i>3 3 7 1 1 1 1 1 1 1 1 1 1</i>	20millionadolio di batricorio darpri		
CLIENT STEDS	A CENCY A CTIONS	FEES TO	P R OCESSING	PE R SON
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	R ESPONSIBLE
	Views submitted	None	20 working	Staff-in-Charge
account at CAT	applications via		days	Testing,
website	CAT portal and			Evaluation, and
(cat.tsu.edu.ph).	evaluates all the			Monitoring
Fill-out the	submitted			Services Unit
online	requirements.			
application form;	Nicolar II and a discolar			
upload and	Note: If submitted			
submit all the	requirements are			
requirements.	incomplete, a			
Note: The client	notification will be			
needs a valid	sent informing the need for			
email address	resubmission of			
for the filing of	application.			
application and	арриосион.			
for receiving				
notifications				



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

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

Approved Calendar of Activities:

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



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

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

Office o r	Testing, Evaluation, and Monitoring Services Unit (TEMSU)				
Division:					
Classification:	Complex				
Type of	G2C - Government to Citizen				
Transaction:	Transferee Students				
Who may avail:	REQUIREMENTS WHERE TO SECURE				
1. Accomplished Ad		Office of	Admission and Re		
(1 Original Copy)	iiiissioii Siip		Aumission and Ne	gistiation	
2. Accomplished Ap	plication Form for	Testing F	Evaluation, and Mo	nitoring Services	
Transferees (1 O	•	Unit	evaluation, and ivid	Tilloring Colvidoo	
		FEES TO	P R OCESSING	PE R SON	
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	R ESPONSIBLE	
1. Secure and	1.1 Checks the	None	5 minutes	Staff-in-Charge	
fill out	presented			Testing,	
Admission Slip;	Admission Slip.			Evaluation, and	
and present to				Monitoring	
the Testing,				Services Unit	
Evaluation and Monitoring					
Services Unit.					
2. Obtain, fill out	2.1 Issues blank	None	2 minutes	Staff-in-Charge	
and submit	Application Form.			Testing,	
Application		None	4 minutes	Evaluation, and	
Form.	2.2 Receives and evaluates	None	4 minutes	Monitoring	
	accomplished			Services Unit	
	Application Form.				
	Note: If				
	Application Form				
	is not properly				
	filled out, return				
	to the applicant.	Nlavaa	O vyo wlaino su olovan		
	2.3 Issues test permit and inform	None	3 working days & 7 minutes		
	schedule of		& / Illillules		
	exam.		Note: The total		
			waiting time		
			between the		
			issuance of the		
			test permit and		
			admission of		
			psychological		
			test is 3 working days.		
3. Proceed to the	3.1 Administers the	None	45 minutes	Staff-in-Charge	
Testing Area on	Psychological	140116	-o minutes	Testing,	
the scheduled	Test.			Evaluation, and	
date of the	3.2 Checks and	None	3 hours	Monitoring	
exam; present				Services Unit	



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



Economic Enterprise Development Unit Internal Services



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

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

Office o r				
D ivision:	Economic Enterprise Development Unit (EEDU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to	Citizen		
Who may avail:	TSU Students			
	F REQUIREMENTS		WHERE TO SEC	
1. Accomplished R TSU-EED-SF-0	Request Form 1 (1 Original Copy)	or at Officia	Enterprise Develop I Facebook Page: .facebook.com/TS .pomentUnit	
CLIENT STEPS	AGENCY ACTIONS	FEES T O	P R OCESSING	PERSON BESDONSIBLE
1. For Walk-In: Proceed to the Economic Enterprise Development Unit Office to disclose concerns, log in to the Visitor's Logbook, and fill out the Request Form. For Online: Download, fill out, and send the Request Form to the Economic Enterprise Development Official Facebook Page.	1.1 For Walk-In: Welcomes the client, provides the duplicate copy of the Request Form, and sets schedule for preliminary interview. For Online: Sends confirmation email with the scheduled time and date of the preliminary interview, along with the Zoom or Google Meet Link. 1.2 Forwards the accomplished Request Form to Section Head for review and evaluation.	None None	TIME 2 working days	RESPONSIBLE Section Head, Technical Staff Economic Enterprise Development Unit
2. Attend the scheduled interview, receives intervention and/or referral (if applicable), and log in on the Coaching Logbook.	2.Interviews, provides necessary intervention, and records the assessment in the findings area of the Request Form.	None	45 minutes	Section Head Economic Enterprise Development Unit



	Note: If the request is beyond the ability of the Section Head, the client will be referred to appropriate servicing unit of the Student Affairs Services.			
3. Receive a copy of the Request Form with assessment or findings (duplicate	3.1 Ends the career coaching session and gives the client a copy of the of the findings/ assessment.	None	5 minutes	Section Head, Technical Staff Economic Enterprise Development Unit
copy for walk- in and via email for online).	3.2 Forwards the original copy of the fully accomplished Request Form to Technical Staff for filing.			
	TOTAL:	None	2 Wo r king D ays & 50 M inu t es	



Student Development Services Unit External Services



1. Processing of Student Clearance

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

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

Office o r	Student Development Services Unit (SDSU)			
Division:				
Classification:	Simple			
Type of	G2C – Government to	Citizen		
Transaction:	0			
Who may avail:	Students Enrolled in the Degree Students, and			and Master 's
CHECKLIST OF	REQUIREMENTS	riansiemi	WHERE TO SE	CURF
	Student Clearance Form Office of Admission and Registration or			
TSU-ORA-SF-18		download a	_	
	https://www.tsu.edu.ph/media/aianidjs/l-			
			arance-form.pdf	
CLIENT STEPS	AGENCY ACTIONS	FEES T O	P R OCESSING	PE R SON
		BE PAI D	TIME	RESPONSIBLE
1. Proceed to	1. Checks if the	None	15 minutes	Staff & Unit
Career	student attended			Head
Education Job	all required			Career
Placement	activities			Education Job
Services Office	organized by			Placement
and present the	Career Education			Services
accomplished	Job Placement			
Student	Services. If with			
Clearance	complete			
Form.	attendance, signs			
	the Student			
Note: For	Clearance Form.			
Doctoral,				
Masteral and	Note: If student			
Transferring	has absent/s,			
students, skip	gives intervention			
this step and	action depending			
proceed to	on the activity not			
Client Step 2.	attended.			
2. Proceed to	2. Checks if the	None	15 minutes	Staff & Unit
Student	student has no			Head
Development	contemptible			Student
Services Office	records or			Development
and present the	accountability			Services
Student	requirements (for			
Clearance	Student Discipline			
countersigned	Unit, Student			
by the Career	Organization Unit			
Education Job	and Student			
Placement	Publication Unit			
Services Head.	offices) and signs			
	the Student			
	Clearance Form.			



Note: If student has contemptible record/s, refer to the Student Discipline Unit for appropriate actions or to the Student Organization Unit and Student Publication Unit to replenish the accountability requirements.			
TOTAL:	None	30 M inu t es	

^{*} The total turnaround time considers the waiting time, availability of the signatories and availability of the system.



Student Development Services Unit Internal Services



1. Processing of Student Clearance

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

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

Office o r	Student Development Services Unit (SDSU)			
Division:				
Classification:	Simple			
Type of	G2C – Government to	Citizen		
Transaction:	0			
Who may avail:	Students Enrolled in the Degree Students, and			and Master 's
CHECKLIST OF	REQUIREMENTS	riansiemi	WHERE TO SE	CURF
	Student Clearance Form Office of Admission and Registration or			
TSU-ORA-SF-18		download a	_	
	https://www.tsu.edu.ph/media/aianidjs/l-			
			arance-form.pdf	
CLIENT STEPS	AGENCY ACTIONS	FEES T O	P R OCESSING	PE R SON
		BE PAI D	TIME	RESPONSIBLE
1. Proceed to	1. Checks if the	None	15 minutes	Staff & Unit
Career	student attended			Head
Education Job	all required			Career
Placement	activities			Education Job
Services Office	organized by			Placement
and present the	Career Education			Services
accomplished	Job Placement			
Student	Services. If with			
Clearance	complete			
Form.	attendance, signs			
	the Student			
Note: For	Clearance Form.			
Doctoral,				
Masteral and	Note: If student			
Transferring	has absent/s,			
students, skip	gives intervention			
this step and	action depending			
proceed to	on the activity not			
Client Step 2.	attended.			
2. Proceed to	2. Checks if the	None	15 minutes	Staff & Unit
Student	student has no			Head
Development	contemptible			Student
Services Office	records or			Development
and present the	accountability			Services
Student	requirements (for			
Clearance	Student Discipline			
countersigned	Unit, Student			
by the Career	Organization Unit			
Education Job	and Student			
Placement	Publication Unit			
Services Head.	offices) and signs			
	the Student			
	Clearance Form.			



			I
Note: If student			
has contemptible			
record/s, refer to			
the Student			
Discipline Unit for			
appropriate			
actions or to the			
Student			
Organization Unit			
and Student			
Publication Unit to			
replenish the			
accountability			
requirements.			
TOTAL:	None	30 M inu t es	
TOTAL	110110	20 111111111111111111111111111111111111	

^{*} The total turnaround time considers the waiting time, availability of the signatories and availability of the system.



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

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

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

Office or D ivision:	Student Development Services Unit (SDSU)			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Students Enrolled in the	he University	У	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CU R E
Affidavit of Loss ID		TSU Law C	Office	
(1 Original Copy or 1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of Affidavit of Loss for the Request of RFID Form at the Student Development Services Office.	Receives and checks the submitted copy of Affidavit of Loss.	None	2 minutes	Staff Student Development Services
2. Receive the Request of RFID Form with Affidavit of Loss ID and proceed to the next processing office.	2. Issues the Request of RFID Form with the submitted Affidavit of Loss ID.	None	1 minute	Staff Student Development Services

TOTAL:

None

3 Minutes



Student Organization Unit Internal Services



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

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

Office or D ivision:	Student Organization Unit (SOU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIS T OF	REQUIREMENTS		WHERE TO SEC	CU R E
1. Student Organiza	tion's Constitution	The client v	will provide	
and Bylaws (1 Ph				
2. Student Organiza				
Logo (1 Photocop				
3. Accomplished Ap	-	Downloadable at		
Student Organiza			<u>v.tsu.edu.ph/medi</u>	-
4. Statement of Invo	(1 Original Copy)		application-form.d	<u>OCX</u>
		Downloada		a/2hhdmd10/tau
Commitment/ Acc	•		<u>v.tsu.edu.ph/medi</u> statement-of-comr	
President of Stud TSU-SOU-SF-02			e-or-involvement.	
5. Statement of Invo		Downloada		
Commitment/ Acc			v.tsu.edu.ph/medi	a/bbrnugvn/tsu-
Adviser of Studer	-		statement-of-com	
	(1 Original Copy)		e-or-involvement-	
	(- 5	student-organization.docx		
6. Information Shee	t of Student	Downloadable at		
Organization Office	cers	https://www.tsu.edu.ph/media/l5lplibn/tsu-sou-		
TSU-SOU-SF-03	(1 Original Copy)	sf-03-information-sheet-of-officers.docx		
-	ers TSU-SOU-SF-04	Downloadable at		
(1 Original copy)		https://www.tsu.edu.ph/media/t4zosqdn/tsu-		
0.00		sou-sf-04-directory-of-officers.docx		
8. Directory of Mem		Downloadable at		
130-300-3F-12	(1 Original Copy)	https://www.tsu.edu.ph/media/0qpmy1oc/tsu-		
9 General Plan of A	action and Budget for	<u>sou-sf-12-directory-of-members.docx</u> Downloadable at		
Student Organiza		https://www.tsu.edu.ph/media/gaifaodd/tsu-		
TSU-SOU-SF-14		sou-sf-14-gpoa-and-budget-for-student-		
	(* 5 * 5 * 5 * 7 * 7	organizations-1.xlsx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	P R OCESSING	PE R SON
		BE PAI D	TIME	R ESPONSIBLE
1. Submit all	1.1 Fo r Walk-In:	None	3 minutes	Staff
pertinent	Receives the			Student
documents to	accomplished			Organizations
Student	forms and other			Unit
Organizations	requirements.			
Unit or send via email	Fo r Online:			
	Receives the email			
(studentorg@ts u.edu.ph).	of the applicant/s			
<u>a.caa.pii</u>).	and sends			
	acknowledgment			



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



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

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

Office or Division:	Student Organizations Unit (SOU)			
Classification:	Simple			
Type of		0:::		
Tr ansac t ion:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	:U R E
A. FOR ONLINE AC	CTIVITY:			
Request Form on the Conduct of Activity TSU-SOU-SF-08 (1 Original Copy)		Downloadable at https://www.tsu.edu.ph/media/hlwp5q5d/tsu-sou-sf-08-request-letter-on-the-conduct-of-activity.docx		
Speaker/s (for we related activities), (1 Original Copy)	2. Curriculum Vitae/Profile of Resource Speaker/s (for webinars and other related activities), if applicable (1 Original Copy)		The client will provide	
	FACE ON-CAMPUS AC			
1. Request Form on			tsu.edu.ph/media/	
Activity TSU-SOU	J-SF-08		quest-letter-on-the	e-conduct-of-
(1 Original Copy)	e (for highly physical	activity.docx		
activity) (1 Origina	` • • • • •	The client wi	iii provide.	
	FACE ON-CA M PUS AC	<u> </u> `T \/ T∨		
	ng M on d ays an d Weel	_		
1. Request Form on		https://www.tsu.edu.ph/media/hlwp5q5d/tsu-		
Activity TSU-SOL		sou-sf-08-request-letter-on-the-conduct-of-		
(1 Original Copy)		activity.docx		
Curriculum Vitae/Profile of Resource Speaker/s (for webinars and other related activities), if applicable (1 Original Copy)		The client wi	ill provide	
3. Students ID (1 Ph		-		
4. Certificate of Reg (1 Photocopy)	เอเเสเเบา			
127	e (for highly physical	1		
activity) (1 Origina	, - , , ,			
6. Parental Consent		1		
7. Parent / Guardian ID with Three (3)		1		
Specimen Signatures (1 Photocopy)				
8. Minutes of the Meeting (1 Photocopy)]		
9. Itinerary/Program (1 Original Copy)				
10. Certification of Faculty/Personnel that				
will Accompany the Students				
(1 Original Copy)			DD00=00***	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
Prepare and submit the Request Form on the Conduct	1.1 For Online Application: Receive the email of the applicant/s	None	3 minutes	Staff Student Organizations Unit



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

^{*} Submission of request must be done 3 working days before the scheduled activity.



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

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

Office o r D ivision:	Student Organizations Unit (SOU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
	Students Enrolled in t	ho University	· · · · · · · · · · · · · · · · · · ·	
Who may avail:				CLIDE
CHECKLIST OF 1. Accomplished Re	request Letter on the ty TSU-SOU-SF-08 In from Outside roup, if any Photocopy Copy) gistration py) ce ral Consent rent / Guardian ID tures py) eeting	Downloada https://www	WHERE TO SEC able at: v.tsu.edu.ph/media request-letter-on-thex	a/hlwp5q5d/tsu-
(1 Photocopy Co	py)			
10. Certification of Who will Accomp (1 Original Copy)	Faculty/Personnel eany the Students			
11. First Aid Kit 12. First Aider Certi Student / Perso Also Attend the (1 Photocopy)	onnel Who will			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON BESDONSIDLE
1. Prepare and submit the Request Letter on the Conduct of Activity and all the required	1.1 For Walk-In: Accepts the submitted Request Letter on the Conduct of Activity and all the	None	TIME 3 minutes	RESPONSIBLE Staff Student Organizations Unit

documents to

the Student

required

documents.



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



	Organizations Unit.			
Receive the forwarded approved request activity	2. Student Organization Unit Staff will forward the approved request activity	None	1 hour	Staff Student Organizations Unit
	TOTAL:	None	4 Working D ays, 3 Hours & 6 M inu t es	

^{*} Submission of request must be done 3 working days before the scheduled activity.



Sports and Development Unit

External Services



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

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

Office or Division:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to	Governmer	nt	
Who may avail:	TSU Student Athletes, and Colleges	TSU Emplo	oyees, and Other	State Universities
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CU R E
A. FOR STUDENT	S			
Valid Identification	on Card (ID)	The client	will provide	
(1 Photocopy)				
2. Certificate of Re				
(1 Certified True				
3. Notarized Paren				
(1 Original Copy				
4. Vaccination Card				
5. Parents' ID with	O			
(1 Original Copy				
6. Report of Grades				
(1 Certified				
	ics Authority (PSA)			
Birth Certificate				
	and 1 Photocopy)			
	te (1 Original Copy)	TSU Medi		
9. Eligibility Form (,	TSU or Ho	ost School	
B. FOR EMPLOYE	ES	T		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive an	1.1 Convenes	Institutio	3 hours	Sports Director
information	meeting of	nal	o nouro	Sports and
about the	Regional Sports	Contribu		Development
upcoming	Directors to	tion		Unit
sports event.	discuss the			.
	schedule of the			
	sports event; then,			
	conducts planning			
	afterwards.			
				04.56.50
	1.2 Endorses to the	None	10 minutes	Statt-in-Charge
	1.2 Endorses to the Office of the	None	10 minutes	Staff-in-Charge Sports and
		None	10 minutes	
	Office of the	None	10 minutes	Sports and
	Office of the University	None	10 minutes	Sports and Development
	Office of the University President the	None	10 minutes	Sports and Development
	Office of the University President the communication	None	10 minutes	Sports and Development
	Office of the University President the communication letter containing	None	10 minutes	Sports and Development
	Office of the University President the communication letter containing the discussed	None	10 minutes 2 hours	Sports and Development



	,			1906
2. Submit all the	with team captains and coaches for the upcoming sports event and disseminates the information to the players. 2. Receives and	N		Sports and Development Unit
requirements needed to the Sports and Development Unit.	verifies the submitted documents.	None	1 working day	Staff-in-Charge Sports and Development Unit
3. Attend initial training.	3.1 Communicates to the athletes to commence their training.	None	365 calendar days	Staff-in-Charge Sports and Development Unit
	3.2 Releases a memo about the list of delegates / participants.	None	1 working day	Staff-in-Charge Sports and Development Unit
	3.3 Conducts meeting with coaches regarding the needs of the players and follows up the list of the players if they are unqualified for the sports event.	None	3 hours	Staff-in-Charge Sports and Development Unit
	Note: If unqualified, either find a replacement / substitute of the player or comply to all the requirements.			
4. Attend rigid training.	4. Conducts rigid training and issues allowance for the players.	None	14 working days	Staff-in-Charge Sports and Development Unit
5. Receive the uniforms and other sports equipment.	5.1 Distributes the uniforms and other sport paraphernalia.	None	1 working day	Staff-in-Charge Sports and Development Unit
	5.2 Coordinates/ communicates with other offices regarding the logistics of the players and coaches.	None	1 working day	Staff-in-Charge Sports and Development Unit



6. Attends the sports event proper.	6. Deploys the coaches, players, and sports directors.	None	7 calendar days	Staff-in-Charge Motor Pool Unit
7. Receives the allowance.	7. Distributes the players' allowance and monitors the event.	None	2 hours	Staff-in-Charge Sports and Development Unit
	TOTAL:	Ins t itu t i onal Con tr ib u t ion	390 D ays, 10 Hou r s & 10 M inu t es	



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

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

Office or Division:	Sports and Developm	ent Unit (SI	DU)	
Classification:	Highly Technical			
Type of	G2C - Government to	Citizens		
Tr ansac t ion:				
Who may avail:	TSU Student Athletes	and Other	State Universities	and Colleges
	REQUIREMENTS		WHERE TO SE	
1. Valid Identification	n Card (ID)	The client	will provide	
(1 Photocopy)	, ,		•	
2. Certificate of Reg	istration			
(1 Certified True 0	Copy)			
3. Parental Consent	(Notarized)			
(1 Original Copy)				
4. Vaccination Card				
5. Parents' ID with S	O			
(1 Original Copy 1	Photocopy)			
6. Report of Grades				
(1 Certified True (
7. Philippine Statistic	cs Authority (PSA)			
Birth Certificate	and 1 Dhataaanu			
(1 Original Copy a		TOUMA	aal I lait	
8. Medical Certificate	, , ,	TSU Medi		
9. Eligibility Form (1	Original Copy)		ost School	555601
			DBACLEGING	DLDCUNI
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives	1.1 Submits	BE PAI D	TIME	RESPONSIBLE
1. Receives notification	1.1 Submits complete			RESPONSIBLE Sports Director
1. Receives notification about the	1.1 Submits complete documentation of	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the	BE PAI D	TIME	RESPONSIBLE Sports Director
1. Receives notification about the	1.1 Submits complete documentation of medalist to the Host University	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives,	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and selects qualified	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and selects qualified players. If there	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and selects qualified	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and Development



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



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

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

Office o r D ivision:	Sports and Developme	ent Unit (SDU)	
Classification:	Highly Technical		
Type of	G2C - Government to Citizen		
Transaction:			
Who may avail:	TSU Student Athletes	and Other State Universities and Colleges	
	REQUIREMENTS	WHERE TO SECURE	
1. Valid Identification	on Card (ID)	The client will provide	
(1 Photocopy)	,	·	
2. Certificate of Reg	gistration		
(1 Certified True	Copy)		
3. Parental Consen	t (Notarized)		
(1 Original Copy)			
4. Vaccination Card	1		
(1 Original Copy)	<u> </u>		
5. Parents ID with S	Signature		
(1 Original Copy			
6. Report of Grades	3		
(1 Certified True	Copy)		
7. Philippine Statist	ics Authority (PSA)		
Birth Certificate			
(1 Original Copy	and 1 Photocopy)		
8. Medical Certifica	te (1 Original Copy)	TSU Medical Unit	
9. Eligibility Form (1		TSU or Host School	
		NKAGES OFFICE (IALO)	
1. CHED-IAS Form		Sports and Development Unit	
(1 Original Copy)			
	tter from the President		
(1 Original Copy)			
3. Approved Pursue			
(1 Original Copy)			
4. Notice of Accepta			
(1 Original Copy)			
5. Invitation Letter,	• •		
(1 Original Copy) 6. Background of the			
Organizers	IC LVCIII AIIU		
	nks, if applicable)		
(1 Original Copy)	· • • • • • • • • • • • • • • • • • • •		
7. Certification of a			
Signed by Budge			
Accounting Office			
(1 Original Copy)			
8. Breakdown of Ex			
	rticipant and source of		
funding)	•		
(1 Original Copy)			
9. Official List of Pa			
(1 Original Copy)	-		
10. Approved Comp			



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



4. Receive the uniforms and other sports equipment.	4. Distributes the uniforms and other sports paraphernalia.	None	1 hour	Staff-in-Charge Sports and Development Unit
5. Attend the sports event proper.	5. Deploys the coaches, players, and sports directors.	None	6 calendar days	Staff-in-Charge Motor pool Unit
6. Receive the allowance.	6. Distributes the players' allowance and monitors the event.	None	2 hours	Staff-in-Charge Sports and Development Unit
	TOTAL:	None	386 D ays, 6 Hou r s & 20 M inu t es	



4. Processing of Request for Hosting a Sports Event

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

Office or	Sports and Developm	ent Unit (SDU)	
D ivision:			
Classification:	Highly Technical		
Type of	G2C - Government to	Citizen	
Transaction:	G2G - Government to	Government	
Who may avail:	TSU Student Athletes	, TSU Employees, and Other State	
	Universities and Colle	ges	
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE	
A. FOR STUDENTS	8		
Valid Identification	n Card (ID)	The client will provide	
(1 Photocopy)			
2. Certificate of Reg	` ,		
(1 Certified True (
3. Parental Consent	(Notarized)		
(1 Original Copy)			
4. Vaccination Card	, , ,		
5. Parents' ID with S	•		
(1 Original Copy a	and 1 Photocopy)		
6. Report of Grades			
(1 Certified True (
7. Philippine Statistic	cs Authority (PSA)		
Birth Certificate			
(1 Original Copy a			
8. Medical Certificate		TSU Medical Unit	
9. Eligibility Form (1		TSU or Host School	
B. FOR EMPLOYEE	ES		
None		None	

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



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



	of the players if they are unqualified for the sports event. Note: If unqualified, either find a replacement/ substitute of the player or comply to all the requirements.			
4. Attend rigid training.	Conducts rigid training and issues allowance for the players.	None	14 calendar days	Staff-in-Charge Sports and Development Unit
5. Receive the uniforms and other sports equipment.	5.1 Distributes the uniforms and other sport paraphernalia.	None	1 hour	Staff-in-Charge Sports and Development Unit
	5.2 Coordinates / communicates with other offices regarding the vehicles to use and other logistics for players and coaches.	None	3 working days	Staff-in-Charge Sports and Development Unit
6. Attend the sports event proper.	6. Deploys the coaches, players, and sports directors.	None	6 calendar days	Staff-in-Charge Motor pool Unit
7. Receive the allowance.	7. Distributes the player's allowance and monitors the event.	None	2 hours	Staff-in-Charge Sports and Development Unit
	TOTAL:	None	396 D ays, 14 Hou r s & 40 M inu t es	



Unit

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

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

and allows student	is and employees to tar	ke part in th	e sporting activitie	es.
Office o r D ivision:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Tr ansac t ion:	G2G - Government to		nt	
Who may avail:	TSU student athletes, TSU Employees, and Other State Universities and Colleges			State Universities
CHECKLIS T OF	HECKLIST OF REQUIREMENTS WHERE			CURF
A. FOR STUDENTS		WHERE TO SECORE		
Valid Identification		The client	will provide	
(1 Photocopy)	· · · · · · · · · · · · · · · · · · ·		, , , , , , , , , , , , , , , , , , ,	
2. Certificate of Reg	istration (COR)			
(1 Certified True 0				
3. Parental Consent				
(1 original copy)	,			
4. Vaccination Card	(1 Original Copy)			
5. Parents' or Guard				
Signature (1 Origi	nal Copy)			
B. FOR EMPLOYER		·		
None		None		
CLIENT OTEDO	A OFNOV A OTIONS	FEES TO	P R OCESSING	PE R SON
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	R ESPONSIBLE
Receive an invitation to the upcoming sports event.	1.1 Receives an invitation and endorse the invite to the Sports Development and Management Unit.	None	30 minutes	Staff-in-Charge Office of the University President
	1.2 Receives a sporting event invitation and relay it to the players and coaches.	None	10 minutes	Sports Director Sports and Development Unit
2. Attend training.	2.1 Informs the players and coaches about the other agenda/s; and instructs the players to start training after preparing the needed requirements.	None	14 working days	Staff-in-Charge Sports and Development Unit
	2.2 Prepares the budget letter for the budget	None	1 working day	Staff-in-Charge Sports and Development

breakdown.



	Note: Approval of budget letter depends on Accounting Office.			
	2.3 Files a travel order and books an advance reservation of vehicles to be used in Motor pool Unit.	None	30 minutes	Staff-in-Charge Sports and Development Unit
3. Attend the sports event proper.	3. Deploys the coaches, players, and sports directors.	None	6 calendar days	Staff-in-Charge Motor pool Unit
4. Receive the allowance.	4. Distributes the players' allowance and monitors the event.	None	2 hours	Staff-in-Charge Sports and Development Unit
	TOTAL:	None	21 D ays, 3 Hou r & 10 M inu t es	



Sports and Development Unit

Internal Services



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

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

	_			
Office o r D ivision:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to	Governmer	nt	
Who may avail:	TSU Student Athletes, and Colleges	TSU Emplo	oyees, and Other	State Universities
CHECKLIST OF	F REQUIREMENTS		WHERE TO SE	CLIPE
A. FOR STUDENT			WILKE TO SE	OUKL
Valid Identification		The client	will provide	
(1 Photocopy)	on Gard (ID)	THE CHEFT	wiii provide	
2. Certificate of Reg	nistration (COP)			
(1 Certified True				
3. Notarized Parent				
(1 Original Copy)				
4. Vaccination Card				
5. Parents' ID with				
(1 Original Copy				
6. Report of Grades				
(1 Certified				
7. Philippine Statist				
Birth Certificate	ics Additionly (1 SA)			
	and 1 Photocopy)			
	te (1 Original Copy)	TSU Medi	cal I Init	
9. Eligibility Form (*		TSU or Ho		
B. FOR EMPLOYE	0 107	100 01110	231 3011001	
D. I OK LIVII LOIL				
None		None		
None		None FEES TO	P R OCESSING	PE R SON
CLIENT STEPS	AGENCY ACTIONS	None FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
CLIENT STEPS 1. Receive an	AGENCY ACTIONS 1.1 Convenes	FEES TO		
CLIENT STEPS 1. Receive an information	AGENCY ACTIONS 1.1 Convenes meeting of	FEES T O BE PAI D	TIME	RESPONSIBLE
CLIENT STEPS 1. Receive an information about the	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports	FEES TO BE PAID Institutio	TIME	RESPONSIBLE Sports Director Sports and
CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to	FEES TO BE PAID Institutio nal	TIME	RESPONSIBLE Sports Director
CLIENT STEPS 1. Receive an information about the	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the	FEES TO BE PAID Institutio nal Contribu	TIME	RESPONSIBLE Sports Director Sports and Development
CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the	FEES TO BE PAID Institutio nal Contribu	TIME	RESPONSIBLE Sports Director Sports and Development
CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then,	FEES TO BE PAID Institutio nal Contribu	TIME	RESPONSIBLE Sports Director Sports and Development
CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning	FEES TO BE PAID Institutio nal Contribu	TIME	RESPONSIBLE Sports Director Sports and Development
CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then,	FEES TO BE PAID Institutio nal Contribu	TIME	Sports Director Sports and Development
CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning	FEES TO BE PAID Institutio nal Contribu	TIME	RESPONSIBLE Sports Director Sports and Development
CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards.	FEES TO BE PAID Institutio nal Contribu tion	TIME 3 hours	RESPONSIBLE Sports Director Sports and Development Unit
CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the	FEES TO BE PAID Institutio nal Contribu tion	TIME 3 hours	Staff-in-Charge Sports and Development Unit
CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the Office of the	FEES TO BE PAID Institutio nal Contribu tion	TIME 3 hours	RESPONSIBLE Sports Director Sports and Development Unit Staff-in-Charge
CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the Office of the University	FEES TO BE PAID Institutio nal Contribu tion	TIME 3 hours	Staff-in-Charge Sports and Development Unit
CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the Office of the University President the	FEES TO BE PAID Institutio nal Contribu tion	TIME 3 hours	Staff-in-Charge Sports and Development Unit
CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the Office of the University President the communication	FEES TO BE PAID Institutio nal Contribu tion	TIME 3 hours	Staff-in-Charge Sports and Development Unit
CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the Office of the University President the communication letter containing	FEES TO BE PAID Institutio nal Contribu tion	TIME 3 hours	Staff-in-Charge Sports and Development Unit
CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the Office of the University President the communication letter containing the discussed	FEES TO BE PAID Institutio nal Contribu tion	TIME 3 hours	Staff-in-Charge Sports and Development Unit
CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the Office of the University President the communication letter containing the discussed agenda.	FEES TO BE PAID Institutio nal Contribu tion	TIME 3 hours 10 minutes	Staff-in-Charge Sports and Development Unit Staff-in-Charge Sports and Development Unit
CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the Office of the University President the communication letter containing the discussed agenda. 1.3 Conducts	FEES TO BE PAID Institutio nal Contribu tion	TIME 3 hours 10 minutes	Staff-in-Charge Staff-in-Charge Staff-in-Charge Sports and Development Unit
CLIENT STEPS 1. Receive an information about the upcoming	AGENCY ACTIONS 1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards. 1.2 Endorses to the Office of the University President the communication letter containing the discussed agenda. 1.3 Conducts meeting	FEES TO BE PAID Institutio nal Contribu tion	TIME 3 hours 10 minutes	Staff-in-Charge Sports and Development Unit Staff-in-Charge Sports and Development Unit



				1906
O. Culturality all the a	coaches for the upcoming sports event and disseminates the information to the players.			
2. Submit all the requirements needed to the Sports and Development Unit.	2. Receives and verifies the submitted documents.	None	1 working day	Staff-in-Charge Sports and Development Unit
3. Attend initial training.	3.1 Communicates to the athletes to commence their training.	None	365 calendar days	Staff-in-Charge Sports and Development Unit
	3.2 Releases a memo about the list of delegates / participants.	None	1 working day	Staff-in-Charge Sports and Development Unit
	3.3 Conducts meeting with coaches regarding the needs of the players and follows up the list of the players if they are unqualified for the sports event. Note: If unqualified, either find a replacement / substitute of the player or comply to all the requirements.	None	3 hours	Staff-in-Charge Sports and Development Unit
4. Attend rigid training.	4. Conducts rigid training and issues allowance for the players.	None	14 working days	Staff-in-Charge Sports and Development Unit
5. Receive the uniforms and other sports equipment.	5.1 Distributes the uniforms and other sport paraphernalia.	None	1 working day	Staff-in-Charge Sports and Development Unit
	5.2 Coordinates/ communicates with other offices regarding the logistics of the players and coaches.	None	1 working day	Staff-in-Charge Sports and Development Unit
6. Attends the sports event proper.	6. Deploys the	None	7 calendar days	Staff-in-Charge Motor Pool Unit



	coaches, players, and sports directors.			
7. Receives the allowance.	7. Distributes the players' allowance and monitors the event.	None	2 hours	Staff-in-Charge Sports and Development Unit
	TOTAL:	Ins t ituti onal Con tr ib u t ion	390 D ays, 10 Hou r s & 10 M inu t es	



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

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

Office or D ivision:	Sports and Developm	ent Unit (SI	DU)	
Classification:	Highly Technical			
Type of	G2C - Government to	Citizens		
Tr ansac t ion:		Citizonio		
Who may avail:	TSU Student Athletes	and Other	State Universities	and Colleges
	REQUIREMENTS		WHERE TO SE	
1. Valid Identification		The client	will provide	
(1 Photocopy)	,		•	
2. Certificate of Reg	istration			
(1 Certified True (
3. Parental Consent	(Notarized)			
(1 Original Copy)				
4. Vaccination Card	(1 Original Copy)			
5. Parents' ID with S	•			
(1 Original Copy 1	Photocopy)			
6. Report of Grades				
(1 Certified True (
7. Philippine Statistic	cs Authority (PSA)			
Birth Certificate	and A. Dhata and			
(1 Original Copy a		TOU Mad		
8. Medical Certificate	, , ,	• ,,,		
9. Eligibility Form (1	Original Copy)			
OLIENT OTEDO	A OFFICIAL OFFICIAL			
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	PROCESSING TIME	PERSON Responsible
1. Receives	1.1 Submits	BE PAI D	TIME	RESPONSIBLE
1. Receives notification	1.1 Submits complete			RESPONSIBLE Sports Director
Receives notification about the	1.1 Submits complete documentation of	BE PAI D	TIME	RESPONSIBLE Sports Director Sports and
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the	BE PAI D	TIME	RESPONSIBLE Sports Director
Receives notification about the	1.1 Submits complete documentation of medalist to the Host University	BE PAI D	TIME	Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a	BE PAI D	TIME	Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification	BE PAI D	TIME	Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the	BE PAI D	TIME	Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the	BE PAI D	TIME	Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from	BE PAI D	TIME	Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level	BE PAI D	TIME	Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization	BE PAI D	TIME	Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level	BE PAI D	TIME	Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization	BE PAI D	TIME	Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.	BE PAI D	TIME	Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host	BE PAI D	TIME	Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University	BE PAI D	TIME	Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives,	BE PAI D	TIME	Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and	BE PAI D	TIME	Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and selects qualified	BE PAI D	TIME	Sports Director Sports and Development
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and selects qualified players. If there	BE PAI D	TIME	Sports Director Sports and Development



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



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

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

Office or	Sports and Developme	ent Unit (SDU)
Division:	Highly Tacksian	
Classification:	Highly Technical	Citizan
Type of Transaction:	G2C - Government to	Cilizen
	TCLL Ctudent Athletes	and Other State Universities and Calleges
		and Other State Universities and Colleges
	F REQUIREMENTS	WHERE TO SECURE
1. Valid Identification	on Card (ID)	The client will provide
(1 Photocopy) 2. Certificate of Reg	rictration	
(1 Certified True		
3. Parental Consen		
(1 Original Copy)	·	
4. Vaccination Card		
(1 Original Copy)		
5. Parents ID with S		
(1 Original Copy	•	
6. Report of Grades		
(1 Certified True		
7. Philippine Statist		
Birth Certificate	, , , , , , , , , , , , , , , , , , ,	
(1 Original Copy	and 1 Photocopy)	
	te (1 Original Copy)	TSU Medical Unit
9. Eligibility Form (1		TSU or Host School
		NKAGES OFFICE (IALO)
1. CHED-IAS Form	No. 15 Annex B	Sports and Development Unit
(1 Original Copy)		·
2. Endorsement Le	tter from the President	
(1 Original Copy)		
3. Approved Pursue		
(1 Original Copy)		
4. Notice of Accepta		
(1 Original Copy)		
5. Invitation Letter,		
(1 Original Copy)		
6. Background of th	ie Everit and	
Organizers	nks, if applicable)	
(1 Original Copy)		
7. Certification of a		
Signed by Budge		
Accounting Office		
(1 Original Copy)		
8. Breakdown of Ex		
	rticipant and source of	
funding)		
(1 Original Copy)		
9. Official List of Pa	•	
(1 Original Copy)		
10. Approved Comp		
(CSW) - (1 Origin	nal Copy)	



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



4. Receive the uniforms and other sports equipment.	4. Distributes the uniforms and other sports paraphernalia.	None	1 hour	Staff-in-Charge Sports and Development Unit
5. Attend the sports event proper.	5. Deploys the coaches, players, and sports directors.	None	6 calendar days	Staff-in-Charge Motor pool Unit
6. Receive the allowance.	6. Distributes the players' allowance and monitors the event.	None	2 hours	Staff-in-Charge Sports and Development Unit
	TOTAL:	None	386 D ays, 6 Hou r s & 20 M inu t es	



4. Processing of Request for Hosting a Sports Event

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

Office or D ivision:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to	Government		
Who may avail:	TSU Student Athletes Universities and Colle	, TSU Employees, and Other State		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
A. FOR STUDENTS				
Valid Identification	n Card (ID)	The client will provide		
(1 Photocopy)				
2. Certificate of Reg	istration (COR)			
(1 Certified True (Copy)			
3. Parental Consent	(Notarized)			
(1 Original Copy)				
4. Vaccination Card	(1 Original Copy)			
5. Parents' ID with S	Signature			
(1 Original Copy a	and 1 Photocopy)			
6. Report of Grades				
(1 Certified True (Copy)			
7. Philippine Statistics Authority (PSA)				
Birth Certificate				
(1 Original Copy and 1 Photocopy)				
8. Medical Certificate	, , ,	TSU Medical Unit		
9. Eligibility Form (1	Original Copy)	TSU or Host School		
B. FOR EMPLOYEE	S			

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

None

None



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



	of the players if they are unqualified for the sports event. Note: If unqualified, either find a replacement/ substitute of the player or comply to all the requirements.			
4. Attend rigid training.	4. Conducts rigid training and issues allowance for the players.	None	14 calendar days	Staff-in-Charge Sports and Development Unit
5. Receive the uniforms and other sports equipment.	5.1 Distributes the uniforms and other sport paraphernalia.	None	1 hour	Staff-in-Charge Sports and Development Unit
	5.2 Coordinates / communicates with other offices regarding the vehicles to use and other logistics for players and coaches.	None	3 working days	Staff-in-Charge Sports and Development Unit
6. Attend the sports event proper.	6. Deploys the coaches, players, and sports directors.	None	6 calendar days	Staff-in-Charge Motor pool Unit
7. Receive the allowance.	7. Distributes the player's allowance and monitors the event.	None	2 hours	Staff-in-Charge Sports and Development Unit
	TOTAL:	None	396 D ays, 14 Hou r s & 40 M inu t es	



Student Publication Unit Internal Services



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

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

Office or D ivision:	Student Affairs Services - Student Publication Unit (SAS-SPU)			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	TSU Students and College Publications REQUIREMENTS WHERE TO SECURE			
Request Letter Action 1. Request Letter Action 2. Request Letter 2. Request 2. Req	REQUIREMENTS	Student Du	iblication/College	
Section Head of t		Student Pu	iblication/College	rubiications
Publication Unit	ne otagent			
(1 Original Copy of	or 1 Duplicate)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PE R SON
		BE PAI D	TIME	RESPONSIBLE
Submit a letter	1.1 Receives and	None	3 minutes	Staff
addressed to	checks the			Student
Student	request letter of			Publication Unit
Publication Unit	the submitted.			
asking to operate for upcoming	1.2 Notifies the client			
academic year.	regarding the			
doddonno your.	date and venue			
Note: The	of the meeting and interview of			
submission of	every College			
letter is during	Publications and			
the mid-year	Student			
period (June-	Publication.			
July) of the				
academic				
calendar only. 2. Attends the	2. Conducts	None	1 minute	Staff
meeting and	meeting,	140110	Timilato	Student
interview.	interview, and			Publication Unit
	deliberation.			
				Editorial Board
				Staff
				College
0.0.4	0.4.06	NI	40 1 1	Publication
3. Submit all the	3.1 Checks and	None	10 minutes	Staff Student
accomplishment	evaluates all the submitted			Student Publication Unit
reports.	accomplishment			i ubilcation unit
	reports.			Editorial Board
	7000.00			Staff
				College
				Publication
	3.2 Grants the client	None	10 minutes	Staff
	a certification to			Student
	operate and			Publication
	official status that			Editorial Desire
	their publication			Editorial Board
	must be active for			Staff



one academic year after checking the completeness of the accomplishment reports.			College Publications
TOTAL:	None	24 M inu t es	



2. Process of Printing and Circulation of the Student and College Publication Issues

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

Office or D ivision:	Student Affairs Services - Student Publication Unit (SAS-SPU)			
Classification:	Highly Technical			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	TSU Students			
	REQUIREMENTS		WHERE TO SEC	URE
1. Request Letter to		Downloada		// goiOgna/tou
	(3 Original Copies)	spu-sf-24-re	.tsu.edu.ph/media equest-letter-to-pu	
	tion (1 Original Copy)	The client w	vill provide	
3. Design and Speci				
(3 Original Copies 4. Approved General				
	get <i>TSU-SPU-SF-08</i>			
(1 Original Copy)	get 100 01 0 01 00			
5. Dummy Copy of t	he Issue			
(3 Original Copies				
CLIENT STEPS	AGENCY ACTIONS	FEES T O	P R OCESSING	PE R SON
		BE PAI D	TIME	R ESPONSIBLE
1. Submit Dummy Copy of the	1.1 Receives and evaluates	None	3 working days	<i>Staff</i> Student
Issue to the	submitted			Publication Unit
Student	documents.			1 dolloation onit
Publication Unit.				
Note: Printing of				
magazine,	_			
newspaper, or folio must be	1.2 Checks and	None		
included in the	proofreads the			
Approved	dummy issue for final printing.			
Project	illiai printing.			
Procurement				
Management				
Plan and				
Approved				
General Plan of Action and				
Budget for the				
whole academic				
year.				
2. Receive	2. Informs client on	None	1 hour	Staff
notification if the	the status of the			Student
dummy issue is	dummy issue.			Publication Unit
already				
proofread and				
retrieve evaluated				
dummy issue				
uunning issue	<u> </u>	<u> </u>		



				1906
from Student Publication Unit.				
3. Submit Request Letter to Publish Issue and required attachments for the printing or circulation of the newspaper or magazine or folio to the Student Publication Unit.	3. Receives, checks, and compiles the submitted documents.	None	1 working day	Staff Student Publication Unit
4. Submit the soft copy of the final version of the newspaper or magazine, or folio to the selected printing company for printing.	4. Produces hard copies of the newspaper or magazine or folio.	None	3 working days	Printing Company
5. Submit a printed copy of the newspaper / magazine, and folio to the Student Publication Unit before dissemination.	5. Inspects and assesses the printed copies of newspaper or magazine or folio.	None	1 working day	Staff Student Publication Unit
6. Disseminate inspected printed copies within the campus including offices and other strategic areas.	6. Monitors circulation of newspaper or magazine or folio.	None	7 working days	Staff Student Publication Unit
	TOTAL:	None	15 Wo r king D ays & 1 Hou r	

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



Student Discipline Unit

External Services



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

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

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

Office or D ivision:	Student Discipline Unit (SDU)			
Classification:	Simple			
Type of	G2C - Government to Citizen			
Transaction:				
Who may avail:	Students and Alumni of Bachelor of Arts in Psychology Program			
	REQUIREMENTS		WHERE TO SEC	
1. Transcript of Reco "For Board Examir (1 Photocopy)		Office of A	dmission and Reg	istration
2. Official Receipt (1	Original Copy)	Cashiering	Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON		
		BE PAI D	TIME	RESPONSIBLE
1. Proceed to the Guidance and Counseling Unit in the Main Campus and present the Transcript of Records to secure payment slip.	1. Validates Transcript of Records presented and issues payment slip.	None	3 minutes	Associate Guidance Counselor Guidance and Counseling Unit
2. Proceed to the Cashiering Unit to settle the needed fee and secure Official Receipt.	2. Processes the payment and issues Official Receipt.	PHP 20.00	15 minutes	Staff Cashiering Unit
3. Proceed to the Student Discipline Office and present the Transcript of Records and Official Receipt.	3. Issues Certificate of Good Moral Character.	None	2 minutes	Technical Staff & Section Head, Student Discipline Unit
4. Fill out the request for Certificate of Good Moral Character Logbook.	4. Instructs client to fill out Certificate of Good Moral Character Logbook.	None	1 minute	Technical Staff & Section Head, Student Discipline Unit
	TOTAL:	PHP 20.00	21 M inu t es	



Student Discipline Unit Internal Services



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

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

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

Office or D ivision:	Student Discipline Un	it (SDU)		
Classification:	Simple	()		
Type of	G2C - Government to	Citizen		
Transaction:				
Who may avail:	Students and Alumni	of Bachelor	of Arts in Psychological	ogy Program
CHECKLIST OF	CHECKLIST OF REQUIREMENTS WHERE TO SECURE			
1. Transcript of Reco		Office of A	dmission and Reg	istration
"For Board Examir	nation Purposes"			
(1 Photocopy)				
2. Official Receipt (1	Original Copy)	Cashiering		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the	1. Validates	None	3 minutes	Associate
Guidance and	Transcript of			Guidance
Counseling Unit	Records			Counselor
in the Main	presented			Guidance and
Campus and	and issues			Counseling Unit
present the Transcript of	payment slip.			
Records to				
secure payment				
slip.				
2. Proceed to the	2. Processes the	PHP	15 minutes	Staff
Cashiering Unit	payment and	20.00		Cashiering Unit
to settle the	issues Official			
needed fee and	Receipt.			
secure Official				
Receipt.	O leaves Osutificate	Nissa	0	Ta alamia al Otaff
3. Proceed to the Student	Issues Certificate of Good Moral	None	2 minutes	Technical Staff & Section Head,
Discipline Office	Character.			Student
and present the	Onaraotor.			Discipline Unit
Transcript of				
Records and				
Official Receipt.				
4. Fill out the	4. Instructs client to	None	1 minute	Technical Staff
request for	fill out Certificate			& Section Head,
Certificate of	of Good Moral			Student
Good Moral	Character			Discipline Unit
Character	Logbook.			
Logbook.		PHP		
	TOTAL:	20.00	21 M inu t es	



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

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

Office on Divisions	Otivelent Dissipline Lla	:+ (CDLI)			
Office or D ivision:	Student Discipline Un	it (SDU)			
Classification:	Highly Technical	Citimon			
Type of Transaction:	G2C - Government to	Citizen			
Who may avail:	Students Enrolled in t	ha I Inivarsi	tv		
	REQUIREMENTS	ne Oniversi	WHERE TO SE	CURE	
Accomplished Co.		Student D	iscipline Unit	OOKE	
(1 Original Copy)			w.tsu.edu.ph/dow	nloads/for-	
		students/			
2. Letter of Respons	se	Student D	iscipline Unit		
(1 Duplicate Copy					
3. Documented Evid	dence/s	The stude	nt will provide		
(3 Photocopies)	I				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON PERSON	
1 File o fermed	1 1 Aggarda tha	BE PAID	TIME	RESPONSIBLE	
File a formal written complaint	1.1 Accepts the complaints and	None	3 minutes	Section Head, Student	
at the office of	records the			Discipline Unit	
Student	necessary			Biooipiii io Offic	
Discipline Officer	information in the			Technical Staff,	
(R202, TSU	logbook (TSU-			Student	
Student Center,	SDU-SF-09).			Discipline Unit	
Lucinda	1.2 Coordinate with	None	3 working days	Section Head,	
Extension	other offices			Student	
Campus, Tarlac	(Office of			Discipline Unit	
City).	Management				
Note: Use only	Information			Technical Staff,	
the forms	Systems, Civil			Student	
provided by	Security Unit, and Guidance			Discipline Unit	
SDU. Include	Counseling				
documented	Offices) to trace				
evidence if there	the whereabouts of				
is any.	the respondent.				
	1.3 Issues notice to	None	3 working days	Section Head,	
	defendant			Student	
	regarding the			Discipline Unit	
	complaint.			T I I. O (
	Note: Defendant :-			<i>Technical Staff,</i> Student	
	Note: Defendant is given 3 working			Discipline Unit	
	days to respond on			Discipline Offic	
	the complaint.				
2. Attend the	2. Schedules a	None	3 working days	Section Head,	
scheduled	hearing/ formal Student				
hearing at the	investigation for				
TSU Student	both parties.				
Center, Lucinda	Notifies both			Technical Staff,	
Extension	parties; minutes of			Student	
Campus, Tarlac	the hearing must			Discipline Unit	
City.	be filed/recorded.	1	1		



3. Complainant will wait for the resolution of the case once the defendant admits partially/fully the allegation and will report at the office of Student Discipline Unit	3.1 When defendant admits the allegations, both parties will be informed regarding the case's resolution and the defendant must report at Student Discipline Unit.	None	4 working days	Section Head, Student Discipline Unit Technical Staff, Student Discipline Unit
for a copy of the case's resolution upon being informed by Student Discipline Unit (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City)	3.2 The defendant must report at Student Discipline Unit. to explain the penalties for his/her violative acts.	None	3 working days	
,	TOTAL:	None	16 Wo r king D ays & 3 M inu t es	

^{*} SDU may however conduct preliminary interview with the complainant on or before the filing of the formal complaint.

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

^{*} SDU can conduct preliminary interview to defendant on or before filling his or her answer.

^{*} Defendant can request for an extension of time to file his/her answer in writing subject to the prior approval of the head of the SDU



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

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

5				
Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of	G2C - Government to	o Citizen		
Transaction:				
Who may avail:	Students Enrolled in	the Univers		
	REQUIREMENTS	_	WHERE TO SE	CURE
Accomplished Co	mplaint Form		iscipline Unit	
(1 Original Copy)			<u>w.tsu.edu.ph/dow</u>	<u>nloads/for-</u>
		students/		
2. Letter of Respons		Student D	iscipline Unit	
(1 Duplicate Copy				
3. Documented Evid		The stude	nt will provide.	
(3 sets Photocopy				
CLIENT STEPS	AGENCY	FEES TO	P R OCESSING	PE R SON
	ACTIONS	BE PAI D	TIME	RESPONSIBLE
Complainant will	1.1 If defendant	None	10 Working	Section Head,
wait for the	denies the		Days	Student
notifications	allegations and			Discipline Unit
coming from	Student			T 1 . 10. "
Student	Discipline Unit,			Technical Staff,
Discipline Unit	however finds			Student
regarding the	probable guilt,			Discipline Unit
development of	the discipline			Dunaldant
the case.	committee will			President
	convene.		5 Working	Supreme
	1.0 levestimation		Days from the	Student Council
	1.2 Investigation will be		last meeting of	Door
			discipline committee	<i>Dean</i> Office of
	conducted by the committee.		Committee	Student Affairs
	the committee.			and Service
	1.3 Decision will be			and Service
	rendered.			Vice President.
	rendered.			Office Of The
				Vice President
				for Academic
				Affairs
2. Complainant will	2. If committee	None	5 Working days	Section Head,
wait for the	finds no	140110	upon receipt of	Student
resolution and	substantial proof		the notification	Discipline Unit
written notice of	against the			Disciplino offic
the case once	defendant or if			Technical Staff,
the committee's	the university			Student
decision was	lacks			Discipline Unit
rendered and	jurisdiction,			
will report at the	dismissal of the			President
office of Student	case will be			Supreme
Discipline Unit	done. But if not,			Student Council
for a copy of the	written notice to			
case's	both parties			



resolution upon being informed by Student Discipline Unit (R202, Tarlac State University Student Center, Lucinda Extension Campus, Tarlac City)	regarding the resolution of the cased will be served.			Dean Office of Student Affairs and Service Vice President, Office Of The Vice President for Academic Affairs
	TOTAL:	None	20 Wo r king D ays	

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



4. Filing of Complaints and Investigation Against TSU Employee

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

Office or D ivision:	Student Discipline Ur	nit (SDLI)		
Classification:	Complex			
Type of	G2C - Government to	Citizen		
Transaction:				
Who may avail:	Students Enrolled in	the Univers	sity	
CHECKLIST OF	REQUIREMENTS		WHE R E T O SE	CU R E
1. Accomplished Co	mplaint Form	Student D	iscipline Unit	
(1 Original Copy)		https://ww	w.tsu.edu.ph/dow	nloads/for-
		students/		
2. Letter of Respons		Student D	iscipline Unit	
(1 Duplicate Copy				
3. Documented Evid		The stude	nt will provide.	
(3 sets Photocopy	,	EEE0 T O	DBOOLEGUNG	DEBCON
CLIENT STEPS	AGENCY AC T IONS	FEES T O BE PAI D	PROCESSING TIME	PE R SON R ESPONSIBLE
1. File a formal	1. Accept the	None	1 hours &	Section Head,
written complaint	complaints and		30 minutes	Student
at the office of	will record the			Discipline Unit
Student	necessary			
Discipline Officer	information to			
(R202, Tarlac	Student			Technical Staff,
State University	Discipline			Student
Student Center,	Logbook,			Discipline Unit
Lucinda	Complainant			
Extension	Logbook, Case			
Campus, Tarlac	Summary Logbook and			
City)	Student Blotter) *			
Reminder: Use	Otdacht Biottor)			
only the forms				
provided by				
Student				
Discipline Unit.				
Include any				
documented				
evidence if there				
is any*	0.06	NI.	F	Man Desire
2. Wait for the	2. Student	None	5 working days	Vice President,
notice coming	Discipline Unit will forward the		upon receipt of	Office of The
from the Student Discipline Unit			the complaint	Vice President for Academic
regarding the	complaint to Office of The			Affairs
progress of the	Vice President			Allalis
case or for the	for Academic			Vice President,
schedule of	Affairs if the			Office of The
hearing to be	defendant is			Vice President
given by the	faculty or to			for
Grievance Board	Office of The			Administration
	Vice President			and Finance
	for Administration			
	and Finance if			



the defendant is a university personnel. The investigation will be then handled by the Grievance Board			
TOTAL:	None	5 Working	
		D ays, 1 Hou r ,	
		30 M inu t es	

^{*}SDU may however conduct preliminary interview with the complainant on or before the filing of the formal complaint.



5. Procedure for Appeal

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

Office or D ivision:	Student Discipline Unit (SDU)			
Classification:	Highly Technical	(323)		
Type of	G2C - Government to	Citizen		
Transaction:				
Who may avail:	Students Enrolled in	the Univers		
	REQUIREMENTS		WHE R E T O SE	CU R E
Letter of Appeal	,	The stude	nt will provide.	
(1 Original or Phot				
CLIENT STEPS	AGENCY AC T IONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. The Defendant or Complainant may appeal to the decision of offices of committee through written form.	1.1 Forward the appeal base from whom decision will be appealed by the defendant or the complainant:	None	10 Working Days from Notice	Technical Staff Student Discipline Unit
	1.2 Student Discipline Unit's decision is appealable to the Dean of Office of Student Affairs and Service within 10 days from notice.			Technical Staff Student Discipline Unit
	1.3 Office of Student Affairs and Service's decision is appealable to the Office Of The Vice President for Academic Affairs within 10 days from notice.			Technical Staff Office Of Student Affairs and Service
	1.4 Office of the Vice President for Academic Affairs decision is appealable to the President within 10 days from notice.			Staff Office of the Vice President for Academic Affairs



1.5 President's decision is appealable to the Tarlac State University- Board of Regents within			Staff Office of the University President
10 days from notice.			
TOTAL:	None	10 Wo r king D ays	



Scholarship and Financial Assistance Unit External Services



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

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

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

Office or	Scholarship and Financial Assistance Unit (SFAU)				
D ivision:					
Classification:	Complex				
Type of	G2C – Government to				
Transaction:	G2B – Government to	Business			
Who may avail:	TSU Students		WUEDE TO SE	CLIBE	
	REQUIREMENTS		WHERE TO SE		
1. Accomplished A	(1 Original Copy)		Scholarship and Fi Unit Office, Scho		
130-31 A-31 -0	(i Original Copy)		System (SOAS)	naisinp Omine	
2. For New Applie	cant - Certification of	The client			
	ency (1 Original Copy)		р. с		
	Registration (COR)	1			
(1 Original Copy	• , ,				
4. Report of Grade	es (ROG)	The client	will provide (from	Student Portal)	
(1 Original Copy					
	h Disability (PWD) -	TSU Medic	cal Unit		
Medical Certifica					
(1 Original Copy					
	th Disability (PWD) -	The client	The client will provide		
PWD ID (1 Phot	осору)	FEEC TO	DBOCECCING	DEBCON	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Log in to TSU Scholarship Online Application System (https://scholar ship.tsu.edu.p h) and fill out the necessary application form.	1. For Walk-In: Provides the Scholarship Application form and the list of other required documents. Note: This Agency Action is for New Applicants and Applicants for Renewal. For Online: Receives the email of the applicant/s.	None	10 minutes	Staff Scholarship and Financial Assistance Unit	
2. Submit filled- out forms to Scholarship	2.1 For Walk-In: Receives the accomplished		15 minutes	Staff Scholarship and Financial Assistance Unit	



		190
Online Application System.	Scholarship Application forms and other required documents.	
	Note: This Agency Action is for New Applicants and Applicants for Renewal	
	For Online: Downloads the accomplished Scholarship Application Forms and other required documents.	15 minutes
	Note: This Agency Action is for New Applicants and Applicants for Renewal	
	2.2 Checks the completeness and evaluates the accomplished Scholarship Application forms and other required documents.	3 working days
	Note: The system will not proceed if uploaded / submitted documents are incomplete.	
	2.3 Forwards the evaluated list of applications to the provider/ grantor.	20 minutes
	2.4 Once approved, tags scholarships for deserving students.	1 working day



3. Receive notification of approval or disapproval.	3. Sends notification of approval and disapproval thru electronic mail		30 minutes	
	(registered e-mail			
	or MS Teams of			
	the students).			
			4 Wo r king	
	TOTAL:	None	D ays, 1 Hou r	
			& 30 M inu t es	



Scholarship and Financial Assistance Unit Internal Services



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

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

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

Office or	Scholarship and Final	ncial Assista	nce Unit (SFAU)		
D ivision:			(0)		
Classification:	Complex				
Type of	G2C – Government to				
Transaction:	G2B – Government to	Business			
Who may avail:	TSU Students		WUEDE TO SE	CLIBE	
	REQUIREMENTS		WHERE TO SE		
1. Accomplished A	(1 Original Copy)	From the Scholarship and Financial Assistance Unit Office, Scholarship Online			
130-31 A-31 -0	(i Original Copy)		System (SOAS)	naisinp Omine	
2. For New Applie	cant - Certification of	The client			
	ency (1 Original Copy)		р. с		
	Registration (COR)	1			
(1 Original Copy	• , ,				
4. Report of Grade	es (ROG)	The client	will provide (from	Student Portal)	
(1 Original Copy		,			
	h Disability (PWD) -	TSU Medical Unit			
Medical Certifica					
(1 Original Copy		-			
	th Disability (PWD) -	The client	will provide		
PWD ID (1 Phot	осору)	FEEC TO	DBOCECCING	DEBCON	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Log in to TSU Scholarship Online Application System (https://scholar ship.tsu.edu.p h) and fill out the necessary application form.	1. For Walk-In: Provides the Scholarship Application form and the list of other required documents. Note: This Agency Action is for New Applicants and Applicants for Renewal. For Online: Receives the email of the applicant/s.	None	10 minutes	Staff Scholarship and Financial Assistance Unit	
2. Submit filled- out forms to Scholarship	2.1 For Walk-In: Receives the accomplished		15 minutes	Staff Scholarship and Financial Assistance Unit	



Application System. Application Applicati	Scholarship Application forms and other required documents. Note: This Agency Action is for New Applicants and Applicants for Renewal For Online: Downloads the accomplished Scholarship Application Forms and other required documents. Note: This	15 minutes	
r c c c c c c c c c c c c c c c c c c c	required documents. Note: This Agency Action is for New Applicants and Applicants for Renewal For Online: Downloads the accomplished Scholarship Application Forms and other required documents. Note: This	15 minutes	
F C C C C C C C C C C C C C C C C C C C	Note: This Agency Action is for New Applicants and Applicants for Renewal For Online: Downloads the accomplished Scholarship Application Forms and other required documents. Note: This	15 minutes	
F F C	Agency Action is for New Applicants and Applicants for Renewal For Online: Downloads the accomplished Scholarship Application Forms and other required documents. Note: This	15 minutes	
F C S S S C	For Online: Downloads the accomplished Scholarship Application Forms and other required documents. Note: This	15 minutes	
E a a s	Downloads the accomplished Scholarship Application Forms and other required documents. Note: This		
F. F	Agency Action is for New Applicants and Applicants for Renewal		
,	, torrowar	3 working days	
6 6 7 8 7	Checks the completeness and evaluates the accomplished Scholarship Application forms and other required documents.		
L S C	Note: The system will not proceed if uploaded / submitted documents are incomplete.		
e	Forwards the evaluated list of applications to the provider/ grantor.	20 minutes	
ta fo	Once approved, tags scholarships for deserving students.	1 working day	



3. Receive	3. Sends notification		30 minutes	
notification of	of approval and			
approval or	disapproval thru			
disapproval.	electronic mail			
	(registered e-mail			
	or MS Teams of			
	the students).			
			4 Wo r king	
	TOTAL:	None	D ays, 1 Hou r	
			& 30 M inu t es	



2. Issuance of Certificate of Scholarship or Certificate of Non-Scholarship

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

Office or Division:	Scholarship and Financial Assistance Unit (SFAU)			
Classification:	Simple			
Type of	G2C – Government to	Citizen		
Transaction:				
Who may avail:	TSU Students			
	F REQUIREMENTS	TI	WHERE TO SEC	CURE
	st (1 Original Copy)		will provide	
2. TSU ID (1 photo	ocopy)		will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to Scholarship and Financial Assistance Office email address/MS teams.	1.1 For Walk-In: Receives the letter of request and photocopy of ID of the student/s. For Online: Receives the email or MS Teams message of the student/s. 1.2 Checks the list of Scholars in the Scholarship and Financial Assistance Unit Masterfile. 1.3. Prepares the requested Certificate.	None	10 minutes	Staff Scholarship and Financial Assistance Unit
2. Receive the Certificate.	2. Releases and logs in the TSU-SFA-SF-29 (Request of Certification of No Scholarship / Certificate of Scholarship Logbook.		5 minutes	Staff Scholarship and Financial Assistance Unit
	TOTAL:	None	15 M inu t es	



International, Differently-Abled, Indigenous and Marginalized Student Services

Internal Services



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

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

Office or D ivision:	International, Differently-Abled, Indigenous and Marginalized Student Services (IDIMSS)				
Classification:	Highly Technical				
Type of	G2C - Government to	Client			
Transaction:					
Who may avail:		s Who Belong to the IDIMSS Group			
	REQUIREMENTS	WHERE TO SECURE			
A. FOR INDIGENOU					
Certificate of Tribe (1 Photocopy)		The client will provide			
2. Accomplished Inc Marginalized Stud Application Form (1 Original Copy)	lent Services Student	Indigenous and Marginalized Student Services Office or download at http://www.facebook.com/sasidimss			
3. Accomplished Ma Personal Data Sh (1 Original Copy)	eet TSU-IDI-SF-04				
4. 2x2 Picture Taker (6) Months (2 pc	s)	The client will provide			
	FOR SOLO PARENT				
1. Solo Parent I.D. (The client will provide			
2. Accomplished Inc		Indigenous and Marginalized Student			
	lent Services Student	Services Office or download at			
Application Form	TSU-IDI-SF-05	http://www.facebook.com/sasidimss			
(1 Original Copy)					
3. Accomplished Ma	<u> </u>				
	eet TSU-IDI-SF-04				
(1 Original Copy) 4. 2x2 Picture Taker	n in the Last Siv	The client will provide			
(6) Months (2 pcs		The client will provide			
C. FOR PERSON W					
1. PWD I.D. (1 Phot		The client will provide			
2. Accomplished Inc		Indigenous and Marginalized Student			
-	lent Services Student	Services Office or download at			
Application Form		http://www.facebook.com/sasidimss			
(1 Original Copy)					
3. Accomplished Ma	rginalized Student				
	eet TSU-IDI-SF-04				
(1 Original Copy)					
4. 2x2 Picture Taker		The client will provide			
(6) Months (2 pcs					
D. FOR INTERNAT					
1. Student Visa (1 P		The client will provide			
2. Accomplished Inc	•	Indigenous and Marginalized Student			
<u> </u>	lent Services Student	Services Office or download at			
Application Form	1 SU-IDI-SF-05	http://www.facebook.com/sasidimss			
(1 Original Copy)	wain aliza d Ctuda at				
3. Accomplished Ma	irginalized Student				



Personal Data Sh	eet TSU-IDI-SF-04			
(1 Original Copy) 4. 2x2 Picture Taker		The client	will provide	
(6) Months (2 pcs		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Send to Indigenous and Marginalized Student Services Facebook page (http://www.face book.com/sasidi mss) all pertinent documents.	Receives the submitted applications and evaluates all the submitted requirements.	None	10 minutes	Staff Indigenous and Marginalized Student Services
2. Receives notification on the details of the issuance of Identification card.	2. Notifies applicants on the evaluation result of their application and the schedule of claiming Identification Cards for approved membership. Note: If with incomplete requirements, notify applicants regarding the incomplete requirements and instruct to submit the lacking for completion.	None	5 minutes	Staff Indigenous and Marginalized Student Services
3. Receive Identification Card.	3. Releases Identification Card.	None	8 working days	Staff Indigenous and Marginalized Student Services
	TOTAL:	None	8 Wo r king D ays & 15 M inu t es	



2. Indigenous and Marginalized Student Services Student Consultation and Assistance

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

Office or D ivision:	International, Differently-Abled, Indigenous and Marginalized Student Services (IDIMSS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to	Client		
Who may avail:	All IDMSS Students			
	REQUIREMENTS		WHE R E TO SE	CU R E
Indigenous and Marg	inalized Student		E (1	/ ! (
Services Identification			From the requestor	or/ client
OLIENT OTEDO	AGENCY	FEES TO	P R OCESSING	PE R SON
CLIENT STEPS	ACTIONS	BE PAI D	TIME	R ESPONSIBLE
1. Present the	1. Verify the	None	3 minutes	Staff
Indigenous and	presented			Indigenous and
Marginalized	Indigenous and			Marginalized
Student	Marginalized			Student
Services	Student			Services
Identification	Services			
Card for	Identification			
verification and	Card and queue			
fill out the	the Indigenous			
Indigenous and	and			
Marginalized	Marginalized			
Student	Student			
Services	Services student			
Consultation and	for consultation			
Assistance	and assistance			
Logbook				
2. Explain the	2. Interview the	None	30 minutes	Head .
concern and	Indigenous and			Indigenous and
assistance	Marginalized			Marginalized
needed to the	Student Services			Student
Section head	Student and			Services
	assess the type			
	of assistance			
2. Doggive advise	needed	Maraa	10 minutes	l la a al
3. Receive advice	3. Provide advice or	None	10 minutes	Head
or endorsement	endorsement to			Indigenous and
to concerned office/individual	concerned			Marginalized Student
onice/individual	office/individual			
				Services
	TOTAL:	None	43 M inu t es	



Research, Accreditation and Records Unit External Services



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

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

Office or Division:	Research, Accreditation	on and Reco	ords Unit (RARU)		
Classification:	Complex				
Type of	G2G – Government to Government				
Transaction:	G2B – Government to	Business E	Intity/ies		
Who may avail:	Colleges and Units of the University, Accreditation Bodies				
	REQUIREMENTS		WHERE TO SE		
1. Accomplished Do		Research,	Accreditation and		
Form DRF TSU-F	•	download at			
(1 Original Copy)		https://www	w.tsu.edu.ph/medi	a/uo1jcss1/tsu-	
			pdated-word-form	-	
CLIENT STEDS	ACENCY ACTIONS	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. For Walk-In:	1.1.1 For Walk-In:	None	3 minutes	Technical Staff	
Submit	Receives the			Research,	
accomplished	DRF from the			Accreditation	
Document	client through			and Records	
Request Form	e-mail and a			Unit	
to the Research,	printed copy if				
Accreditation	walk-in.				
and Records					
Unit.	1.1.2 Records the				
	document in				
	the Incoming				
	Documents				
	Monitoring				
For Online	Logbook.				
For Online: Send an	1.2.1 For Online:				
electronic copy	Receives and				
of the Document	downloads the				
Request Form	Document				
via e-mail thru	Request Form				
sas.rarunit@gm	and				
ail.com.	acknowledges				
	the receipt of				
	email.				
	1.2.2 Prints the				
	Document				
	Request Form				
	as proof of				
	service				
	transaction.				



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



TOTAL FOR DOCUMENTS DEEMED SENSITIVE AND CONFIDENTIAL:

Output

^{*}The total turnaround time includes the processing time for request/s in volume.



Research, Accreditation and Records Unit Internal Services



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

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

Office or Division:	Research, Accreditation	on and Reco	ords Unit (RARU)		
Classification:	Complex				
Type of	G2G – Government to Government				
Transaction:	G2B – Government to	Business E	Intity/ies		
Who may avail:	Colleges and Units of the University, Accreditation Bodies				
	REQUIREMENTS		WHERE TO SE		
1. Accomplished Do		Research,	Accreditation and		
Form DRF TSU-F	•	download at			
(1 Original Copy)		https://www	w.tsu.edu.ph/medi	a/uo1jcss1/tsu-	
			pdated-word-form	-	
CLIENT STEDS	ACENCY ACTIONS	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. For Walk-In:	1.1.1 For Walk-In:	None	3 minutes	Technical Staff	
Submit	Receives the			Research,	
accomplished	DRF from the			Accreditation	
Document	client through			and Records	
Request Form	e-mail and a			Unit	
to the Research,	printed copy if				
Accreditation	walk-in.				
and Records					
Unit.	1.1.2 Records the				
	document in				
	the Incoming				
	Documents				
	Monitoring				
For Online	Logbook.				
For Online: Send an	1.2.1 For Online:				
electronic copy	Receives and				
of the Document	downloads the				
Request Form	Document				
via e-mail thru	Request Form				
sas.rarunit@gm	and				
ail.com.	acknowledges				
	the receipt of				
	email.				
	1.2.2 Prints the				
	Document				
	Request Form				
	as proof of				
	service				
	transaction.				



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



TOTAL FOR DOCUMENTS DEEMED SENSITIVE AND CONFIDENTIAL:

None

6 Working
Days, 5 Hours
& 18 Minutes

^{*}The total turnaround time includes the processing time for request/s in volume.



Office of Library Management and Services External Services



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

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

Office or D ivision:	Office of Library Mana	agement and	d Services (OLMS)
Classification:	Simple			
Type of	G2G - Government to	Governmer	nt	
Transaction:	G2C - Government to	Citizen		
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CU R E
1. Valid ID (1 Origina	al Copy)	The client	will provide	
2. Duly Signed Referral Letter		The client	will provide	
	lac State University			
Library Director (1				
3. For Clients from Non-Government Agencies Without MOA / MOU with TSU – Official Receipt of Visiting Researcher's Fee		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the referral letter at the Circulation Counter of any units of the TSU Library.	Verifies the presented referral letter.	None	2 minutes	Head and Staff Office of Library Management and Services
For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Proceed to the cashier to settle Visiting Researcher's Fee and secure the Official Receipt. Note: New	For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Receives the payment and issues the Official Receipt.	Php 50.00 per head	5 minutes	Staff-in-Charge Cashiering Unit
transaction shall be done if the Visiting Researcher revisits the TSU library on the following day/s.				
2. Log the name on the Visitor's Logbook <i>TSU-LMS-SF-29.</i>	2. Performs reference procedures to identify needed	None	5 minutes	Head and Staff Office of Library Management and Services



·				1906
For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Present the Official Receipt of	information sources. For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Verifies the Official Receipt	None	7 minutes	
payment of Visiting Researcher's Fee at the Circulation Counter.	presented and performs reference procedures to identify needed information sources.			
3. State and negotiate the query/ies.	3. Analyzes query/ies and identifies possible information sources using the Online Public Access Catalogue.	None	5 minutes	Head and Staff Office of Library Management and Services
4. Receive answer to the query/ies.	4.1 Presents the information source to the client. Note: if answer/s to the query/ies cannot be found, inform the client.	None	1 minute	Head and Staff Office of Library Management and Services
	4.2 Records query/ies and sources of information for reference purposes.	None	2 minutes	Head and Staff Office of Library Management and Services
	TOTAL:	None	15 M inu t es	
TOTAL FOR VISITOR'S FROM NON - GOVERNMENT AGENCIES WITHOUT MOA/MOU WITH TSU:		Php 50.00 pe r Hea d	20 M inu t es	



Office of Library Management and Services Internal Services



1. Processing of Request to Borrow Information Materials

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

044						
Office or D ivision:	Office of Library Management and Services (OLMS)					
Classification:	Simple					
Type of	G2C - Government to Citizen					
Transaction:	G2G - Government to Government					
Who may avail:	TSU Students and Employees					
	REQUIREMENTS	WHERE TO SECURE				
1. Valid TSU ID (1 Original Copy)		The client will provide				
		FEES TO	P R OCESSING	PE R SON		
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	R ESPONSIBLE		
1. Present the information material/s for check-out, together with a valid ID, at the Circulation Counter.	Verifies validity of the ID presented.	None	1 minute	Head and Staff Office of Library Management and Services		
2. Fill out the Book Card/s TSU-LMS-SF-06 with the needed details.	2.1 Checks out the information material/s under the client's name in the library system.	None	2 minutes	Head and Staff Office of Library Management and Services		
	2.2 Issues the information material/s and informs the client of the due date when to return the borrowed information material/s.	None	5 minutes	Head and Staff Office of Library Management and Services		
3. Receive the borrowed information material/s.	3. Files the Book Card/s in the filing box.	None	2 minutes	Head and Staff Office of Library Management and Services		
	TOTAL:	None	10 M inu t es			



2. Processing the Request of Document Delivery Service for Distance Users

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

Office or D ivision:	Office of Library Management Services (OLMS)			
Classification:	Simple			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to	Government	İ	
Who may avail:	TSU Students and Em	ployees		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CU R E
A. FOR TSU STUD	ENTS			
1. Valid Certificate of	f Registration	The client v	will provide	
	(1 Electronic Copy)			
B. FOR TSU EMPLOYEES				
1. Valid TSU ID (1 E	Electronic Copy)	The client v	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Search through the Online Public Access Catalog (http://library.tsu_edu.ph/) for relevant information	1.1 Receives the request and validates the identity of the client and checks the availability of information material/s.	None	2 minutes	Head and Staff Office of Library Management and Services
material/s and inform the librarian/s regarding the intention to borrow or	1.2 Checks out the information material/s under the borrower / client's name in the library system.	None	2 minutes	Head and Staff Office of Library Management and Services
acquire such information materials via: a. Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or	1.3 Scans the item and informs the client of copyright restrictions.	None	1 hour	Head and Staff Office of Library Management and Services
b. Send an email to the official TSU library email address (library@tsu.edu.ph).				



	1			
Note: A scanned				
copy of				
Certificate of				
Registration				
(for TSU				
students) or				
Valid TSU ID				
(for TSU				
employees)				
must be				
attached on the				
message or				
email for				
validation				
purposes.				
2. Receive the	2. Sends the	None	15 minutes	Head and Staff
scanned copy of	electronic copy to			Office of Library
the request.	the client.			Management
				and Services
	TOTAL:	None	1 Hou r & 19	
	IOTAL.	None	M inu t es	

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



3. Processing of Request for Online Reservation and Pick-Up

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

Office or					
D ivision:	Office of Library Management and Services (OLMS)				
Classification:	Simple				
Type of	G2C - Government to	Citizen			
Transaction:	G2G - Government to	Governmen	nt		
Who may avail:	TSU Students and En	nployees			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CU R E	
1. Valid TSU ID (1 C					
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the request online through the Official Facebook	1.1 Receives request and checks availability of information material/s.	None	2 working days	Head and Staff Office of Library Management and Services	
Messenger of the Office of Library Management Services (https://www.fac	1.2 Informs the client if the requested information material/s is available or not.	None	3 minutes	Head and Staff Office of Library Management and Services	
ebook.com/Tarl acStateUniversit yLibrary), or send an email to the official TSU email address (library@tsu.edu .ph) 2 days before pick-up.	1.3 If information material/s is/are available, schedules a pickup date.	None	2 minutes	Head and Staff Office of Library Management and Services	
2. Pick up the information material/s on the agreed schedule at the	2.1 Validates identity of client thru the presented TSU ID.	None	2 minutes	Head and Staff Office of Library Management and Services	
designated library unit.	2.2 Checks out the information material/s under the borrower / client's name in the library system.	None	1 minute	Head and Staff Office of Library Management and Services	
3. Fill-out Book Card TSU-LMS- SF-06 and logbook TSU- LMS-SF-28.	3. Releases the information material/s to the client.	None	2 minutes	Head and Staff Office of Library Management and Services	
	TOTAL:	None	2 Wo r king D ays & 10 M inu t es		



4. Process of Returning Information Materials

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

Office or D ivision:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to	Governmen	nt	
Who may avail:	TSU Students and En	nployees		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
1. Borrowed Inform	ation Materials	The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the	1.1 Receives and	None	5 minutes	Head and Staff
borrowed	scans information			Office of Library
information	material/s in the			Management
material/s for	library system for			and Services
check-in at the	check-in. Pulls out			
Circulation	Book Card from			
Counter.	the file box and			
	inserts it in the			
	book pocket.			
	1.2 If ove rd ue:	Penalty	2 minutes	Head and Staff
	Library staff	due as		Office of Library
	informs the client	per the		Management
	of the penalty	case of		and Services
	which must be	the		
	paid at the	borrower		
	Cashier's Office.			
2. Present the	Verify Official	None	3 minutes	Head and Staff
Official	Receipt and			Office of Library
Receipt of	update or clear			Management
overdue	the client's			and Services
payment to the	overdue fine in			
Library Staff at	the library			
the Circulation	system			
Counter				
TOTAL IF	WITHOUT OVERDUE	None	8 M inu t es	
	PENAL T Y:		a.	
TOTA	L IF WI T H OVE RD UE PENAL T Y:	Penal t y D ue	10 M inu t es	



5. Process of Renewing Borrowed Information Materials

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

Office or D ivision:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of	G2C - Government to			
Transaction:	G2G - Government to		nt	
Who may avail:	TSU Students and E	mployees		
	REQUIREMENTS		WHERE TO SEC	CURE
1. For Renewal at the		The client	will provide	
Counter - Books		The allered	.:	
2. For Online Renev	-	I ne client v	will provide	
Certificate of Registrate (1 Electronic Copy				
	AGENCY	FEES TO	P R OCESSING	PE R SON
CLIENT STEPS	ACTIONS	BE PAI D	TIME	RESPONSIBLE
1. Fo r R enewal at	1. Fo r R enewal a t	None	3 minutes	Head and Staff
the Circulation	the Circulation			Office of Library
Counter:	Counter: Scans			Management
Present	the book			and Services
information	or the borrower's			
material/s for	ID in the library			
renewal.	system for			
	renewal and			
	requests the			
	client to rewrite			
	his/her name on the Book Card			
	and indicate the			
	current date.			
	current date.			
	Note: If			
	maximum			
	renewal has			
	been reached,			
	inform the client.			
For Online	For Online	None	3 minutes	Head and Staff
Renewal	Renewal			Office of Library
Requests: Send the	Requests: Validates the			Management and Services
following details	identity of the			and Services
via MS Teams,	clients' account			
TSU Library	thru the library			
email address	system, then			
(library@tsu.edu.	proceed to			
ph) or TSU	Agency Action			
Facebook page	No. 2.2.			
https://www.face				
book.com/Tarlac				
<u>StateUniversityLi</u>				
<u>brary</u> .				
Client's Name:				



S t u d en t Numbe r :				
2. For Renewal at the Circulation Counter: Fill-out the Book Card / Logbook with the needed information and submit to the	2.1 For Renewal at the Circulation Counter: Receives the filled-out Book Card / Logbook.	None	2 minutes	Head and Staff Office of Library Management and Services
staff.	2.2 For Renewal at Circulation and via Online Requests: Processes the book renewal under the borrower / client's name in the library system.	None	3 minutes	
3. For Renewal at the Circulation Counter: Receive reborrowed information material/s.	3.1 For Renewal at the Circulation Counter: Endorses the reborrowed information material/s and informs the client of the new renewal date.	None	2 minutes	Head and Staff Office of Library Management and Services
For Online Renewal Requests: Be informed of the new renewal date,	For Online Renewal Requests: Inform the client of the new renewal date. Note: If maximum renewal has been reached, inform the client.	None	3 minutes	
	3.2 For Renewal at the Circulation Counter: Files the book card/s in the filing box.	None	2 minutes	Head and Staff Office of Library Management and Services
	RENEWAL AT THE LATION COUNTER:	None	12 M inu t es	
	ONLINE RENEWAL REQUESTS:	None	9 M inu t es	



6. Process of Inquiring for Available Learning Resources

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

Office or D ivision:	Office of Library Mana	gement and	Services (OLMS)	
Classification:	Simple			
Type of	G2C - Government to Citizen			
Transaction:	G2G - Government to Government			
Who may avail:	TSU Students and Em	ployees		
	REQUIREMENTS		WHERE TO SEC	CU R E
1. Valid TSU ID (1 C				
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. State query/ies through the Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or send an email to the official TSU email address (library@tsu.edu.ph). Note: Clarification	query/ies from the client.	None	15 minutes	Head or Staff Office of Library Management and Services
and negotiation shall be done if needed.				
2. Wait for the reference query to be processed.	2. Analyzes query and identifies possible information sources using the Online Public Access Catalogue (OPAC).	None	30 minutes	Head or Staff Office of Library Management and Services
3. Receive answer/s to query/ies.	3.1 Presents to the client the information source. Note: If answer/s to the query/ies is/are not found, inform the client.	None	3 minutes	Head or Staff Office of Library Management and Services
	3.2 Records query/ies in the logbook <i>TSU-</i> <i>LMS-SF-10</i> and	None	1 minute	Head or Staff Office of Library Management and Services



sources of information for reference purposes.			
TOTAL:	None	49 M inu t es	

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



7. Processing of Library Clearance

This service allows students and employees to secure library clearance.

Office o r D ivision:	Office of Library Mana	agement and	Services (OLMS)	
Classification:	Simple		, ,	
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to	Governmer	nt	
Who may avail:	TSU Students and En	nployees		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CU R E
A. FOR STUDENTS				
Accomplished Student Clearance Form			dmission and Regi	stration or
TSU-ORA-SF-18 (*	l Original Copy)	download a		
			v.tsu.edu.ph/media	a/aianidjs/l-
		student-cle	earance-form.pdf	
B. FOR EMPLOYEES		I 5		
1. For Plantilla Post			source Developme	
Clearance Form C	S Form No. 7	_	ent Office of downlo	
(1 Original Copy)			v.tsu.edu.ph/media	A/KSSICDIS/CS-TORM-
2 For Non Topohine	· / lob Ordor)		ce-form.pdf	ant and
2. For Non-Teaching Accomplished Clea	•		source Developme ent Office of downlo	
	er) <i>TSU-HRD-SF-45</i>	_	v.tsu.edu.ph/media	
(1 Original Copy)	51) 100-1111D-01- 4 0	-	elearance-for-non-to	_
(1 Original Oopy)		order-r05.p		caching job
3. For Lecturer (Full	Time / Part-Time) –		source Developme	ent and
Accomplished Clea			•	
	me) TSU-HRD-SF-46	Management Office of download at https://www.tsu.edu.ph/media/awbhcfaf/tsu-		
(1 Original Copy)	-,	hrd-sf-46-clearance-for-lecturer-full-time-part-		
			f-contract-r05.pdf	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	P R OCESSING	PE R SON
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	PROCESSING TIME	R ESPONSIBLE
1. Fo r Students:	1.1 Verifies library		P R OCESSING	RESPONSIBLE Head or Staff
1. For Students: Present the	1.1 Verifies library accountabilities of	BE PAI D	PROCESSING TIME	RESPONSIBLE Head or Staff Office of Library
For Students: Present the properly filled out	1.1 Verifies library accountabilities of the client from the	BE PAI D	PROCESSING TIME	RESPONSIBLE Head or Staff Office of Library Management
For Students: Present the properly filled out Clearance Form	1.1 Verifies library accountabilities of the client from the library system.	None	PROCESSING TIME 30 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services
For Students: Present the properly filled out Clearance Form at the Circulation	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without	BE PAI D	PROCESSING TIME	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff
For Students: Present the properly filled out Clearance Form	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library	None	PROCESSING TIME 30 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff Office of Library
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter.	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library Accountabilities:	None	PROCESSING TIME 30 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff Office of Library Management
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter. For Employees:	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library Accountabilities: Affixes signature	None	PROCESSING TIME 30 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff Office of Library
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter. For Employees: Present the	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library Accountabilities: Affixes signature on the Clearance	None	PROCESSING TIME 30 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff Office of Library Management
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter. For Employees: Present the countersigned	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and	None	PROCESSING TIME 30 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff Office of Library Management
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter. For Employees: Present the countersigned Clearance Form	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the	None	PROCESSING TIME 30 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff Office of Library Management
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter. For Employees: Present the countersigned Clearance Form to Library Director	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then,	None	PROCESSING TIME 30 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff Office of Library Management
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter. For Employees: Present the countersigned Clearance Form to Library Director or request	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to	None	PROCESSING TIME 30 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff Office of Library Management
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter. For Employees: Present the countersigned Clearance Form to Library Director	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then,	None	PROCESSING TIME 30 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff Office of Library Management and Services
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter. For Employees: Present the countersigned Clearance Form to Library Director or request clearance online	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to	None	PROCESSING TIME 30 minutes 3 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff Office of Library Management and Services Head or Staff
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter. For Employees: Present the countersigned Clearance Form to Library Director or request clearance online	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to Agency No. 4.2. With	None	PROCESSING TIME 30 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff Office of Library Management and Services Head or Staff Office of Library
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter. For Employees: Present the countersigned Clearance Form to Library Director or request clearance online	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to Agency No. 4.2.	None	PROCESSING TIME 30 minutes 3 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff Office of Library Management and Services Head or Staff
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter. For Employees: Present the countersigned Clearance Form to Library Director or request clearance online	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to Agency No. 4.2. With Library	None	PROCESSING TIME 30 minutes 3 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff Office of Library Management and Services Head or Staff Office of Library Management
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter. For Employees: Present the countersigned Clearance Form to Library Director or request clearance online	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to Agency No. 4.2. With Library Accountabilities:	None	PROCESSING TIME 30 minutes 3 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff Office of Library Management and Services Head or Staff Office of Library Management
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter. For Employees: Present the countersigned Clearance Form to Library Director or request clearance online	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to Agency No. 4.2. With Library Accountabilities: Informs client to	None	PROCESSING TIME 30 minutes 3 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff Office of Library Management and Services Head or Staff Office of Library Management
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter. For Employees: Present the countersigned Clearance Form to Library Director or request clearance online	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to Agency No. 4.2. With Library Accountabilities: Informs client to settle his/her	None	PROCESSING TIME 30 minutes 3 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff Office of Library Management and Services Head or Staff Office of Library Management
1. For Students: Present the properly filled out Clearance Form at the Circulation Counter. For Employees: Present the countersigned Clearance Form to Library Director or request clearance online	1.1 Verifies library accountabilities of the client from the library system. 1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to Agency No. 4.2. With Library Accountabilities: Informs client to settle his/her accountabilities at	None	PROCESSING TIME 30 minutes 3 minutes	RESPONSIBLE Head or Staff Office of Library Management and Services Head or Staff Office of Library Management and Services Head or Staff Office of Library Management



2. With Library Accountabilities: Proceed to the Cashiering Unit and/or Supply Office to settle accountabilities.	2. With Library Accountabilities: Receives and processes the payment.	Depends on each client's accounta bility/ies	40 minutes	Staff-in-Charge Cashiering Unit
3. With Library Accountabilities: Proceed to the Circulation Counter and present the Official Receipt of payment.	3. With Library Accountabilities: Verifies the Official Receipt presented.	None	5 minutes	Head or Staff Office of Library Management and Services
4. With Library Accountabilities: Receive the duly	4.1 Affixes signature on the Clearance Form.	None	3 minutes	Head or Staff Office of Library Management and Services
signed Clearance Form and fill out the Clearance Logbook TSU- LMS-SF-12.	4.2 Provides the Clearance Logbook for the client to accomplish.	None	5 minutes	Head or Staff Office of Library Management and Services
	R CLIENT WITHOUT ACCOUNTABILITIES	None	38 M inu t es	
	IENT WITH LIB R ARY ACCOUN T ABILI T IES:	Depends on the Compute d Fines or Price of Book, If Lost	1 Hou r & 26 M inu t es	

^{*}The total turnaround time considers the volume of requests, queue, power availability and internet connectivity.



8. Processing of Request to Use Computer & Internet Access

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

Office or D ivision:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to Government			
Who may avail:	TSU Students and Em	nployees		
	F REQUIREMENTS WHERE TO SECURE			
1. Valid TSU ID (1 C				
CLIENT STEPS	AGENCY ACTIONS	FEES T O	P R OCESSING	PE R SON
		BE PAI D	TIME	RESPONSIBLE
1. Present TSU ID at the Circulation Counter/Internet	1.1 Verifies validity of ID.	None	3 minutes	Head or Staff Office of Library Management and Services
Section.	1.2 Scans client's ID using the library RFID and places the ID in the filing box.	None	5 minutes	Head or Staff Office of Library Management and Services
	1.3 Librarian assists/ and or directs the client to the computer workstation.	None	5 minutes	Head or Staff Office of Library Management and Services
2. After using the computer unit facilities, retrieve the ID card at the Circulation Counter/ Internet Section.	2. Returns the client's ID.	None	3 minutes	Head or Staff Office of Library Management and Services
	TOTAL:	None	16 M inu t es	



9. Processing of Request for Referral Service

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

Office or	Office of Library Management and Services (OLMS)			
Division:				,
Classification:	Simple G2C - Government to	Citizon		
Type of			\ 4	
Transaction:	G2G - Government to		<u>IL</u>	
Who may avail:	TSU Students and Em	ipioyees	WHERE TO SEC	NIDE
		The clients	WHERE TO SEC	JUKE
1. Valid TSU ID (1 C	FEES TO PROCESSING PERSON			
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	R ESPONSIBLE
Present the valid ID at the Circulation Counter and	1.1 Verifies the validity of presented ID.	None	3 minutes	Head or Staff Office of Library Management and Services
inform the staff of the request for referral.	1.2 Provides the Referral Letter Request Form TSU-LMS-SF-02 to be filled out.	None	2 minutes	Head or Staff Office of Library Management and Services
2. Proceed to the College Dean's office to secure signature.	2. Affixes signature on the Referral Letter Request Form.	None	20 minutes	<i>Dean</i> College
3. Proceed to the Library and submit the signed Referral Letter Request Form to the Library Staff.	3. Receives approved Referral Letter Request Form and encodes information on the referral letter template, print, and affix signature.	None	10 minutes	Head or Staff Office of Library Management and Services
4. Receive the referral letter and log on the Referral Issuance Log TSU-LMS-SF-11.	4. Issues the Referral Letter to the client.	None	2 minutes	Head or Staff Office of Library Management and Services
	TOTAL:	None	37 M inu t es	

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



10. Selective Dissemination of Information on Unpublished Materials

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

Office or D ivision:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to	Government	t	
Who may avail:	TSU Students and Employees			
	REQUIREMENTS		WHERE TO SEC	CU R E
1. Hardbound Thesis/ Dissertation The client will provide				
(3 Original Copie	S)	-	DB00E00ING	DEBOON
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
Submit copies of their dissertation		None	3 minutes	Head or Staff Office of Library
/ thesis at the	Dissertation /			Management
LMS - Technical				and Services
Office and				
present the Copy		None	5 minutes	Head or Staff
Furnish of	completeness of			Office of Library
Dissertation / Thesis Form	submitted			Management
TSU-VPA-SF-50	materials and			and Services
130-VFA-3F-30	signs the Copy Furnish form			
	accordingly.			
2. Fill out the	2.1 Instructs client to	None	2 minutes	Head or Staff
Library	fill out Library			Office of Library
Incoming	Incoming			Management
Unpublished	Unpublished			and Services
Materials	Materials logbook			
logbook TSU- LMS-SF-25.	TSU-LMS-SF-25.	None	O working dovo	Head or Staff
LIVIS-3F-25.	2.2 Compiles list of theses and	None	2 working days	Office of Library
	dissertation			Management
	submissions to be			and Services
	posted on the			
	bulletin board or			
	via Facebook for			
	information			
	dissemination.		0.14/5-31.1.	
	TOTAL:	None	2 Working	
	IOIAL.	None	D ays an d 10 M inu t es	
			iviii iu tes	



Office of the Vice President for Research, Development and Extension

Internal Services



Processing of Endorsed Communication from the Office of the University President

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

Office or		Office of The Vice President for Research, Development and Extension			
Division:	(OVPRDE)				
Classification:	Simple				
Type of	G2G - Government to	o Government			
Transaction:	Office of the Library	it. Dunnidout			
Who may avail:	Office of the Universi	ty President	WILEBE TO SEC	LIDE	
	REQUIREMENTS	The client wil	WHERE TO SEC	UKE	
 Endorsement Form TSU-OUP-SF-01 (1 Original Copy) 		The client wil	i provide		
2. Letter/Request					
President	addressed to				
(1 Photocopy)					
		FEES TO	P R OCESSING	PE R SON	
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE	
1. Submit signed endorsement to the Office of the Vice President for Research Development and Extension.	1.1 Receives and reviews the contents of the endorsement. 1.2 Assigns concerned heads / staff to take charge of endorsement and signs the endorsement form.	None	2 minutes 3 working days	Staff Office of the Vice President for Research, Development and Extension Vice President Office of the Vice President for Research, Development and Extension	
	1.3 Forwards endorsement to the concerned office/s.	None	1 hour	Staff Office of the Vice President for Research, Development and Extension	
	TOTAL:	None	3 Working Days, 1 Hour &		

2 **M**inu**t**es



for Research, Development and Extension

2. Processing of Inter-office Communication and Transaction

This allows for processing of inter-office communications and transactions such as request to serve meals, letter requests, travel order, and Individual Performance Commitment And Review (IPCR)/ Department Performance Commitment And Review (DPCR)/ Office Performance Commitment And Review (OPCR).

Office o r D ivision:	Office of The Vice President for Research, Development and			
Classification:	Extension (OVPR	(DE)		
	Simple on: G2G - Governme	nt to Govern	mont	
Who may avail:	TSU Colleges, O			
	REQUIREMENTS	linees and or	WHERE TO SEC	CURE
A. Fo r R eques t Lette			WHENE TO GE	3011L
1. Request Letter (The client	will provide		
B. For Request to Se	rve M eals			
Notice of Meetin Letter/Endorsen	g and/or Approved nent (1 Photocopy)	The client	will provide	
C. For Travel Order				
 Approved letter 	(1 Original Copy)	The client	will provide	
2. Endorsement, if (1 Original Copy	• •			
3. Student Authorit applicable (1 Or	•			
D. For Individual Performance Commitment and Review (IPCR)/ Department Performance Commitment and Review (DPCR)/ Office Performance Commitment and Review (OPCR)				
Accomplishmen (1 Original Copy	t Report, <i>if applicable</i>	The client	will provide	
Certificate in Se (1 Original Copy				
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Office of the Vice President for Research, Development and Extension.	1.1 Receives and reviews the completeness of the submitted documents. Note: If submitted documents are incomplete, return and inform the lacking.	None	2 minutes	Staff Office of the Vice President for Research, Development and Extension
	1.2 Signs or acts on the inter-office communication	None	3 working days	Vice President Office of the Vice President

and/or transaction.



2. Receive the action or signed inter-office communication and/or transaction.	2. Log-out of outgoing communication and/or transaction from another office	None	5 minutes	Staff Office of the Vice President for Research, Development and Extension
	TOTAL:	None	3 Working Days & 7 Minutes	



Office of University Research and Development External Services



1. Processing of Request for Statistical Support and Related Services

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

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

Office or D ivision:	Office of the Unive	Office of the University Research Development – Data Analytics Unit (DNU)			
Classification:	Simple				
Type of	G2C – Governmen	t to Citizen			
Transaction:	G2G – Governmen	rnment to Government			
Who may avail:	TSU Masters Stude	ents (T ype A	Client)		
	TSU Doctorate Stu	dents (T ype	B Clien t)		
	TSU Faculty Resea	rchers (T ype	· · · · · · · · · · · · · · · · · · ·		
	FREQUIREMENTS		WHERE TO SEC		
1. Accomplished A		Office of Re	esearch Developr	nent or download	
TSU-URO-SF-7	'5 - (10riginal Copy)	at			
			<u>r.tsu.edu.ph/media</u>	a/y3tcrubf/tsu-	
	.	uro-sf-75.do			
2. For Type A to		TSU Cashie	ering Unit		
Official Receipt	•				
Statistical Supposervices	UII AIIU NEIAIEU				
	ov or 1 Photocopy)				
3. Manuscript/Artic	oy or 1 Photocopy)	The client w	vill provide		
Format (1 Election		The client will provide			
		FEES TO PROCESSING PERSON			
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE	
1. Submit the electronic copy of the manuscript, including the survey questionnaire	1.1 Receives and checks the completeness of the submitted documents. 1.2 Assesses the study/paper and	None None	20 minutes 2 working days	Staff-in-Charge Data Analytics Unit Staff-in-Charge Data Analytics	
and research data, if available, and the other pertinent requirements to ursc@tsu.edu.ph. Note: For Type C Clients, proceed to Step 5	determines the statistician in charge.			Unit	
2. Receive the assessment form containing the fees to be paid.	2. Informs clients about the fees by sending the assessment form.	None	30 minutes	Staff-in-Charge Data Analytics Unit	



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

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



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

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

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

Office o r	Office of the University	v Research	Development – Ar	nalytical Testing
D ivision:	Laboratory (ATL)			
Classification:	Highly Technical			
	G2C – Government to Citizen			
Type of	G2B – Government to	Business E	ntity/ies	
Transaction:	G2G – Government to			
	TSU Faculty Research	hers (T ype /	A Clien t)	
	Other Interested Institutions/Agencies (Type B Client)			
ho may avail:	TSU Graduate Studer	nts (T ype C	Clien t)	
	TSU Undergraduate Students and Non-TSU Students			
	(Type D Clien t)			
	REQUIREMENTS		WHERE TO SEC	CU R E
1. For Use of Equi		The client	will provide	
	Research Paper			
	ng the Method and			
Conditions-to-be				
(1 Original Copy)				
2. For All Client Ty	-	Analytical	lesting Laboratory	/
·	equest for Analysis			
3. For Type A Clie	– (1 Original Copy)	The client will provide		
Copy of the Rese		The client will provide		
	igned by the Dean			
	1 – (1 Photocopy)			
4. For Type A Clie		The client	will provide	
	ce to Proceed signed		p. 6	
by a Representa	•			
	arch Office TSU-URO-			
SF-60 -				
(1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES T O	P R OCESSING	PE R SON
OLILINI SILI S	AULINOT AUTIONS	BE PAI D	TIME	RESPONSIBLE
1. Proceed to the	1.1 Attends initial	None	1 hour	Staff-in-Charge
Analytical	meetings with the			Analytical
Testing	client to inform			Testing
Laboratory	other necessary			Laboratory
facility for an	requirements for			
initial meeting or	the requested			
via MS Teams,	laboratory			
Messenger,	analysis or			
Zoom	laboratory			
Teleconferencin	services and logs			
g and other	the client's name			
online platforms.	on the Laboratory			
	Analyses /			



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



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



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



TOTAL FOR FACE-TO-FACE:	Number of Samples x Fees for each	15 Working D ays, 7 Hours & 40 M inu t es	
TOTAL FOR ONLINE:	* Table of fees attached	15 Working D ays, 8 Hours & 40 M inu t es	

Note: One working day is equivalent to 10 hours.

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

WATER ANALYSIS	TYPE A CLIENTS		TYPE B CLIENTS		TYPE C CLIENTS	
	PH'	YSICO-CHE N	I ICAL			
Sample Preparation	₽	225.00	₽	202.50	₽	191.25
Color (Apparent)	₽	150.00	₽	135.00	₽	127.50
Color (True)	₽	200.00	₽	180.00	₽	170.00
Turbidity	₽	150.00	₽	135.00	₽	127.50
Temperature	₽	150.00	₽	135.00	₽	127.50
рН	₽	150.00	₽	135.00	₽	127.50
Conductivity	₽	150.00	₽	135.00	₽	127.50
Total Suspended Solids (TSS)	₽	450.00	₽	405.00	₽	382.50
Total Dissolved Solids (TDS, Gravimetric)	₽	500.00	₽	450.00	₽	425.00
Total Dissolved Solids (TDS, Electrometric)	₽	100.00	₽	90.00	₽	85.00
Total Solids	₱	450.00	₽	405.00	₽	382.50
Total Hardness	₽	500.00	₽	450.00	₽	425.00
Calcium Hardness	₱	400.00	₽	360.00	₽	340.00
Chloride	₽	600.00	₽	540.00	₽	510.00
Odor	₽	100.00	₽	90.00	₽	85.00
Chlorosity	₽	300.00	₽	270.00	₽	255.00
Salinity	₱	300.00	₽	270.00	₽	255.00
Total Alkalinity	₱	400.00	₽	360.00	₽	340.00
P-Alkalinity	₽	250.00	₽	225.00	₽	212.50
M-Alkalinity	₽	250.00	₽	225.00	₱	212.50



	-		ī			
Hydroxides	₽	250.00	₽	225.00	₱	212.50
Carbonates	₽	250.00	₽	225.00	₽	212.50
Bicarbonates	₽	250.00	₽	225.00	₽	212.50
Total CO ₂	₽	250.00	₽	225.00	₽	212.50
Free CO ₂	₽	250.00	₽	225.00	₽	212.50
Chloride	₽	400.00	₽	360.00	₽	340.00
Sulfate	₽	600.00	₽	540.00	₽	510.00
Residual Chlorine	₽	800.00	₽	720.00	₽	680.00
Total Acidity	₽	400.00	₽	360.00	₽	340.00
P-Acidity	₽	250.00	₽	225.00	₽	212.50
M-Acidity	₽	250.00	₽	225.00	₽	212.50
Nitrite	₽	300.00	₽	270.00	₽	255.00
Phosphorus	₽	350.00	₽	315.00	₽	297.50
Phosphate	₽	500.00	₽	450.00	₽	425.00
Total Phosphorus	₽	600.00	₽	540.00	₽	510.00
Chromium hexavalent	₽	500.00	₽	450.00	₽	425.00
Silica (Heteropolyblue)	₽	450.00	₽	405.00	₽	382.50
Silica (molybdate-reactive)	₽	500.00	₽	450.00	₽	425.00
Wastewater-COD	₽	950.00	₽	855.00	₽	807.50
Dissolved Oxygen	₽	200.00	₽	180.00	₽	170.00
Oil and Grease	₽	1,000.00	₽	900.00	₽	850.00
Surfactants-MBAS	₽	1,000.00	₽	900.00	₽	850.00
Settleable Solids	₽	300.00	₽	270.00	₽	255.00
		Vi ic r obiologi	cal			
E. coli	₽	500.00	₱	450.00	₱	425.00
Total Coliforms	₽	500.00	₱	450.00	₽	425.00
Fecal coliforms	₽	500.00	₱	450.00	₱	425.00
Total Plate Count	₽	500.00	₱	450.00	₽	425.00
Staphylococcus aureus	₽	360.00	₽	324.00	₽	306.00
Salmonella	₽	480.00	₽	432.00	₽	408.00
Yeast/mold count	₽	300.00	₽	270.00	₽	255.00
Standard Aerobic Plate Count or Viable Total Count	₽	240.00	₽	216.00	₽	204.00
Water Potability	₽	700.00	₽	630.00	₽	595.00
Sample Preparation	₽	225.00	₽	202.50	₽	191.25
Sterilized bottle	₽	65.00	₽	58.50	₽	55.25



	Use of Equipmen t							
Rotary Evaporator Extraction (per mL)	₽	1.00	₽	0.90	₽	0.85		
Incubator (per hour)	₱	5.00	₽	4.50	₱	4.25		
Autoclave (per hour)	₽	60.00	₽	54.00	₽	51.00		
Furnace (per hour)	₽	150.00	₽	135.00	₽	127.50		
Oven (per hour)	₱	24.00	₽	21.60	₽	20.40		
Laminar Flow Hood (per hour)	₽	20.00	₽	18.00	₽	17.00		



Office of University Research and Development

Internal Services



1. Processing of Request for Statistical Support and Related Services

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

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

Office or D ivision:	Office of the University (DNU)	Office of the University Research Development – Data Analytics Unit (DNU)				
Classification:	Simple					
Type of	G2C – Governmen	t to Citizen				
Transaction:	G2G – Governmen	t to Governm	nent			
Who may avail:	TSU Masters Stude	ents (Type A	Client)			
	TSU Doctorate Stu					
	TSU Faculty Resea	archers (T ype	e C Client)			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CU R E		
4. Accomplished A	ppointment Form	Office of Re	esearch Developr	nent or download		
TSU-URO-SF-7	5 - (1Original Copy)	at				
			<u>ı.tsu.edu.ph/media</u>	a/y3tcrubf/tsu-		
		uro-sf-75.do				
5. For Type A to 0		TSU Cashie	ering Unit			
Official Receipt	•					
Statistical Suppo	ort and Kelated					
Services	over 4. Dhataaanu)					
6. Manuscript/Artic	by or 1 Photocopy)	The client w	vill provido			
	•	The client v	viii provide			
Format (1 Electr	опіс Сору)	FEES TO	P R OCESSING	PE R SON		
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE		
1. Submit the	1.1 Receives and	None	20 minutes	Staff-in-Charge		
electronic copy	checks the	110.10	20	Data Analytics		
of the	completeness of			Unit		
manuscript,	the submitted					
including the	documents.					
survey	1.2 Assesses the	None	2 working days	Staff-in-Charge		
questionnaire	study/paper and			Data Analytics		
and research	determines the			Unit		
data, if	statistician in					
available, and	charge.					
the other						
pertinent						
requirements to						
ursc@tsu.edu.p						
<u>h</u> .						
Note: For Type						
C Clients,						
proceed to Step						
5						
2. Receive the	2. Informs clients	None	30 minutes	Staff-in-Charge		
assessment	about the fees by			Data Analytics		
form containing	sending the			Unit		
the fees to be	assessment form.					
paid.						



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

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



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

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

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

011.		D	D	L . C L T C			
Office or		Office of the University Research Development – Analytical Testing					
Division:	Laboratory (ATL)						
Classification:	Highly Technical	0					
Type of	G2C – Government to						
Tr ansac t ion:	G2B – Government to						
Transaction.	G2G – Government to						
	TSU Faculty Research		•				
	Other Interested Instit		` • •	n t)			
Who may avail:	TSU Graduate Studer						
	TSU Undergraduate S	Students and	l Non-TSU Studer	nts			
	(Type D Client)						
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CU R E			
5. For Use of Equi	ipment Request/s -	The client	will provide				
Printed Journal /	Research Paper						
Explicitly Indicati	ng the Method and						
Conditions-to-be	-Used						
(1 Original Copy)	1 Original Copy)						
6. For All Client T	/pes –	Analytical ⁻	Testing Laboratory	/			
Accomplished Re	equest for Analysis	-					
TSU-PCL-SF-33	-33 – (1 Original Copy)						
7. For Type A Clie		The client will provide					
Copy of the Rese	earch Capsule		·				
	igned by the Dean						
	1 – (1 Photocopy)						
8. For Type A Clie		The client will provide					
	ce to Proceed signed						
by a Representa	•						
	arch Office TSU-URO-						
SF-60 –							
(1 Photocopy)							
,		FEES TO	P R OCESSING	PE R SON			
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE			
1. Proceed to the	1.1 Attends initial	None	1 hour	Staff-in-Charge			
Analytical	meetings with the	INOLIG	i iloui	Analytical			
Testing	client to inform			Testing			
Laboratory	other necessary			Laboratory			
facility for an	requirements for			Laboratory			
_	the requested						
initial meeting or	•	•					
via MS Teams,	laboratory						
Messenger,	analysis or						
Zoom	laboratory						
Teleconferencin	services and logs						
g and other	the client's name						
online platforms.	on the Laboratory						



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



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



	T T		T -	1
Physic-Chem			etric analysis	
samples must			requested.	
be placed in a				
clean container				
(preferably				
glass amber				
bottle or plastic	5.4 Fill-out	None	1 working day	Staff(s)
	necessary	140110	i working day	Analytical Testing
container,	,			Laboratory
≥1000mL) and	analysis forms			
are securely	with results from			
capped.	the analyses			
	and/or laboratory			
M ic r obiology	services.			
samples must	5.5 Rechecks and	None	6 hours	Staff(s)
be placed in a	encodes the			Analytical Testing
sterilized-	results in the			Laboratory
sample bags	Results of the			
	Analyses.			
(≥400mL).	Allalyses.			
Samples must	C C Duint	N1	4 la a.e.	C40#/c)
be transported	5.6 Print and sign	None	1 hour	Staff(s)
inside a cooler	the Results of the			Analytical Testing
with internal	Analyses.			Laboratory
temperature of				
≤6 °C but				
above freezing.				
6. Receive the	6. Releases the			
printed copy of	result to the			
the Results of	client(s) by			
the Analyses	printing the			
from the	Results of the			
Analytical	Analyses and			
Testing	giving it to the			
Laboratory	Client(s) or scan it			
through face-to-	and send it to the			
face meeting or	email address			
receive a	provided by the			
scanned copy	Client(s).			
through email.	0(0):			
unough chian.	Fo r face- t o face	None	1 hour	Staff(s)
		INOTIE	i iloui	Analytical Testing
	mee t ing:			Laboratory
	Return excess			
	samples to the			
	client(s)			
	If via email:	None	2 hours	Staff(s)
	Discuss to the			Analytical Testing
	Client(s) the			Laboratory
	implications of the			
	results and make			
	necessary			
	recommendations			
	thru face-to-face			
	meeting or thru			
	online or via			
	email.			
.				



TOTAL FOR FACE-TO-FACE:	Number of Samples x Fees for each	15 Working D ays, 7 Hours & 40 M inu t es	
TOTAL FOR ONLINE:	* Table of fees attached	15 Working D ays, 8 Hours & 40 M inu t es	

Note: One working day is equivalent to 10 hours.

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

(Doard or Ne				·	,	T)/DE 0
WATER ANALYSIS	TYPE A CLIENTS		TYPE B CLIENTS		TYPE C CLIENTS	
	PH	/SICO-CHE N	IICAL			
Sample Preparation	₽	225.00	₽	202.50	₽	191.25
Color (Apparent)	₽	150.00	₽	135.00	₽	127.50
Color (True)	₽	200.00	₽	180.00	₽	170.00
Turbidity	₽	150.00	₽	135.00	₽	127.50
Temperature	₽	150.00	₽	135.00	₱	127.50
рН	₽	150.00	₽	135.00	₱	127.50
Conductivity	₽	150.00	₽	135.00	₱	127.50
Total Suspended Solids (TSS)	₽	450.00	₽	405.00	₽	382.50
Total Dissolved Solids (TDS, Gravimetric)	₽	500.00	₱	450.00	₽	425.00
Total Dissolved Solids (TDS, Electrometric)	₽	100.00	₱	90.00	₽	85.00
Total Solids	₽	450.00	₽	405.00	₽	382.50
Total Hardness	₽	500.00	₽	450.00	₽	425.00
Calcium Hardness	₽	400.00	₽	360.00	₱	340.00
Chloride	₽	600.00	₽	540.00	₽	510.00
Odor	₽	100.00	₽	90.00	₱	85.00
Chlorosity	₽	300.00	₽	270.00	₱	255.00
Salinity	₽	300.00	₽	270.00	₽	255.00
Total Alkalinity	₱	400.00	₽	360.00	₱	340.00
P-Alkalinity	₽	250.00	₽	225.00	₱	212.50
M-Alkalinity	₽	250.00	₱	225.00	₱	212.50



	_					
Hydroxides	₽	250.00	₱	225.00	₽	212.50
Carbonates	₽	250.00	₱	225.00	₽	212.50
Bicarbonates	₽	250.00	₽	225.00	₱	212.50
Total CO ₂	₽	250.00	₽	225.00	₽	212.50
Free CO ₂	₽	250.00	₽	225.00	₽	212.50
Chloride	₽	400.00	₽	360.00	₽	340.00
Sulfate	₽	600.00	₽	540.00	₽	510.00
Residual Chlorine	₽	800.00	₽	720.00	₽	680.00
Total Acidity	₽	400.00	₽	360.00	₽	340.00
P-Acidity	₽	250.00	₽	225.00	₽	212.50
M-Acidity	₽	250.00	₽	225.00	₽	212.50
Nitrite	₽	300.00	₽	270.00	₽	255.00
Phosphorus	₽	350.00	₽	315.00	₽	297.50
Phosphate	₽	500.00	₽	450.00	₽	425.00
Total Phosphorus	₽	600.00	₽	540.00	₽	510.00
Chromium hexavalent	₽	500.00	₽	450.00	₽	425.00
Silica (Heteropolyblue)	₽	450.00	₽	405.00	₽	382.50
Silica (molybdate-reactive)	₽	500.00	₽	450.00	₽	425.00
Wastewater-COD	₽	950.00	₽	855.00	₽	807.50
Dissolved Oxygen	₽	200.00	₽	180.00	₽	170.00
Oil and Grease	₽	1,000.00	₽	900.00	₽	850.00
Surfactants-MBAS	₽	1,000.00	₽	900.00	₽	850.00
Settleable Solids	₽	300.00	₽	270.00	₽	255.00
M ic r obiological						
E. coli	₽	500.00	₱	450.00	₽	425.00
Total Coliforms	₽	500.00	₱	450.00	₽	425.00
Fecal coliforms	₽	500.00	₱	450.00	₽	425.00
Total Plate Count	₽	500.00	₱	450.00	₱	425.00
Staphylococcus aureus	₽	360.00	₽	324.00	₽	306.00
Salmonella	₽	480.00	₽	432.00	₽	408.00
Yeast/mold count	₽	300.00	₽	270.00	₽	255.00
Standard Aerobic Plate Count or Viable Total Count	₽	240.00	₽	216.00	₽	204.00
Water Potability	₽	700.00	₽	630.00	₱	595.00
Sample Preparation	₽	225.00	₽	202.50	₽	191.25
Sterilized bottle	₽	65.00	₽	58.50	₱	55.25



Use of Equipmen t						
Rotary Evaporator Extraction (per mL)	₽	1.00	₽	0.90	₽	0.85
Incubator (per hour)	₽	5.00	₽	4.50	₱	4.25
Autoclave (per hour)	₽	60.00	₽	54.00	₽	51.00
Furnace (per hour)	₽	150.00	₽	135.00	₱	127.50
Oven (per hour)	₽	24.00	₱	21.60	₱	20.40
Laminar Flow Hood (per hour)	₽	20.00	₱	18.00	₱	17.00



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

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

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

Office or	Office of University Research and Development – Research Publication, Information and Communication Unit				
D ivision:	(RPICU)	information and Communication Offic			
Classification:	Complex				
Type of	G2C – Government to) Citizen			
Transaction:	G2G – Government to	Government			
Who may avail:	TSU Faculty Researc	hers			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
	Resea r ch Ou t pu t In	cen t ives			
A. FOR PUBLICAT	ION INCENTIVE				
1. Accomplished Re	quest for Incentive of	Office of University Research and			
Research Publica	tion TSU-URO-SF-56	Development or download at			
(Triplicate Copies)	https://www.tsu.edu.ph/media/nw1fkuhx/tsu-			
		uro-sf-56-request-for-incentive-of-research-			
		<u>publication.docx</u>			
2. Journal Article Inc		The client will provide			
(Triplicate Copies					
3. Copyright Page (
	nd Table of Contents				
of the Journal (Tr					
5. If the paper has		Office of University Research and			
authors, Accomp		Development or download at			
Consent Form TS		https://www.tsu.edu.ph/media/nlecxp0y/tsu-			
(Triplicate Copies)	uro-sf-49-authors-declaration-consent-			
		<u>form.docx</u>			
B. FOR CITATION	INCENTIVE				
1. Accomplished Re	quest for Incentive of	Office of University Research and			
Research Citation	TSU-URO-SF-54	Development or download at			
(Triplicate Copies)	https://www.tsu.edu.ph/media/wa5hcn3x/tsu-			
		uro-sf-54-request-for-incentive-of-research-			
		<u>citation.docx</u>			
2. Copy of the citing		The client will provide			
(Triplicate Copies					
3. If the paper has		Office of University Research and			
authors, Accomp		Development or download at			
Consent Form TS					
(Triplicate Copies)				



	,
	https://www.tsu.edu.ph/media/nlecxp0y/tsu- uro-sf-49-authors-declaration-consent-
	form.docx
C. FOR PRESENTATION INCENTIVE	- Communication of the Communi
1. Accomplished Request for Incentive of	Office of University Research and
Research Presentation	Development or download at
TSU-URO-SF-55 - (Triplicate Copies)	https://www.tsu.edu.ph/media/fmkiaiut/tsu-
(1000	uro-sf-55-request-for-incentive-of-research-
	presentation.docx
2. Copy of the paper (Triplicate Copies)	The client will provide
3. Invitation to the presentation	
(Triplicate Copies)	
4. Program of the Conference	
(Triplicate Copies)	
5. Certificate of Appearance	
(Triplicate Copies)	-
6. Certificate of participation (Triplicate Capina)	
(Triplicate Copies)	-
7. Travel order (If applicable) (Triplicate Copies)	
6. If the paper has multiple TSU	Office of University Research and
authors, Accomplished Authors'	Development or download at
Consent Form TSU-URO-SF-49	https://www.tsu.edu.ph/media/nlecxp0y/tsu-
(Triplicate Copies)	uro-sf-49-authors-declaration-consent-
	form.docx
D. FOR WINNERS IN A RESEARCH COI	MPETITION/ORAL PRESENTATION
1. Accomplished Request for Incentive as	Office of University Research and
Winner in Research Competition /	Development or download at
Presentation Form TSU-URO-SF-57	https://www.tsu.edu.ph/media/wlrmaaqn/tsu-
(Triplicate Copies)	uro-sf-57-request-for-incentive-as-winner-in-
2 Capy of the Paper (Triplicate Capies)	research-competition_presentation.docx
2. Copy of the Paper (Triplicate Copies)3. Invitation to the presentation	The client will provide
(Triplicate Copies)	
4. Program of the conference	
(Triplicate Copies)	
5. Certificate of appearance	
(Triplicate Copies)	
6. Certificate of recognition	
(Triplicate Copies)	
7. If the paper has multiple TSU	Office of University Research and
authors, Accomplished Authors'	Development or download at
Consent Form TSU-URO-SF-49	https://www.tsu.edu.ph/media/nlecxp0y/tsu-
(Triplicate Copies)	uro-sf-49-authors-declaration-consent-
II Funding Possest for Possessh	Panor Presentation and Passarch
II. Funding Request for Research Publication	raper riesentation an u k esearch
A. FOR FUNDING OF RESEARCH PRES	ENTATION
1. Accomplished Request for Funding of	Office of University Research and
Paper Presentation TSU-URO-SF-42	Development or download at
(Triplicate Copies)	https://www.tsu.edu.ph/media/sg1jtdoz/tsu-
, ,	uro-sf-42-request-for-funding-of-paper-
	presentation.docx
2. Full Copy of the Paper	The client will provide



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

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



Development Director.			
For Funding Request for Research Paper Presentation and Research Publication: Evaluates the research whether it is already presented in the University's In- House Review. Also, the Office of University Research and Development Director will check the correctness and verify the attached documents or evidence. Once the request			Staff(s) Research Publication, Information and Communication Unit Director Office of University Research and Development
passed the evaluation, it will be approved by the Office of University Research and Development			
Director. 1.4 Reviews the	None	1 working day	Chief Finance
requested amount of incentive as to the availability of funds. Once fund is available, the accounting office will approve the request.		i working day	Officer Finance Office
1.5 Reviews and evaluates the incentive by Vice President for Research Development and Extension and Vice	None	3 working days	Vice President Office of the Vice President for Research Development and Extension Vice President
President Administration for			Office of the Vice President



	further approval and by the University President for final approval.			for Administration University President Office of the University President
	1.6 Prepares the voucher for the incentive.	None	30 minutes	Staff(s) Research Publication, Information and Communication Unit
	1.7 Forwards the prepared voucher to the Budget Office for processing.	None	30 minutes	Staff(s) Research Publication, Information and Communication Unit
2. Receive a Notification Slip on the approval/ disapproval of the request (via email).	2. Sends Notification slip to the applicant/client indicating that his/her voucher is already at the Budget office (via email).	None	30 minutes	Staff(s) Research Publication, Information and Communication Unit
	TOTAL:	None	6 Working D ays, 1 Hour & 50 M inu t es	



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

The service can be availed by faculty researchers and TSU non- teaching personnel who pursue conduct of research. The service is a pre-requisite process for the university to fund researches implemented by faculty and non-teaching personnel.

Office o r	Office of University Research and Development –
D ivision:	Research Management and Capacity Building Unit (RMCBU)
Classification:	Highly Technical
T ype of	G2C – Government to Citizen
Transaction:	G2G – Government to Government
Who may avail:	TSU Faculty Researchers
Who may avail:	TSU Non-Teaching Personnel

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

		<u>uro-st-01-re</u>	<u>searcn-capsule-pl</u>	roposai-new.docx
CLIENT STEPS	AGENCY ACTIONS	FEES T O	P R OCESSING	PE R SON
SEIEITI SIEI S	AGENCT AGINGNO	BE PAI D	TIME	R ESPONSIBLE
1. Submit	1.1 Receives and	None	10 minutes	Staff(s)
accomplished	checks the			Research
form to the	completeness of			Management
Office of	the submitted			and Capacity
University	documents.			Building Unit
Research and	1.2 Initial Evaluation	None	7 working days	Staff(s)
Development at	of the submitted			Research
the TSU	research			Management
Lucinda	proposals			and Capacity
Campus (hard				Building Unit
copies) and				
sends the				Director
electronic copy				Office of the
via email to				University
rmcbu@tsu.edu.				Research
ph.				Development
2. Receive the	2. Releases the	None	2 Working days	Staff(s)
result of the	results of the			Research
initial evaluation	initial evaluation			Management
via email	to all concerned			and Capacity
	researchers via			Building Unit
	email.			
			9 Wo r king	
	TOTAL:	None	D ays & 10	
			M inu t es	



5. Processing of Research Evaluation

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

Office or D ivision:	Office of University Research and Development – Research Management and Capacity Building Unit (RMCBU)				
Classification:	Highly Technical				
T ype of	G2C – Government to Citizen				
Tr ansac t ion:	G2G – Government to		ıt		
Who may avail:	TSU Faculty Research TSU Non-Teaching Po				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	U R E	
1. Accomplished Res	search Capsule	Office of Ur	niversity Research	and	
Proposal TSU-UF		Developme	nt or download at		
(1 Original Copy a	and Electronic Copy)		<u>.tsu.edu.ph/media</u>		
	ı	uro-sf-01-re	search-capsule-p	roposal-new.docx	
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
Submits accomplished form to the Office of University Research and	1.1 Receives and checks the completeness of the submitted document.	None	10 minutes	Staff(s) Research Management and Capacity Building Unit	
Research and Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email	1.2 Research Evaluation (University Wide Research Colloquium).	None	7 working days	Research Committee Tarlac State University External Research Evaluator	
rmcbu@tsu.edu. ph.	1.3 Consolidates the ratings and recommendation during the research evaluation.	None	7 working days	Staff(s) Research Management and Capacity Building Unit	
2. Receive the result of the initial evaluation via email.	2. Releases the results of the evaluation to all concerned researchers.	None	3 working days	Staff(s) Research Management and Capacity Building Unit	
	TOTAL:	None	17 Wo r king D ays & 10 M inu t es		



6. Approval of Special Research Project/Program

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

Office or D ivision:	Office of University Re		•	MCBII)	
Classification:	Research Manageme Highly Technical	ili aliu Capaci	ity building offit (N	(IVICBO)	
Type of	G2C – Government to Citizen				
Transaction:	G2G – Government to Government				
	TSU Faculty Researchers				
Who may avail:	TSU Non-Teaching Po				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	U R E	
A. IF R ESEA R CH IS	A. IF RESEARCH IS DIRECTLY COMMISSIONED BY THE UNIVERSITY PRESIDENT				
1. Endorsement lette	r from the Office of	The client will provide			
the University Pres	sident	'			
(1 Original Copy)					
2. Accomplished Res	•	Office of Uni	versity Research	and Development	
Proposal TSU-UR		or download			
(1 Original Copy a	nd Electronic Copy)		<u>tsu.edu.ph/media/</u>		
			ch-capsule-propos	sal-new.docx	
	JNDER MENTOR AND				
1. Memorandum of A (1 Duplicate Co		Office of Uni	versity Research	and Development	
Accomplished F		Office of Uni	versity Research	and Development	
Proposal TSU-U	JRO-SF-01 –	or download		·	
(1 Original Copy	and Electronic	https://www.tsu.edu.ph/media/yn1ozsjb/tsu-uro-			
Copy)		sf-01-research-capsule-proposal-new.docx			
C. IF THE PROJECT	T IS INITIATED AND N	IECESSA R Y	TO THE COLLEG	E OR SPECIFIC	
1. Letter of Request	for Approval	The client wi	II provide		
(1 Original copy)		000 (11)	" D	15 1	
2. Accomplished Res	•		versity Research	and Development	
Proposal TSU-UR		or download		vo 1 o zoib /tou uro	
(1 Original Copy a	nd Electronic Copy)		tsu.edu.ph/media/ ch-capsule-propos		
D IE DECEMBOU IS	S AU t hored by M en				
		T			
1. Accomplished Res	•	Office of University Research and Development			
Proposal TSU-UR		or download at			
(1 Original Copy a	nd Electronic Copy)		https://www.tsu.edu.ph/media/yn1ozsjb/tsu-uro-sf-01-research-capsule-proposal-new.docx		
		FEES TO	PROCESSING		
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	PE R SON R ESPONSIBLE	
1. Submits	1.1 Receives and	None	10 minutes	Staff(s)	
accomplished	checks the			Research	
form to the	completeness of			Management	
Office of	the submitted			and Capacity	
University	document			Building Unit	
Research and					
Development at	1.2 Evaluation of	None	7 working days	University	
the TSU	research/es by			Research	
Lucinda	the University			Evaluation	
Campus (hard	Research			Committee	



copies) and	Evaluation			
sends the	Committee.			
electronic copy	1.3 Approval of	None	3 working days	University
via email to	Research/es by			President
rmcbu@tsu.edu.	the Office of the			Office of the
<u>ph</u> .	University			University
	President			President
2. Receive the	2. Releases the	None	1 working day	Staff(s)
Notice to	Notice to			Research
Proceed via	Proceed via			Management
email.	email.			and Capacity
				Building Unit
			11 Wo r king	
	TOTAL:	None	D ays & 10	
			M inu t es	



Office of University Extension Services External Services



Processing of Request for Extension Documents, Facility, and Equipment

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

Office or D ivision:	Office of University Extension Service (OUES)			
Classification:	Simple	Simple		
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business			
Who may avail:	Extension Chairpersons, Extension Service Providers, Students, Beneficiaries, State Universities and Colleges, Guests			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			
1. Accomplished Re TSU-ESO-SF 18	equest Form (2 Original Copies)	nsion-servi	v.tsu.edu.ph/media ce-request-form.d	ocx
CLIEN T STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
Submit the accomplished request form or letter at the Office of	1.1 Acknowledges and stamps the filled-out request form.	None	5 minutes	Clerk Office of University Extension Service
University Extension Service.	1.2 Reviews the submitted request form.	None	10 minutes	Unit Head Office of University Extension Service
	1.3 Approves or disapproves the request.	None	10 minutes	Director Office of University Extension Service
2. Receive the approval/ disapproval notification.	2. Notifies / communicates to the requesting person about the result of request.	None	1 working day	Unit Head Office of University Extension Service
3. Receive or claim the requested items or facility (if approved).	3. Serves the request upon approval.	None	1 working day	Clerk Office of University Extension Service
	TOTAL:	None	2 Wo r king D ays & 25 M inu t es	



Office of University Extension Services Internal Services



Processing of Request for Extension Documents, Facility, and Equipment

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

Office or D ivision:	Office of University Extension Service (OUES)			
Classification:	Simple	Simple		
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B – Government to Business			
Who may avail:	Extension Chairpersons, Extension Service Providers, Students, Beneficiaries, State Universities and Colleges, Guests			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			CU R E
1. Accomplished Re TSU-ESO-SF 18	equest Form (2 Original Copies)	·		locx
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
Submit the accomplished request form or letter at the Office of	1.1 Acknowledges and stamps the filled-out request form.	None	5 minutes	Clerk Office of University Extension Service
University Extension Service.	1.2 Reviews the submitted request form.	None	10 minutes	Unit Head Office of University Extension Service
	1.3 Approves or disapproves the request.	None	10 minutes	Director Office of University Extension Service
2. Receive the approval/ disapproval notification.	2. Notifies / communicates to the requesting person about the result of request.	None	1 working day	Unit Head Office of University Extension Service
3. Receive or claim the requested items or facility (if approved).	3. Serves the request upon approval.	None	1 working day	Clerk Office of University Extension Service
	TOTAL:	None	2 Wo r king D ays & 25 M inu t es	



2. Process of Receiving and Endorsing Request Letter or Form

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

Office or D ivision:	Office of University Ex	tension Ser	vice (OUES)	
Classification:	Simple			
Type of	G2G - Government to Government			
Transaction:	020 - Government to	Governmen		
Who may avail:	Beneficiaries, College	s, Centers a	and Offices	
CHECKLIS T OF	REQUIREMENTS		WHERE TO SEC	CU R E
1. Endorsement Slip	TSU-OUP-SF-01	Office of th	e University Presi	dent
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request form/letter to the Office of the University President.	1.1 Receives the request letter / form from Vice President Research, Development, and Extension.	None	5 minutes	Clerk Office of University Extension Service
	1.2 Reviews of the request letter / form.	None	10 minutes	Director Office of University Extension Service
	1.3 Logs the 3 rd endorsement addressed to the College Deans / Directors for action.	None	5 minutes	Director Office of University Extension Service
	1.4 Duplicates the logged endorsement slip and request letter/form for tracking purposes.	None	5 minutes	Clerk Office of University Extension Service
2. Receive the endorsed request letter/form, for action.	2.1 Endorses or transmits the request letter / form to College Deans or Directors.	None	30 minutes	Clerk Office of University Extension Service
	2.2. Asks for feedback or status about the endorsed / transmitted extension request.	None	30 minutes	Unit Head Office of University Extension Service
	TOTAL:	None	1 Hou r & 25 M inu t es	



3. Processing and Evaluating Extension Proposal

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

Office or D ivision:	Office of University Ex	tension Ser	vice (OUES)		
Classification:	Complex	Complex			
Type of Transaction:	G2G - Government to	G2G - Government to Government			
Who may avail:	Extension Chairperson Extension Service Pro		Extension Technic	cal Staff, and	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CU R E	
1. Request Form TS	U-ESO-SF-01	Downloada	able at		
(1 Original Copy)			v.tsu.edu.ph/media	•	
			ice-request-form.d	OCX	
2. Request Letter (1			will provide		
3. Generic Memoran	_	Downloada			
(3 Original Copies))		ılty.tsu.edu.ph/Dod		
			SION%20SYSTEM	M%20FORMS/M	
		OA%20-	:-0/00f0/00 F t		
			ic%20for%20Exte		
4. Extension Proposa	J TSILESO SE 02	Downloada	%20Seminars.doc	γ λ	
(2 Original Copies			ulty.tsu.edu.ph/Dod	cuments/Evtensio	
(2 Original Copies)				
		ns/EXTENSION%20SYSTEM%20FORMS/SF 02-REV08-Short-Term-Extension-Project-			
		Proposal.d		iolori i rojoot	
5. Module (for Trainir	ngs/Seminars)	Downloadable at			
(1 Original Copy)	,	https://faculty.tsu.edu.ph/Documents/Extensio			
		ns/CAPACITY%20BUILDING%20MODULES/			
		Extension%20Module%20PPT%20Template.			
		pptx			
6. Evaluation Form 7 (1 Original Copy)	SU-ESO-SF-36	Office of U	niversity Extension		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit extension	1.1 Receives, initial	None	15 minutes	Clerk	
documents	checks and	None	10 111111111111111111111111111111111111	Office of	
(Extension	stamps extension			University	
Activity Proposal	documents.			Extension	
with Supporting				Service	
Attachments) to	1.2 Reviews and	None	2 working days	Unit Head	
Office of	evaluates			Office of	
University	extension			University	
Extension	documents.			Extension	
Service.				Service	
	1.3 Sends	None	1 working day	Unit Head	
	notification			Office of	
	regarding the			University	
	result of review, or			Extension	
	if with concerns on the submitted			Service	
	extension				
	documents.				
	accuments.				



1.4 Prepares evaluation report and Work Order Special Order.		1 hour	Unit Head Office of University Extension Service
1.5 Encodes proposal details i PMERS.	None n	1 hour	Technical Staff Office of University Extension Service
1.6 Reviews and signs evaluation report.	None	30 minutes	Director Office of University Extension Service
For With Funding Request: 1.7 Endorses extension documents and evaluation report to Accounting Office for fund Certification. For without Funding Request: 1.8 Endorses extension documents and evaluation report to VPRDE for recommending approval.		30 minutes	Clerk Office of University Extension Service
1.9 Asks for feedback or statu about the endorsed/ transmitted extension proposals and other supporting documents.	None	30 minutes	Unit Head Office of University Extension Service
1.10 Notifies concerned College, Centers Offices regarding the result of processing/ evaluation (approved or disapproved).		30 minutes	Unit Head Office of University Extension Service



2. Receive	2. Endorses /	None	30 minutes	Clerk
approved/	transmits			Office of
disapproved	approved/			University
extension	disapproved			Extension
documents.	extension			Service
	documents.			
			3 Wo r king	
	TOTAL:	None	D ays, 4 Hou r s	
			& 45 M inu t es	



4. Process of Reviewing Extension Post-Reportorial Documents

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

Office or D ivision:	Office of University Extension Service (OUES)			
Classification:	Simple	Simple		
Type of Transaction:	G2G - Government to	Governmer	nt	
Who may avail:	Extension Chairperso	Extension Chairpersons and Extension Service Providers		
	REQUIREMENTS		WHERE TO SEC	CU R E
Post Activity Report <i>TSU-ESO-SF-08</i> (1 Original Copy)		Office of U	niversity Extension	n Service
Attendance Sheet (1 Original Copy)	t TSU-ESO-SF-10	ns/EXTEN	able at ilty.tsu.edu.ph/Dod SION%20SYSTEM -Attendance-Shee	M%20FORMS/SF
3. Extension Service TSU-ESO-SF-70	e Monitoring Report (1 Original Copy)	Office of U	niversity Extension	n Service
4. Special Order / W (1 Original Copy)		Office of U	niversity Extension	n Service
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Post- Reportorial Documents (Post Activity Report, Attendance	1.1 Receives and stamps of post-reportorial documents. 1.2 Reviews Post-	None None	5 minutes 1 hour	Clerk Office of University Extension Service Unit Head
Sheet, Activity Photos, Work/Special Orders,	Reportorial Documents.			Office of University Extension Service
Extension Service Monitoring Report, and other applicable	1.3 Files and record keeps documents.	None	5 minutes	Technical Staff Office of University Extension Service
documents) to Office of University Extension Service.	1.4 Encodes data or scans (PMERS).	None	1 hour	Technical Staff Office of University Extension Service
2. Receive certificate of completion.	Issues certificate of completion.	None	30 minutes	Technical Staff Office of University Extension Service
	TOTAL:	None	2 Hou r s An d 40 M inu t es	



Office of Technology and Development Transfer &

Commercialization

External Services



1. Process for Receiving Service Request and Other Correspondence

The unit facilitates the receiving of endorsement from Office of the President, application, and other documents and receiving of the approved and notification of approval of application.

Office or	Office of Technolog	y and Develo	pment Transfer &	Commercialization	
D ivision: Classifica t ion:	(OTDTC) Simple				
	G2C - Government	to Citizen			
Type of	G2B – Government		Entity/ies		
Tr ansac t ion:		G2G - Government to Government			
Who may avail:	All				
CHECKLIST OF	REQUIREMENTS		WHE R E T O SE	ECU R E	
	Service Request Form				
	1 (1 Original Copy)		lization or downlo		
*in lieu of letter			rl.com/OTDTCSei		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PE R SON R ESPONSIBLE	
1. Submit	1.1 Receives	None	20 minutes	Clerk/Staff	
Request Form	correspondence			Records and	
or Letter of	and			Archives Unit	
Request to the	acknowledges				
Office of the	receipt.			21.16.17	
University President.	1.2 Forwards the	None	1 working day	Clerk/Staff	
President.	request to Office of the University			Records and Archives Unit	
	President and			Alcilives Offic	
	endorses to			Clerk/Staff	
	OTDTC			Office of the	
				University	
				President	
	1.3 Stamps and logs	None	20 Minutes	Clerk/Staff	
	of Request	None	20 Millates	Office of	
	(Includes			Technology and	
	Received by: and			Development	
	Date Receipt)			Transfer &	
				Commercialization	
	1.4 Forwards the	None	10 Minutes	Director	
	correspondence			Office of	
	to the appropriate Unit			Technology and Development	
	Offic			Transfer &	
				Commercialization	
	ı		1 Wo r king	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	
	TOTAL:	None	Day &		
			50 M inu t es		



2. Processing of Requests for Trademark Application Assistance

This service allows clients to avail the trademark application assistance of the office.

1. Accomplished S	Commercializat Highly Technica G2C - Governm G2B - Governm All F REQUIREMENTS Service Request Form 1 (1 Original Copy) Stered (py) Itients, Notarized of Agreement			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON PESPONSIBLE
1. Fill out and submit request for trademark application assistance and trademark application	1.1 Receives Correspondence & acknowledges receipt and forwards it to the Office of the University President.	None	TIME 20 minutes	RESPONSIBLE Clerk/Staff Records and Archives Unit
form addressed to the Office of the University President.	1.2 Endorses the request to Office of Technology and Development Transfer & Commercialization.	None	1 working day	Clerk/Staff Office of the University President
	1.3 For External Client: Signs Memorandum of Agreement.	None	1 working day	Office of Technology and Development Transfer & Commercialization & Client
	1.4 Files an online trademark application.	None	1 hour	Personnel Office of Technology and Development Transfer & Commercialization
2. Pays corresponding fees.	2.1 Processes the payment and issues Official Receipt.	Refer to the table below	7 working days	Staff Cashiering Unit



	2.2 Processes and examines the application and issues Notice of Allowance c/o the University.	None	6 months	Intellectual Property Office of the Philippines
	2.3 Pays publication and registration fees c/o the University.	Refer to the table below	2 months	Client
	2.4 Issues certificate of registration c/o the University.	None	3 months	Intellectual Property Office of the Philippines
3. Receives the certificate of registration thru email or personal delivery.	3. Forwards certificate to applicant thru email or personal delivery.	None	1 working day	Personnel Office of Technology and Development Transfer & Commercialization
	TOTAL:	Refer to Table Below	11 Months, 10 Working Days,1 Hour & 20 Minutes	

^{*}Trademark Assistance is covered under R.A. 8293.

STATE UNIL BRSI
A A LI

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

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

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



3. Process for Copyright Deposit Assistance

This service allows clients to avail copyright assistance of the office.

		Office of Too	shnology an	d Dovolonment T	ranefor &
Office or D ivision:			chnology and Development Transfer & lization (OTDTC)		
Classification: Highly Tech					
		G2C - Gove			
Type of Transaction:	:	G2B – Government to Business Entity/ies G2G - Government to Government			i
Who may avail:		All	rnment to G	overnment	
CHECKLIS T OF	REQUIRE				
1. Accomplished Serv			Office of To		pment, Transfer or
TSU-TTO-SF-01 (1	Original C	Copy)	Commercia	alization or downl	oad at
*in lieu of letter	(a. Niatania			url.com/OTDTCS	
2. For Internal Client (1 Original Copy)	s, Notariz	ed vvalver	Commercia		opment, Transfer or
3. Notarized Intellectu the Philippines Forr (3 Original Copies)	•	y Office of	Intellectual Website	Property Office of	of the Philippines
CLIENT STEPS	A GENC	Y ACTIONS	FEES TO	P R OCESSING	PE R SON
			BE PAI D	TIME	RESPONSIBLE
1. Submits Request Form or	1.1 Rece	eives luest and	None	20 minutes	Clerk/Staff Records and
letter addressed		ds it to the			Archives Unit
to the Office of the	Office	of the			
University	Univer	•			
President	Presid	ent for sement.			
	1.2 Endo		None	1 working day	Clerk/Staff
		t to Office of			Office of the
		ology and			University
	Develo Transfe				President
		ercialization.			
	1.3 Forw	ards the	None	10 minutes	Staff
	form to	the client.			Office of
					Technology and
					Development Transfer &
					Commercialization
2. For External	2.1 Facil	itates the	None	1 working day	Client
Clien t :		ation of the			
Accomplish and submit the forms	torms to	or internal			
to the Office of	CHETICS.				
Technology and					
Development	2.2 Files	application	Php	20 minutes	Personnel
Transfer & Commercialization		ntellectual	560.00		Office of
through e-mail or	-	y Office of			Technology and
personally.	uie Fili	lippines.			Development Transfer &
					Commercialization



	2.3 Processes application.	None	1 month	Intellectual Property Office of the Philippines
	2.4 Sends the certificate of deposit.	None	1 working day	Intellectual Property Office of the Philippines
3. Receives the Copyright Deposit Certificate.	3. Forwards the Copyright Deposit Certificate to the client.	None	20 minutes	Personnel Office of Technology and Development Transfer & Commercialization
TOTAL:		PHP 560.00	1 Month, 3 Working Days, 1 Hour & 10 Minutes	

^{*}Copyright deposit assistance is covered under RA 8293.



4. Process for Technology Transfer and Commercialization Assistance

This service allows clients to avail technology transfer and commercialization assistance of the office.

					1
Office o r D ivision:			chnology and Development Transfer & ization (OTDTC)		
Classification:		Complex	izadon (OTDTO)		
			rnment to Citizen		
Type of Transaction	n:			siness Entity/ies	
G2G - Government to Government Who may avail: All					
Who may avail: CHECKLIS T OF	REOUR			WHE R E T O SEC	CLIRE
1. Accomplished Se	**		Office of Tec		ment, Transfer or
TSU-TTO-SF-01				zation or downloa	
*in lieu of letter				l.com/OTDTCSer	
Notarized Memor (3 Original Copies		Agreement	Office of Tec Commerciali	chnology Develop zation	ment, Transfer or
3. Non-Disclosure A (1 Original Copy)	greement		Office of Tec Commerciali		ment, Transfer or
CLIENT STEPS	A CENIC	Y ACTIONS	FEES TO	P R OCESSING	PE R SON
			BE PAI D	TIME	RESPONSIBLE
1. Submits	1.1 Rece		None	20 minutes	Clerk/Staff Records and
Request Form or letter		uest and ds it to the			Archives Unit
addressed to	Office				7 HOLIIVOO OTIIL
the Office of the	University				
University	President for				
President	endorsement. 1.2 Endorses the		None	1 working day	Clerk/Staff
	request to Office of		140110	i working day	Office of the
	Technology and				University
	Develo Transfe				President
		er & ercialization.			
2. Receive	2.1 Notifies the client		None	3 working days	Staff
notification.	of the result		140110	o working days	Office of
	throug				Technology and
		ole platform			Development
		eceiving the sement			Transfer & Commercialization
		otiates and	Licensing	1 working day	Personnel &
	_	etes the	fees will	I working day	Director
	license	9	depend on		Office of
	_	nents once	the		Technology and
		see has	negotiated		Development Transfer &
	been identified.		licensing agreement		Commercialization
3. Receives	3. Facilitates IP		None	3 hours	Personnel &
assistance.		er and			Director
	license				Office of
	techno	ment; or bloay			Technology and Development
	transfe	· ·			Transfer &
					Commercialization



arrangement with the client.			
TOTAL:	Depends on the Negotiated Licensing Agreement	5 Working D ays, 3 Hours & 20 M inutes	

^{*}Technology Transfer and commercialization Assistance is covered under RA 10055



5. Process for Request to Use University Marks Assistance

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

Office o r D ivision		Office of Technology and Development Transfer &				
Classification:	Commercia Complex	lization (OTDTC)	ization (OTDTC)			
Classification.		ernment to Citizen				
Type of Transact	ion: G2B – Gove	ernment to Busines				
\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\		ernment to Govern	ment			
Who may avail:	All F REQUIREMENTS	\	WHE R E T O SECU	IDE		
1. Accomplished F			logy Developmer			
University Trade			on or download a			
	0 (1 Original Copy)		n/RequestToUse	<u>Marks</u>		
2. Letter of Intent	Addressed to the dent (1 Original Copy)	The client will pro	ovide			
3. Mock-Up for Ea		The client will pro	ovide			
(1 Original Copy		The cheft will pro	ovide			
4. Licensing Agree			logy Developmer	nt, Transfer or		
(3 Original Copi	es)	Commercialization	on			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING	PERSON BESDONSIBLE		
1. Submits	1.1 Receives	PAI D None	TIME 20 minutes	RESPONSIBLE Clerk/Staff		
Request Form	the request and	140110	20 1111111111111	Records and		
or Letter of	forwards it to the			Archives Unit		
Intent	Office of the					
addressed to	University President for					
the Office of the University	endorsement.					
President	1.2 Endorses the	None	1 working day	Clerk/Staff		
	request to Office of		, , ,	Office of the		
	Technology and			University		
	Development		P	President		
	Transfer & Commercialization.					
2. Receive	2.1 Notifies the client	None	3 working days	Staff		
notification.	of the result	None	3 Working days	Office of		
	through the			Technology and		
	available platform			Development		
	after receiving the			Transfer &		
	endorsement			Commercialization		
	2.2 Negotiates and	For Student	4 working days	Personnel &		
	completes the license	Councils and University-		Director Office of		
	agreements with	based		Technology and		
	the client.	Organizations:		Development		
		a. 3% for the		Transfer &		
				Commercialization		
		1st Php50,000				
		net sales;				
		b. 2% for the				
		next				



				1906
		Php25,000 net sales, and		
		c. 1% for the succeeding net sales.		
		Licensing and Use of University Trademarks by External Entities:		
		The licensee shall pay a license fee of 5% per annum of the net sale of the item bearing the trademark.		
		Note: As per OTDTC Manual Chapter 9 University Trademark Policy		
3. Receives assistance.	3. Facilitates the use of university marks and facilitated the notarization of the licensing agreement.	None	1 working day	Personnel & Director Office of Technology and Development Transfer & Commercialization
	TOTAL:	Depends on the Negotiated Licensing Agreement	9 Wo r king D ays & 20 M inu t es	

^{*} Request to University Trademark Assistance is covered under RA 10055



Office of Technology and Development Transfer & Commercialization

Internal Services



1. Process for Receiving Service Request and Other Correspondence

The unit facilitates the receiving of endorsement from Office of the President, application, and other documents and receiving of the approved and notification of approval of application.

1. Accomplished S	Office of Technology and Development Transfer & Commercialization (OTDTC) Simple G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government All REQUIREMENTS Ervice Request Form (1 Original Copy) WHERE TO SECURE Commercialization or download at https://tinyurl.com/OTDTCServiceRequest				
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PE R SON R ESPONSIBLE	
Submit Request Form or Letter of Request to the Office of the	1.1 Receives correspondence and acknowledges receipt.	None	20 minutes	Clerk/Staff Records and Archives Unit	
University President.	1.2 Forwards the request to Office of the University President and endorses to OTDTC	None	1 working day	Clerk/Staff Records and Archives Unit Clerk/Staff Office of the University President	
	1.3 Stamps and logs of Request (Includes Received by: and Date Receipt)	None	20 Minutes	Clerk/Staff Office of Technology and Development Transfer & Commercialization	
	1.4 Forwards the correspondence to the appropriate Unit	None	10 Minutes	Director Office of Technology and Development Transfer & Commercialization	
	TOTAL:	None	1 Working Day & 50 Minutes		



2. Processing of Requests for Trademark Application Assistance

This service allows clients to avail the trademark application assistance of the office.

Office o r D ivision	Office of Technology Commercializati		•	velopment Transf	er &
Classification:		Highly Technica	l i		
Type of Transaction: G2C - Government to Cit G2B - Government to Bu G2G - Government to G0			ent to Busine	ess Entity/ies	
Who may avail:		All			
1. Accomplished S TSU-TTO-SF-0 *in lieu of letter 2. Mark to be Regi (1 Electronic Co	Service 1 (1 Or istered	Request Form	WHERE TO SECURE Office of Technology Development, Transfer or Commercialization or download at https://tinyurl.com/OTDTCServiceRequest The client will provide		
3. For External Commence (3 Original Copies	<i>lients,</i> of Agre		Office of Te Commercial		oment, Transfer or
CLIENT STEPS	AGE	NCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request for trademark application assistance and trademark application	1.1 Receives Correspondence & acknowledges receipt and forwards it to the Office of the University President. 1.2 Endorses the request to Office of Technology and Development Transfer & Commercialization.		None	20 minutes	Clerk/Staff Records and Archives Unit
form addressed to the Office of the University President.			None	1 working day	Clerk/Staff Office of the University President
	Clie Sigi Mer Agr	ns morandum of eement.	None	1 working day	Office of Technology and Development Transfer & Commercialization & Client
		les an online demark blication.	None	1 hour	Personnel Office of Technology and Development Transfer & Commercialization
2. Pays corresponding fees.	pay issu	rocesses the vment and ues Official ceipt.	Refer to the table below	7 working days	Staff Cashiering Unit



	2.2 Processes and examines the application and issues Notice of Allowance c/o the University.	None	6 months	Intellectual Property Office of the Philippines
	2.3 Pays publication and registration fees c/o the University.	Refer to the table below	2 months	Client
	2.4 Issues certificate of registration c/o the University.	None	3 months	Intellectual Property Office of the Philippines
3. Receives the certificate of registration thru email or personal delivery.	3. Forwards certificate to applicant thru email or personal delivery.	None	1 working day	Personnel Office of Technology and Development Transfer & Commercialization
	TOTAL:	Refer to Table Below	11 Months, 10 Working Days,1 Hour & 20 Minutes	

^{*}Trademark Assistance is covered under R.A. 8293.



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

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

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



3. Process for Copyright Deposit Assistance

This service allows clients to avail copyright assistance of the office.

Office or D ivision:			hnology and Development Transfer & zation (OTDTC)		
Classification:					
Type of Transaction: G2B – Gove		rnment to Citizen ernment to Business Entity/ies ernment to Government			
Who may avail:		All			
1. Accomplished Serv TSU-TTO-SF-01 (1 *in lieu of letter 2. For Internal Client	rice Reque Original (est Form Copy)	WHERE TO SECURE Office of Technology Development, Transfer or Commercialization or download at https://tinyurl.com/OTDTCServiceRequest Office of Technology Development, Transfer or		
(1 Original Copy)	. 3, 140ta112	ca waivei	Commercia		princin, mansier of
3. Notarized Intellectu the Philippines Forr (3 Original Copies)	•	y Office of	Intellectual Website	Property Office of	of the Philippines
CLIENT STEPS	AGENC	Y ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Form or letter addressed to the Office of the University President	1.1 Receives the request and forwards it to the Office of the University President for		None	20 minutes	Clerk/Staff Records and Archives Unit
	endorsement. 1.2 Endorses the request to Office of Technology and Development Transfer & Commercialization. 1.3 Forwards the form to the client.		None	1 working day	Clerk/Staff Office of the University President
			None	10 minutes	Staff Office of Technology and Development Transfer & Commercialization
2. For External Client: Accomplish and submit the forms to the Office of Technology and	2.1 Facilitates the notarization of the forms for internal clients.		None	1 working day	Client
Development Transfer & Commercialization through e-mail or personally.	to the I	application ntellectual y Office of lippines.	Php 560.00	20 minutes	Personnel Office of Technology and Development Transfer & Commercialization



	2.3 Processes application.	None	1 month	Intellectual Property Office of the Philippines
	2.4 Sends the certificate of deposit.	None	1 working day	Intellectual Property Office of the Philippines
3. Receives the Copyright Deposit Certificate.	3. Forwards the Copyright Deposit Certificate to the client.	None	20 minutes	Personnel Office of Technology and Development Transfer & Commercialization
	TOTAL:	PHP 560.00	1 Month, 3 Working Days, 1 Hour & 10 Minutes	

^{*}Copyright deposit assistance is covered under RA 8293.



4. Process for Technology Transfer and Commercialization Assistance

This service allows clients to avail technology transfer and commercialization assistance of the office.

Office or D ivision:			chnology and ization (OTDT	Development Tra	nsfer &	
Classification:		Complex	inzation (OTDTO)			
Type of Transaction	n:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government				
Who may avail:		All				
CHECKLIST OF			0.00	WHERE TO SE		
1. Accomplished Se TSU-TTO-SF-01 *in lieu of letter	(1 Origina	l Copy)	Commerciali	chnology Develop zation or downloa .com/OTDTCSer		
2. Notarized Memor (3 Original Copies		Agreement	Office of Tec Commerciali		ment, Transfer or	
3. Non-Disclosure A (1 Original Copy)	greement		Office of Tec Commerciali	•	ment, Transfer or	
CLIENT STEPS	A CENIC	Y ACTIONS	FEES TO	P R OCESSING	PE R SON	
			BE PAI D	TIME	R ESPONSIBLE	
1. Submits Request Form or letter addressed to the Office of the University President	forward Office Univer Preside	luest and ds it to the of the sity	None	20 minutes	Clerk/Staff Records and Archives Unit	
	Techno Develo Transfe	t to Office of plogy and pment	None	1 working day	Clerk/Staff Office of the University President	
2. Receive notification.	of the throug availat after re		None	3 working days	Staff Office of Technology and Development Transfer & Commercialization	
	comple license agreer a licen	otiates and etes the e ments once see has dentified.	Licensing fees will depend on the negotiated licensing agreement	1 working day	Personnel & Director Office of Technology and Development Transfer & Commercialization	
3. Receives assistance.	license	er and e ment; or blogy	None	3 hours	Personnel & Director Office of Technology and Development Transfer & Commercialization	



arrangement with the client.			
TOTAL:	Depends on the Negotiated Licensing Agreement	5 Working D ays, 3 Hours & 20 M inutes	

^{*}Technology Transfer and commercialization Assistance is covered under RA 10055



5. Process for Request to Use University Marks Assistance

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

Office or D ivision	n:		chnology and Devization (OTDTC)	elopment Transfe	er &	
Classification:		Complex	ization (OTDTC)			
Type of Transact	ion:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government				
Who may avail: CHECKLIST OF REQUIREMENTS				MUEDE TO SECU	IDE	
Accomplished F University Trade TSU-TTO-SF-2 Letter of Intent A	Request to emarks Fo 0 (1 Origir Addressec	Use orm nal Copy) I to the	Office of Techno Commercialization https://tinyurl.com	WHERE TO SECURE Office of Technology Development, Transfer or Commercialization or download at https://tinyurl.com/RequestToUseMarks The client will provide		
University Presi 3. Mock-Up for Ea (1 Original Copy	ch Design		The client will pro	ovide		
4. Licensing Agree (3 Original Copi	ement		Office of Techno Commercialization	logy Developmen	nt, Transfer or	
CLIENT STEPS	AGENC'	Y ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits Request Form or Letter of Intent addressed to the Office of the University		luest and ds it to the of the sity ent for	None	20 minutes	Clerk/Staff Records and Archives Unit	
President	Techno Develo Transfe	t to Office of plogy and pment	None	1 working day	Clerk/Staff Office of the University President	
2. Receive notification.	of the through available after re		None	3 working days	Staff Office of Technology and Development Transfer & Commercialization	
	comple license	nents with	For Student Councils and University- based Organizations: a. 3% for the 1st Php50,000 net sales; b. 2% for the next	4 working days	Personnel & Director Office of Technology and Development Transfer & Commercialization	



	TOTAL:	Depends on the Negotiated Licensing Agreement	9 Wo r king D ays & 20 M inu t es	
3. Receives assistance.	3. Facilitates the use of university marks and facilitated the notarization of the licensing agreement.	None	1 working day	Personnel & Director Office of Technology and Development Transfer & Commercialization
		c. 1% for the succeeding net sales. Licensing and Use of University Trademarks by External Entities: The licensee shall pay a license fee of 5% per annum of the net sale of the item bearing the trademark. Note: As per OTDTC Manual Chapter 9 University Trademark Policy		
		Php25,000 net sales, and		

^{*} Request to University Trademark Assistance is covered under RA 10055



Center for Food Technology and Research External Services



Processing of Center for Food Technology and Research Service Requests

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

Office or D ivision:	Center for Food Techn	Center for Food Technology and Research (CFTR)			
Classification:	Highly Technical				
Type of Transaction:	G2C - Government to G2B - Government to G2G - Government to	Business En	-		
Who may avail:	All				
	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Form TSU-FTR (1 Original Copy 2. Approved Requ	or 1 Electronic Copy) est Letter or	Center for Food Technology and Research or download at https://www.tsu.edu.ph/media/fiqpvthv/tsu-ftr-sf-01-ftrc-service-request-form-rev-0.docx The client will provide			
	om the TSU President,				
if any.	A OFNOVA OFICIAL	FEES TO	P R OCESSING	PE R SON	
CLIENT STEPS	AGENCY ACTIONS	BE PAI D	TIME	RESPONSIBLE	
1. Submit the duly accomplished and signed documents to the Records and Archives	1.1. Receives Service Request and endorsement to Office of the University President.	None	1 working day	Staff Records and Archives Unit	
Unit or email at ftrc@tsu.edu.p h and/ or					

	1.5 Sends Notice of Receipt of Service Request (NRSR) through email and mobile number. Note: NRSR contains proposed schedule of initial consultation meeting.	None	15 minutes	Unit Head Center for Food Technology and Research Office
2. Confirm available schedule and attendance to the initial consultation meeting.	2.1 Organizes and conducts the initial consultation meeting. 2.2 Drafts and finalizes the relevant document to the service requested. 2.3 Delivers the service activities depending on the agreed terms and conditions.	None	30 minutes	Director, Unit Head, Staff Center for Food Technology and Research Center
	2.4 Drafts and finalizes relevant documents (e.g., MOA, TOR, NDA, Service Proposal, Research Proposal, etc.).	None	7 working days	Director, Unit Head, Staff Center for Food Technology and Research Center
3. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.	3. Delivers service activities.	None	10 working days	Staff, Service Providers Center for Food Technology and Research Center
	TOTAL:	None	19 Wo r king D ays, 1 Hou r , & 30 M inu t es	



2. Processing of Shared Facility Services Request

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

Office or	Center for Food Technology and Research - Production Services Unit				
Division:	(CFTR-PSU)				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government				
Who may avail:	MSMEs, Students, Fac	culty and Rese	archers		
CHECKLIST O	F REQUIREMENTS	1	WHE R E T O SEC	U R E	
1. For Internal C	lient - Accomplished	Center for Fo	od Technology ar	nd Research or	
Shared Facility	Services Request	download at			
Form TSU-FTF	R-S <i>F-0</i> 6	https://www.ts	su.edu.ph/media/	immhsy4l/tsu-	
(1 Original Copy	or 1 Electronic Copy)			es-internal-client-	
		request-form-	rev-1.docx		
Certificate of R	lient (Students) – egistration (COR) by or 1 Photocopy)	The client will	The client will provide		
	Client - Accomplished	Center for Food Technology and Research or			
Shared Facility	Services Request	download at			
Form TSU-FTF	R-SF-13	https://www.tsu.edu.ph/media/jmmhsy4l/tsu-			
(1 Original Copy	or 1 Electronic Copy)	ftrc-sf-06-shared-facility-services-internal-client-			
	,	request-form-	rev-1.docx		
		-			
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE	
1. For External	1.1 Receives and	None	5 minutes	Unit Head, Staff	
Clien t :	verifies the			Center for Food	
Submit the	completeness of			Technology and	
duly	the submitted			Research	
accomplished	documents.			Center	
documents to					
the Center for	Note: If submitted				
Food	documents are				
Technology	incomplete, return				
and Research	and inform the				
Center	lacking.				



For Internal Client: Submit duly accomplished and signed documents and Certificate of Registration, if any, to the Center for Food Technology and Technology.	1.2 Assesses the Request Form: Checks the readiness and availability of shared facilities including the equipment and test/s to be conducted. Also, the Production Supervisor /Laboratory Supervisor in- charge who will assist the client.	None	15 minutes	Unit Head, Staff Center for Food Technology and Research Center
·	1.3 Receives and reviews scheduled service/s by the Unit Head alongside with the approval of the Director. Once approved, proceed to the next step.	None	15 minutes	Unit Head, Staff Center for Food Technology and Research Center
	1.4 Notifies the client through email or number provided regarding the approved SFS request and the required PPEs that needs to bring on the scheduled date. Note: Client must come on the	None	15 minutes	Unit Head, Staff Center for Food Technology and Research Center
2. Confirm the	scheduled time and date. 2.1.1 For External	None	30 minutes	Director, Unit
available schedule for the SFS Request	Client: Makes Quotation amounting the requested SFS services and the Production Project Assistant II sends quotation to the client as agreement for future payment.			Head, Staff Center for Food Technology and Research Center
	2.1.2 For Internal Client: Services for internal clients			



		1	1	
	are free of charge. However, he/she needs to submit Certificate of Registration (COR) to FTRC office.			
	2.2 For External Client: Request for transaction number to accounting office and send details of payment to the client thru email.	None	30 minutes	Director, Unit Head, Staff Center for Food Technology and Research Center
3. Pay and submit the Official Receipt to the Center for Food Technology and Research Center	3. Receives the Official Receipt (OR).	SFS Fees = Machine rate per hour x total number of hours used x discount (if applicable)	15 minutes	Director, Unit Head, Staff Center for Food Technology and Research Center
		Discount MSMEs = 15% External Student, Researcher, and Faculty = 10%		
4.Conform to	4.4 Dalivara the	*Please see SFS Brochure for the list of machine and equipment hourly rates		Cto#
4.Conform to agreed service terms and conditions, and requested activities as stipulated in	4.1 Delivers the service activities and conducts SFS request with the assistance of the Production Supervisor / Laboratory Supervisor.	None	3 working days	Staff Center for Food Technology and Research Center
the SFS Quotation.	4.2 Signs the Rendered Service Form as evidence that the services	None	15 minutes	Staff Center for Food Technology and



have been rendered and finished.			Research Center
TOTAL:	SFS Fees = Machine Rate Per Hour X Total Number of Hours Used X Discount (if applicable)	3 Working D ays, 2 Hours & 19 M inu t es	



Center for Food Technology and Research Internal Services



Processing of Center for Food Technology and Research Service Requests

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

Office or	Center for Food Technology and Research (CFTR)					
D ivision: Classifica t ion:	Highly Technical					
	G2C - Government to Citizen					
Type of Transaction:	G2B - Government to Business Entity/ies					
	G2G - Government to Government					
Who may avail:	All Frequirements		WHE P E TO SEC	NI D E		
	TRC Service Request	WHERE TO SECURE Center for Food Technology and Research or				
Form TSU-FTR		download at				
(1 Original Copy	y or 1 Electronic Copy)		https://www.tsu.edu.ph/media/fiqpvthv/tsu-ftr-sf-			
			<u>/ice-request-form-r</u>	ev-0.docx		
4. Approved Requ	lest Letter or om the TSU President,	The client	will provide			
if any.	on the 130 Flesident,					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	P R OCESSING	PE R SON		
		BE PAI D	TIME	R ESPONSIBLE		
2. Submit the duly	1.1. Receives Service	None	1 working day	Staff		
accomplished and signed	Request and endorsement to			Records and Archives Unit		
documents to	Office of the			Alcilives Offic		
the Records	University					
and Archives	President.					
Unit or email at	1.2 Endorses	None	1 working day	University		
ftrc@tsu.edu.p h and/ or	Request to Center for Food		President Office of the			
pres_office@ts	Technology and			University		
u.edu.ph.	Research.			President		
	1.3 Assesses	None	15 minutes	Director		
	Request Form as to			Center for Food		
	the availability of service and			Technology and Research Office		
	endorsement to			Nesearch Office		
	Center for Food					
	Technology and					
	Research Unit					
	Head. 1.4 Reviews the	None	30 minutes	Unit Head		
	submitted Request	INOHE	30 minutes	Center for Food		
	Form as to the			Technology and		
	availability of			Research Office		
	resources (e.g.					
	schedule of facility					
	use, and service provider/ food					
	specialists).					

ALISA STATE OF STATE	
1906	

	1.5 Sends Notice of Receipt of Service Request (NRSR) through email and mobile number. Note: NRSR contains proposed schedule of initial consultation	None	15 minutes	Unit Head Center for Food Technology and Research Office
	meeting.			
2. Confirm available schedule and	2.1 Organizes and conducts the initial consultation	None	30 minutes	Director, Unit Head, Staff
attendance to the initial consultation meeting.	meeting. 2.2 Drafts and finalizes the relevant document to the service requested.			Center for Food Technology and Research Center
	2.3 Delivers the service activities depending on the agreed terms and conditions.			
	2.4 Drafts and finalizes relevant documents (e.g., MOA, TOR, NDA, Service Proposal, Research Proposal, etc.).	None	7 working days	Director, Unit Head, Staff Center for Food Technology and Research Center
3. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.	3. Delivers service activities.	None	10 working days	Staff, Service Providers Center for Food Technology and Research Center
	TOTAL:	None	19 Working Days, 1 Hour, & 30 Minutes	



2. Processing of Shared Facility Services Request

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

Office or	Center for Food Technology and Research - Production Services Unit			
Division:	(CFTR-PSU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	MSMEs, Students, Fac	culty and Rese	archers	
CHECKLIST O	F REQUIREMENTS	1	WHE R E T O SEC	U R E
1. For Internal C	lient - Accomplished	Center for Food Technology and Research or		
Shared Facility	Services Request	download at		
Form TSU-FTF	R-S <i>F-0</i> 6	https://www.ts	su.edu.ph/media/	immhsy4l/tsu-
(1 Original Copy	or 1 Electronic Copy)			es-internal-client-
		request-form-	rev-1.docx	
2. For Internal Client (Students) – Certificate of Registration (COR) (1 Original Copy or 1 Photocopy)		The client will provide		
	Client - Accomplished	Center for Food Technology and Research or		
Shared Facility	Services Request	download at		
Form TSU-FTF	R-SF-13	https://www.tsu.edu.ph/media/jmmhsy4l/tsu-		
(1 Original Copy	or 1 Electronic Copy)			es-internal-client-
	,	request-form-rev-1.docx		
		-		
CLIENT STEPS	AGENCY ACTIONS	FEES T O BE PAI D	PROCESSING TIME	PERSON RESPONSIBLE
1. For External	1.1 Receives and	None	5 minutes	Unit Head, Staff
Clien t :	verifies the			Center for Food
Submit the	completeness of			Technology and
duly	the submitted			Research
accomplished	documents.			Center
documents to				
the Center for	Note: If submitted			
Food	documents are			
Technology	incomplete, return			
and Research	and inform the			
Center	lacking.			



For Internal Client: Submit duly accomplished and signed documents and Certificate of Registration, if any, to the Center for Food Technology and Technology.	1.2 Assesses the Request Form: Checks the readiness and availability of shared facilities including the equipment and test/s to be conducted. Also, the Production Supervisor /Laboratory Supervisor in- charge who will assist the client.	None	15 minutes	Unit Head, Staff Center for Food Technology and Research Center
·	1.3 Receives and reviews scheduled service/s by the Unit Head alongside with the approval of the Director. Once approved, proceed to the next step.	None	15 minutes	Unit Head, Staff Center for Food Technology and Research Center
	1.4 Notifies the client through email or number provided regarding the approved SFS request and the required PPEs that needs to bring on the scheduled date. Note: Client must come on the	None	15 minutes	Unit Head, Staff Center for Food Technology and Research Center
2. Confirm the	scheduled time and date. 2.1.1 For External	None	30 minutes	Director, Unit
available schedule for the SFS Request	Client: Makes Quotation amounting the requested SFS services and the Production Project Assistant II sends quotation to the client as agreement for future payment.			Head, Staff Center for Food Technology and Research Center
	2.1.2 For Internal Client: Services for internal clients			



	are free of charge. However, he/she needs to submit Certificate of Registration (COR) to FTRC office. 2.2 For External Client: Request for transaction number to accounting office and send details of payment to the client thru email.	None	30 minutes	Director, Unit Head, Staff Center for Food Technology and Research Center
3. Pay and submit the Official Receipt to the Center for Food Technology and Research Center	3. Receives the Official Receipt (OR).	SFS Fees = Machine rate per hour x total number of hours used x discount (if applicable) Discount MSMEs = 15% External Student, Researcher, and Faculty = 10% *Please see SFS Brochure for the list of machine and equipment hourly rates	15 minutes	Director, Unit Head, Staff Center for Food Technology and Research Center
4.Conform to agreed service terms and conditions, and requested activities as stipulated in	4.1 Delivers the service activities and conducts SFS request with the assistance of the Production Supervisor / Laboratory Supervisor.	None	3 working days	Staff Center for Food Technology and Research Center
the SFS Quotation.	4.2 Signs the Rendered Service Form as evidence that the services	None	15 minutes	Staff Center for Food Technology and



have been rendered and finished.			Research Center
TOTAL:	SFS Fees = Machine Rate Per Hour X Total Number of Hours Used X Discount (if applicable)	3 Working D ays, 2 Hours & 19 M inu t es	