



TARLAC STATE UNIVERSITY
CITIZEN'S CHARTER
HANDBOOK

2023
2nd 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** - igoorous Development Programs for executives, faculty, staff, and students.
- **H** - ighly responsive and innovative Research Development and Extension programs.
- **I** - nvestment on modern Infrastructures, facilities and equipment to ensure inclusive and responsive delivery of services to clients and stakeholders.
- **G** - ood governance, management, and accountability characterized by Truth Service and Unity.
- **H** - arness active partnerships and collaboration to local and international community.
- **E** - nhanced Production through Sustainable Income Generating Projects.
- **R** - esponsive, Innovative and Industry-based Curricula and Instruction.



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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>A. Face-to-face Transactions</p> <ol style="list-style-type: none"> 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. <p>B. Online Transactions</p> <ol style="list-style-type: none"> 1. Click the Client Satisfaction Measurement (CSM) link to be provided by the transacting Office.
How feedbacks are processed	<p>Client Satisfaction Measurement (CSM) Survey forms are collected, generated & summarized by the Quality Management System (QMS) Unit on a monthly basis.</p> <p>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.</p>
How to file a complaint	<p>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:</p> <ul style="list-style-type: none"> • 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	<p>The Office of the University President endorses the complaint letter to the Human Resource Development Management Office (HRDMO)</p> <p>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</p>



	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 complaints@arta.gov.ph



LIST OF OFFICES

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



Internal Audit Service	Mezzanine floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8122
Medical Unit	1 st 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	1 st 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	1 st floor, CPAG Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8124
Office of Student Affairs Services	2 nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8130
Office of Technology Development, Transfer and Commercialization	1 st floor, FTRC Bldg., TSU 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	2 nd 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	3 rd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8184
Records and Archives Unit	1 st 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 Division:	Office of the University President (OUP)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	University Stakeholders, Guests, and Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Draft of Contract or Related Document (1 Original Copy)		The client will provide		
2. Review and Comments by The University Legal Counsel and The Recommendations (1 Original Copy)		University Legal Counsel		
3. Revision of The Contract or Agreement Incorporating the Legal Counsel's Recommendations (Triplicate Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the pertinent documents to the Office of the University President.	1. Receives and reviews the submitted documents.	None	1 working day	<i>Staff and President, or Officer-in-Charge, or Representative Office of the University President</i>
2. Follow up on contract and pertinent document.	2. Approves or disapproves the document.	None	1 working day	<i>President, or Officer-in-Charge, or Representative Office of the University President</i>
3. Receive preliminary action on contract or agreement.	3. Submits to the Secretary of the Board of Regents if the latter's action is needed.	None	1 working day	<i>Staff Office of the University President</i>
4. Receive final action.	4.1 Board Secretary includes the matter in the Agenda of the Regular/Special Meeting of the Board of Regents.	None	1 working day	<i>Board Secretary Tarlac State University</i>
	4.2 Board of Regents acts on the contract or agreement.			<i>Board of Regents Tarlac State University</i>



TOTAL:	None	4 Working Days	
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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 Division:	Office of the University President (OUP)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	University Stakeholders, Guests, and Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card (1 Original Copy)		The client will provide		
2. Letter of the Purpose of the Transaction or Visit with the University President (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the identification card to the Office of the University President.	2. Acknowledges the valid identification card.	None	5 minutes	<i>Staff</i> Office of the University President
2. For Walk-In: Show the letter of purpose (<i>if any</i>) 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	<i>Staff</i> 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	<i>President, or Officer-in-Charge, or Representative</i> 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 Hours & 20 Minutes	



**Office of the University President
Internal Services**



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

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

Office or Division:	Office of the University President (OUP)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Offices/Colleges of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (Triplicate Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	<i>Staff and President, or Officer-in-Charge, or Representative Office of the University President</i>
	1.2 Checks the completeness of letters or communications, and of the documents being submitted. <i>Note: If incomplete requirements or documents, return the submitted documents and inform the lacking.</i>	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	<i>President, or Officer-in-Charge, or Representative Office of the University President</i>
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	<i>Staff Office of the University President</i>
TOTAL:		None	1 Working Day & 30 Minutes	



2. Dissemination of Incoming Communication from Outside Persons or Agencies

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

Office or Division:	Office of the University President (OUP)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letters or Communications From Outside Persons or Agencies (1 Original Copy)		The client will provide		
2. Endorsed Letters or Communications From Outside Persons or Agencies, <i>if any</i> (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter to the Records and Archives Unit.	1.1 Logs and maintains a copy of received letters or communication and forwards such to the Office of the University President.	None	20 minutes	<i>Clerk</i> Records and Archives Unit
	1.2 Logs the letters or communication in the logbook upon receipt of the letters or communication.	None	5 minutes	<i>Staff</i> Office of the University President
	1.3 Forward letters or communication to the President or Officer-in-Charge for action and endorsement.	None	5 minutes	<i>President, or Officer-in-Charge, or Representative</i> Office of the University President
2. Receive endorsement or action on the request.	2. Logs letter or communications acted upon by the President or Officer-in-Charge and forwards the endorsed letter or communication to the concerned office for dissemination or information.	None	5 minutes	<i>Staff</i> Office of the University President



TOTAL:	None	35 Minutes	
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Office of the University Board Secretary
Internal Services



1. Processing of Request for Copy of Board Resolutions

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

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



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

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

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



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



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

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

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



				<p>Vice Presidents for Administration, Academic Affairs, Research, Development, and Extension</p> <p>Administrative Council, Academic Council</p>
	1.4 Approves the agenda.	None	1 working day	<p><i>Board Secretary</i> Office of the University Board Secretary</p> <p><i>President</i> Office of the University President</p> <p>Vice Presidents for Administration, Academic Affairs, Research, Development, and Extension</p> <p>Administrative Council, Academic Council</p>
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	<p><i>Board Secretary, Clerk</i> Office of the University Board Secretary</p>
TOTAL:		None	9 Working Days	



Quality Management Unit

External Services



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

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

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

Office or Division:	Quality Management Unit (QMU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the University President with the Following Information: (1 Original Copy or Electronic Copy) <ul style="list-style-type: none"> • Full Name of the Client/Requestor • Office/Unit/College • Email Address • Specific Document Requested • Purpose(s) • Signature of the Requestor 		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit request letter to the Quality Management Unit. For Online: Send an electronic copy of the request letter via email thru pres_office@tsu.edu.ph <i>Note: The processing time will start from the receipt of the Endorsement form from the Office of the</i>	1. Receives the Endorsement Form from the Office of the President together with the attached approved letter of request and assign its unique reference number then forward it to the officer in charge.	None	1 hour	<i>Staff-in-Charge</i> Quality Management Unit



<i>University President.</i>				
2. For Online: Receive an email reply from Quality Management Unit acknowledging receipt of the request.	2.1 For Online: Sends an email reply to the requesting party to acknowledge receipt of the request.	None	1 hour	<i>Document Control Officer Quality Management Unit</i>
	2.2 Reviews and evaluates the received Endorsement Form and searches for the requested document.	None	1 hour	<i>Document Control Officer Quality Management Unit</i>
	2.3 For Walk-In: Reproduces the requested document. <i>Note: Reproduction day is dependent on the number of on-going reproduction and printing job being carried out by the Business Affairs and Auxiliary Services Office.</i> 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	<i>Document Control Officer Quality Management Unit</i>
	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	<i>Document Control Officer Quality Management Unit</i>



	pertinent document.			
	2.5 Logs the document/s to be issued in Releasing Log - Other Copy Holders and Requested Documents.	None	5 hours	<i>Document Control Officer</i> 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 email reply from the Quality Management Unit regarding the requested data	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	<i>Document Control Officer</i> Quality Management Unit
	3.2 Fills out the “ Action Taken ” portion of the Document Request Form and files the form	None	1 hour	<i>Document Control Officer</i> Quality Management Unit
TOTAL FOR WALK-IN TRANSACTION:		None	2 Working Days & 5 Hours	
TOTAL FOR ONLINE TRANSACTION:			2 Working Days & 1 Hour	



Quality Management Unit

Internal Services



1. Processing of Requests for Documented Information for Various Purposes

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

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

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

Office or Division:	Quality Management Unit (QMU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Document Request Form <i>TSU-QMS-SF-10</i> with the following information: (1 Original Copy or Electronic Copy) <ul style="list-style-type: none"> • Full Name of the Client/Requestor • Office/Unit/College/Visitor • Email Address (for soft copy) • Type of Document(s) Requested • Specific Document Requested • Purpose(s) • Signature of the Requestor and Immediate Supervisor 		Quality Management Unit or download at https://www.tsu.edu.ph/media/d4qj3fxz/tsu-qms-sf-10-rev01-document-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit accomplished Document Request Form to the Quality Management Unit. For Online: Submit 1 electronic copy of the Document Request Form to gms@tsu.edu.ph via MS Teams.	1. Receives the Document Request Form and assigns its unique reference number then forward it to the officer in charge.	None	1 hour	Staff-in-Charge Quality Management Unit



<p>2. For Walk-In: Get the receiving copy of the said form from the Quality Management Unit.</p> <p>For Online: Receive an email reply from Quality Management Unit acknowledging receipt of the request.</p>	<p>2.1 For Walk-In: Returns the receiving copy of the said form to the client.</p> <p>For Online: Sends an email reply to the requesting party to acknowledge receipt of the request.</p>	None	1 hour	Staff-in-Charge Quality Management Unit
	<p>2.2 Reviews and evaluates the submitted Document Request Form and searches for the requested document.</p>	None	1 hour	Document Control Officer Data Controller Quality Management Unit
	<p>2.3 For Walk-In: Reproduces the requested document.</p> <p><i>Note: Reproduction day is dependent on the number of on-going reproduction and printing job being carried out by the Business Center Office.</i></p> <p>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.</p>	None	1 working day	Document Control Officer Data Controller Quality Management Unit
	<p>2.4 Stamps the reproduced document with an “uncontrolled copy” mark and consult with the</p>	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	<i>Document Control Officer Data Controller Quality Management Unit</i>
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 email reply from the QMS regarding the requested data.	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	<i>Document Control Officer Data Controller Quality Management Unit</i>
	3.2 Fills out the "Action Taken" portion of the Document Request Form and files the form.	None	1 hour	<i>Document Control Officer Data Controller Quality Management Unit</i>
TOTAL FOR WALK-IN REQUEST:		None	2 Working Days & 6 Hours	
TOTAL FOR ONLINE REQUEST:			2 Working Days & 1 Hour	



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

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

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

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

Office or Division:	Quality Management Unit (QMU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly Filled Out and Approved Document Registration, Revision, and Abolition Form (1 Original Copy)		Quality Management Unit or download at https://www.tsu.edu.ph/media/hs2lzwyx/tsu-qms-sf-01-rev00-document-registration-revision-abolition-form.docx		
2. Duly Signed and Approved Document Following TSU's Standard Template and Document Nomenclature (1 Original Copy)		The client will provide		
3. Duly Signed and Updated Master List of Registered Documents (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 for registration is a revised one , surrender the Old Version or Superseded Version (Controlled Copy) of the Document.		The client will provide		
5. For abolishing documents , surrender the Current Version (Controlled Copy) of the Document.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the following to the Quality Management Unit.	1.1 Reviews and evaluates the submitted documents. <i>Note: If there is/are problem/s, return the submitted documents for registration together with the attachment and discuss the concerns with the</i>	None	30 minutes	<i>Document Control Officer</i> Quality Management Unit



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



2. Receive the registered documents.	2. Issues the registered documents.	None	5 minutes	<i>Staff-in-Charge / Document Control Officer</i> Quality Management Unit
3. Sign in the Receiving, Retrieval and Releasing Log	3. Have the client sign in the receiving column of the logbook.	None	3 minutes	<i>Staff-in-Charge / Document Control Officer</i> Quality Management Unit
TOTAL:		None	1 Working Day, 1 Hour & 48 Minutes	



Anti-Red Tape Unit

Internal Services



1. Processing of Requests for Coaching and Mentoring

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

Office or Division:	Anti-Red Tape Unit (ARTU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Colleges, Offices and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR EXISTING OFFICE / COLLEGE / UNITS				
1. Existing Citizen's Charter/s of the College / Office / Unit		The client will provide		
2. Accomplished Service Request Form <i>TSU-ART-SF-02</i> (1 Original Copy)		Anti-Red Tape Unit		
B. FOR NEW OFFICE / COLLEGE / UNITS				
1. Accomplished Service Request Form <i>TSU-ART-SF-02</i> (1 Original Copy)		Anti-Red Tape Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email request to artu@tsu.edu.ph or via MS Teams for Coaching and Mentoring or visit the Anti-Red Tape Unit and fill out the Service Request Form. <i>Note: If with existing Citizen's Charter, submit as required.</i>	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	<i>Unit Head & Data Controller Anti-Red Tape Unit</i>
	1.2 For Online Request: Downloads the filled-out service request.	None	5 minutes	<i>Unit Head & Data Controller Anti-Red Tape Unit</i>
	1.3 Reviews submitted Citizen's Charter, if any.	None	3 hours	<i>Unit Head & Data Controller Anti-Red Tape Unit</i>



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



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

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

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

Office or Division:	Anti-Red Tape Unit (ARTU)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TSU Colleges, Offices and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Citizen’s Charter/s (1 Original Copy or 1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the latest Citizen’s Charter/s to Anti-Red Tape Unit or send it via MS Teams artu@tsu.edu.ph .	1.1 For Traditional Submission: Receives the submitted Citizen’s Charter/s. For Online Submission: Acknowledges receipt of the email and downloads the Citizen’s Charter/s.	None	2 minutes	<i>Data Controller</i> 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	<i>Data Controller</i> Anti-Red Tape Unit
	1.3 Fills out the Citizen’s Charter Evaluation Form/s for the corrections found and additional remarks.	None		<i>Data Controller</i> Anti-Red Tape Unit
	1.4 Forwards the Citizen’s Charter/s and Citizen’s Charter Evaluation Form/s for second-	None	2 minutes	<i>Data Controller</i> 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 Anti-Red Tape Unit</i>
2. For Citizen's Charter/s with Major Concerns: Attend coaching and mentoring session and receive reviewed Citizen's Charter/s for revision. For Citizen's Charter/s with Minor Concern/s: 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	<i>Unit Head & Data Controller Anti-Red Tape Unit</i>
	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	<i>Data Controller Anti-Red Tape Unit</i>
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	<i>Data Controller Anti-Red Tape Unit</i>
	3.2 Reviews revised Citizen's Charter/s for finality.	None	3 hours	<i>Data Controller Anti-Red Tape Unit</i>



	3.3 Transmits a PDF copy of the final Citizen's Charter/s for compilation.	None		<i>Data Controller Anti-Red Tape Unit</i>
TOTAL PROCESSING TIME FOR CITIZEN'S CHARTER WITH MAJOR CONCERNS:		None	15 Working Days, 4 Hours & 4 Minutes	
TOTAL PROCESSING TIME FOR CITIZEN'S CHARTER WITH MINOR CONCERNS:		None	15 Working Days, 3 Hours & 14 Minutes	

** 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 Division:	Office of Internal Audit Service (OIAS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Commission on Audit and Colleges/Offices/Units of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request Letter to Obtain a Copy of Audit Report (1 Original Copy)		Office of the University President and/ or The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter to the Office of the University President for approval.	1.1 Receives approved request letter and records it in the logbook.	None	1 minute	<i>Clerk</i> Office of Internal Audit Service
	1.2 Sends the approved request letter to the Office of Internal Audit Service Director.	None	1 minute	<i>Clerk</i> Office of Internal Audit Service
	1.3 Locates needed report and reproduces it.	None	1 hour	<i>Clerk</i> Office of Internal Audit Service
	1.4 Records the distribution of the requested report.	None	1 minute	<i>Clerk</i> Office of Internal Audit Service
2. Receive the requested report.	2. Sends the requested report to the recipient.	None	1 minute	<i>Clerk</i> Office of Internal Audit Service
TOTAL:		None	1 Hour & 4 Minutes	



Office of Planning

Internal Services



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

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

Office or Division:	Office of Planning (OP)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Offices, Units, and Colleges of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for Office/Unit/College Planning (1 Original Copy)		The client will provide		
2. Proposed Budget (1 Original Copy)				
3. Program of Activities (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete pre-planning requirements to Office of Planning.	1.1 Receives, reviews, and validates submitted pre-planning requirements. <i>Note: If with incomplete requirements, relay feedback to the concerned office/ unit/ college for completion/ proper action.</i>	None	15 minutes	Staff & Director Office of Planning
	1.2 Endorses complete pre-planning requirements to Planning Director for signature and approval.	None	10 minutes	Staff & Director Office of Planning
	1.3 Records details of the office / unit / college planning activities for monitoring purposes.	None	5 minutes	Staff Office of Planning
2. Receive a notification on the approval of the request.	2. Notifies the requesting Office / Unit / College of the approval of the request.	None	5 minutes	Staff Office of Planning
TOTAL:		None	35 Minutes	



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

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

Office or Division:	Office of Planning (OP)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Offices, Units, and Colleges of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For Quarterly Scorecards 1. Accomplished Plan Monitoring & Evaluation Scorecard <i>TSU-PME-SF-02</i> (1 Original Copy)		Office of Planning or download at https://www.tsu.edu.ph/media/4wwgi1db/tsu-pme-sf-02-plan-monitoring-evaluation-scorecard.docx		
B. For Monthly Accomplishment Report 1. Accomplished Monthly Accomplishment Report <i>TSU-PME-SF-03</i> (1 Original Copy)		Office of Planning or download at https://www.tsu.edu.ph/media/okmdpulq/tsu-pme-sf-03-monthly-accomplishment-report.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms to Office of Planning for review and approval.	1. Receives, reviews, and validates submitted documents.	None	10 minutes	<i>Staff</i> 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. <i>Note: For offices with incomplete or incorrect documents, staff relays feedback to the concerned office for immediate action.</i>	None	15 minutes	<i>Staff</i> Office of Planning
TOTAL:		None	25 Minutes	



Office of Public Affairs

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.

Office or Division:	Office of Public Affairs (OPA)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	TSU Students, Employees and Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Details of Event, Program Flow (if any) or News Article (1 Original Copy)		The client will provide		
2. TSU Bulletin Receiving Log <i>TSU-PAI-SF-02 Rev 01</i> (1 Original Copy)		Office of Public Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Information / news article and details to Office of Public Affairs for write-up or proofreading.	1.1 Proofreads the received file for write-up or revision.	None	3 working days	<i>Technical Staff</i> Office of Public Affairs
	1.1.1 Deploys staff to cover the event / activity and shall write an article afterwards.		7 working days	
	1.2 Checks the article/s.	None	2 hours	<i>Director & Unit Head</i> Office of Public Affairs
	1.3 Forwards the final layout of the TSU Bulletin to Business Affairs and Auxiliary Services Office for printing.	None	5 working days	<i>Technical Staff</i> Office of Public Affairs
	1.4 Conducts final inspection of printed TSU Bulletin copies	None	1 working day	<i>Director and Technical Staff</i> Office of Public Affairs
2. Receives TSU Bulletin.	2. Distributes TSU Bulletin.	None	1 working day	<i>Technical Staff</i> Office of Public Affairs
TOTAL:		None	17 Working Days & 2 Hours	

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



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 Division:	Office of Public Affairs (OPA)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	TSU Students, Employees and Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Details of Event, Program Flow (if any) or News Article (1 Original Copy)		The client will provide		
2. TSU Bulletin Receiving Log <i>TSU-PAI-SF-02 Rev 01</i> (1 Original Copy)		Office of Public Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Information / news article and details to Office of Public Affairs for write-up or proofreading.	1.1 Proofreads the received file for write-up or revision.	None	3 working days	<i>Technical Staff</i> Office of Public Affairs
	1.1.1 Deploys staff to cover the event / activity and shall write an article afterwards.		7 working days	
	1.2 Checks the article/s.	None	2 hours	<i>Director & Unit Head</i> Office of Public Affairs
	1.3 Forwards the final layout of the TSU Bulletin to Business Affairs and Auxiliary Services Office for printing.	None	5 working days	<i>Technical Staff</i> Office of Public Affairs
	1.4 Conducts final inspection of printed TSU Bulletin copies	None	1 working day	<i>Director and Technical Staff</i> Office of Public Affairs
2. Receives TSU Bulletin.	2. Distributes TSU Bulletin.	None	1 working day	<i>Technical Staff</i> Office of Public Affairs
TOTAL:		None	17 Working Days & 2 Hours	

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



2. Processing of Request for Coverage of University Activities

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

Office or Division:	Office of Public Affairs (OPA)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form Coverage of Events or Activities <i>TSU-PAI-SF-09</i> (1 Original Copy)		Office of Public Affairs		
2. Details of Event, Program Flow, <i>if any</i> (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form and receive affirmation on the request.	1.1 Receives and verifies submitted request form. <i>Note: If form is improperly filled out, return and inform client.</i>	None	3 minutes	<i>Technical Staff and/or Director</i> Office of Public Affairs
	1.2 Plots the request.	None	2 minutes	<i>Technical Staff and/or Director</i> Office of Public Affairs
2. Provide program flow (<i>if any</i>).	2.1 Attends the activity or event.	None	7 working days	<i>Technical Staff and/or Director</i> Office of Public Affairs
	2.2 Uploads the photos/videos to available storage for safekeeping.	None	1 hour	<i>Technical Staff</i> 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 Division:	Office of Public Affairs (OPA)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Details of Event, Program Flow (<i>if any</i>) or News Article (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit information or news article to Office of Public Affairs.	1.1 Receives and proofreads the received file for write-up or revision.	None	3 working days	<i>Technical Staff</i> Office of Public Affairs
	1.1.1 Deploys staff to cover the event/activity and writes an article afterwards.		7 working days	
	1.2 Final checks the output.	None	2 hours	<i>Director</i> Office of Public Affairs
	1.3 Uploads the article to TSU website and social media platform.	None	10 minutes	<i>Technical Staff</i> Office of Public Affairs
TOTAL:		None	10 Working Days, 2 Hours & 10 Minutes	

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



4. Process for Addressing Client's Concerns via Email

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

Office or Division:	Office of Public Affairs (OPA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Concerns/Requests (1 Electronic Copy)		The client will provide		
2. File Attachment, <i>if any</i> (1 Electronic Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send concerns or requests to the Office of Public Affairs. <i>Note: Attach file/s, if any.</i>	1.1 Receives and reviews the content of email and attachments, if there are any.	None	15 minutes	<i>Technical Staff</i> Office of Public Affairs
2. Receive email acknowledgment and response regarding the concern/s.	2. Acknowledges the receipt of email and takes appropriate action/s on concern/s.	None	15 minutes	<i>Technical Staff</i> 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:	Office of Public Affairs (OPA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Material for Posting (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	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	<i>Technical Staff</i> 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).	None	10 minutes	<i>Technical Staff</i> Office of Public Affairs
	1.2.2. If the Material/s for Posting is Subject to Revision: Notifies the client to revise the content.			
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	<i>Technical Staff</i> Office of Public Affairs
TOTAL:		None	18 Minutes	



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

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

Office or Division:	Office of Public Affairs (OPA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Electronic Copy of Photos/Videos or Files <i>TSU-PAI-SF-08</i> (1 Original Copy or Electronic Copy)		Office of Public Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for photos / videos or files through online or logbook.	1.1 Receives and reviews the form submitted.	None	5 minutes	<i>Technical Staff</i> Office of Public Affairs
	1.2.1 <i>If the Request is Approved:</i> Sends the file/s through email or MS Teams. 1.2.2 <i>If the Request is Disapproved:</i> Informs the requestor via email or MS Teams on the reason/s for the disapproval.	None	10 minutes	<i>Technical Staff</i> Office of Public Affairs
2. Receive notification on the status of posting.	2. Notifies once the posting is finished.	None	3 minutes	<i>Technical Staff</i> Office of Public Affairs
TOTAL:		None	18 Minutes	



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

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

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

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



Office of International Affairs and Linkages

External Services



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

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

Office or Division:	Office Of International Affairs and Linkages (OIAL)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Various Government Agencies and State Universities and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement from the University President (1 Photocopy)		Office of the University President		
2. Invitation Letter, Program, And Other Pertinent Attachments Regarding Travel Abroad (1 Photocopy)		Host University/Institution/Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends an official letter to the Office of the University President to conduct a benchmarking activity / visit with Tarlac State University.	1.1 Receives the endorsement from the Office of the President.	None	5 minutes	<i>Staff</i> Office of International Affairs and Linkages
	1.2 Communicates / informs offices to be visited during the benchmarking activity.	None	10 minutes	<i>Protocol Officer</i> 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	<i>Protocol Officer</i> Office of International Affairs and Linkages
3. Send back the request form with the required/ needed details via email	3.1 Receives and download service request form.	None	5 hours	<i>Staff</i> Office of International Affairs
	3.2 Communicates / coordinate to office/s to be visited during the benchmarking activity. <i>Note: If two (2) or more offices are to be visited, prepare logistics and other</i>	None	1 hour	<i>Protocol Officer</i> Office of International Affairs and Linkages



	<p><i>materials needed for the activity (program, venue, food, token, vehicle, etc).</i></p> <p><i>Note: If one (1) office will be visited, the office to be visited will prepare all the materials and logistics needed during the visit.</i></p>			
4. Attend the benchmarking activity.	4. Facilitates the benchmarking activity.	None	10 minutes	<i>Protocol Officer Office of International Affairs and Linkages</i>
TOTAL:		None	6 Hours & 35 Minutes	



Office of Management Information Systems

Internal Services



1. Process for Account Creation and Assigning of Privileges

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

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



2. Process of Changing Posted Schedule

The service allows the official rectification of posted class schedule.

Office or Division:	Office of Management Information Systems (OMIS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Faculty and College Clerks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Request to Change Posted Schedule Form <i>TSU-MIS-SF-17</i> (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/r0einaid/tsu-mis-sf-17-request-change-posted-schedule.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at miso@tsu.edu.ph .	1.1 Receives and verifies the submitted form. <i>Note: If with incomplete detail/s return the form and inform the missing detail/s.</i>	None	3 minutes	Clerk Office of Management Information Systems
	1.2 Changes the posted schedule as requested.	None	3 working days	Clerk Office of Management Information Systems
2. Receive notification of successful change in posted schedule or failure in changing and updating of posted schedule.	2. Notifies the client once the request has been finished. <i>Note: If there is a conflict and the schedule cannot be updated, inform the client via MS Teams, Telephone, or Email.</i>	None	2 minutes	Clerk Office of Management Information Systems
TOTAL:		None	3 Working Days & 5 Minutes	

* 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.

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

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



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

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

Office or Division:	Office of Management Information Systems (OMIS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and College Clerks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Request to Tag or Untag Faculty / Room / Schedule Form <i>TSU-MIS-SF-19</i> (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/tmleo0jm/tsu-mis-sf-19-request-to-tag-untag-facultyroom.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at miso@tsu.edu.ph .	1.1 Receives and verifies the submitted form. <i>Note: If with incomplete detail/s return the form and inform the missing detail/s.</i>	None	3 minutes	Clerk Office of Management Information Systems
	1.2 Tags or untags the faculty, room, or schedule.	None	10 minutes	Staff Office of Management Information Systems
2. Receive notification update on the request.	2.1 Notifies the client once the request has been finished via Phone Call, Messenger or MS Teams.	None	2 minutes	Staff Office of Management Information Systems
TOTAL:		None	15 Minutes	

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



5. Process for Tagging/Untagging of Honorarium Classes

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

Office or Division:	Office of Management Information Systems (OMIS)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and College Clerks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Tagging of Honorarium Form <i>TSU-MIS-SF-20</i> (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/fumlljez/tsu-mis-sf-20-honorarium-list.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at miso@tsu.edu.ph .	1.1 Receives and verifies the submitted form. <i>Note: If with incomplete detail/s return the form and inform the missing detail/s.</i>	None	3 minutes	Clerk Office of Management Information Systems
	1.2 Processes the tagging or untagging of honorarium class.	None	3 working days	Clerk Office of Management Information Systems
2. Receive notification update on the request.	2.1 Notifies the client once the request has been finished via Phone Call, Messenger or MS Teams.	None	2 minutes	Clerk Office of Management Information Systems
TOTAL:		None	3 Working Days & 5 Minutes	

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



6. Processing or Request to Transfer Students

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

Office or Division:	Office of Management Information Systems (OMIS)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Faculty and College Clerks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Transfer of Students Form <i>TSU-MIS-SF-38</i> (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/yyac5bma/tsu-mis-sf-38-request-to-transfer-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at miso@tsu.edu.ph .	1.1 Receives and verifies the submitted form. <i>Note: If with incomplete detail/s return the form and inform the missing detail/s.</i>	None	3 minutes	<i>Clerk</i> Office of Management Information Systems
	1.2 Processes the transfer of students.	None	3 working days	<i>Clerk</i> 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	<i>Clerk</i> Office of Management Information Systems
TOTAL:		None	3 Working Days & 5 Minutes	

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



Hardware Maintenance Unit

Internal Services



1. Processing of Request to Repair an ICT Equipment

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

Office or Division:	Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All TSU Employees and Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Technical Service Request Form (1 Original Copy)		Office of Management Information Systems		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#550) regarding the problem encountered on the hardware.	1.1 Proceeds to the client's office to assess the problem encountered with the equipment.	None	10 minutes	<i>Hardware Technician</i> Hardware Maintenance Unit
	1.2 Performs the necessary actions or troubleshooting.	None	1 working day	<i>Hardware Technician</i> 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	<i>Hardware Technician</i> Hardware Maintenance Unit
TOTAL:		None	1 Working Day & 13 Minutes	



2. Process for Inspection of Condemn ICT Equipment

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

Office or Division:	Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Permanent Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished ICT Equipment Inspection Form (1 Original Copy and 1 Duplicate Copy)		Office of Management Information Systems		
2. Property Acknowledgement Receipt (1 Original Copy and 1 Duplicate Copy)		Supply and Property Management Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Office of Management Information Systems via phone call (dial 550) to request the technical inspection officer for the inspection of the ICT device.	1. Assesses the ICT device based on the Property Acknowledgement Receipt.	None	4 hours	<i>Inspection Officer</i> 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	<i>Inspection Officer</i> 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	<i>Inspection Officer</i> Office of Management Information Systems <i>Staff</i> Supply and Property Management Unit
TOTAL:		None	4 Hours & 10 Minutes	



3. Process for Inspection of New ICT Equipment

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

Office or Division:	Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Supply and Property Management Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Inspection and Acceptance Report Form (1 Original Copy)		The client will provide		
2. Accomplished Request for Inspection Form (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request inspection of new ICT devices from the inspection officer.	1. Proceeds with the inspection of the equipment.	None	1 hour	<i>Inspection Officer</i> 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	<i>Inspection Officer</i> Office of Management Information Systems
TOTAL:		None	1 Hour & 10 Minutes	



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

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

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



5. Process for Software Installation

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

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



6. Processing of Request for Technical Assistance

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

Office or Division:	Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees and Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Technical Service Request Form (1 Original Copy)		Office of Management Information Systems		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) regarding the needed technical assistance.	1.1 Receives and acknowledges the call of the client requesting technical assistance.	None	3 minutes	<i>Personnel</i> Hardware Maintenance Unit
	1.2 Proceeds to the client's office or college and performs the needed technical assistance.	None	1 working day	<i>Personnel</i> 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	<i>Personnel</i> Hardware Maintenance Unit
TOTAL:		None	1 Working Day & 6 Minutes	



Network Unit

Internal Services



1. Process for Wi-Fi Access Registration

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

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



2. Process for Creation of Domain Accounts

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

Office or Division:	Office of Management Information Systems – Network Unit (OMIS-NU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request to Create/ Reset Domain User Account Form (1 Duplicate Copy)		Office of Management Information Systems		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	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	<i>Staff</i> Network Unit
2. Give filled out form to Network Unit Staff.	2.1 Creates the Domain Accounts.	None	5 minutes	<i>Staff</i> Network Unit
	2.2 After an account is created, gives the user credentials needed to log into the TSU Network.	None	3 minutes	<i>Staff</i> Network Unit
TOTAL:		None	11 Minutes	



3. Process for Resetting of TSU Systems/Network Accounts

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

Office or Division:	Office of Management Information Systems – Network Unit (OMIS-NU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request to Create/ Reset Domain User Account Form (1 Original Copy)		Office of Management Information Systems		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Request to Create / Reset User Account Form and fill out properly.	1. Provides Request to Create / Reset User Account Form to clients.	None	3 minutes	Staff Network Unit
2. Submit filled out form to Network Unit Staff.	2.1 Resets the domain account of the client.	None	10 minutes	Staff Network Unit
	2.2 After the account is reset, gives the user credentials needed to be able to log in to the TSU Network.	None	3 minutes	Staff Network Unit
TOTAL:		None	16 Minutes	



4. Process for Unblocking of Websites

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

Office or Division:	Office of Management Information Systems – Network Unit (OMIS-NU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Unblock Website Form (1 Original Copy)		Office of Management Information Systems		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Unblock Website Form and fill out properly.	1. Provides the Unblock Website Form to the client.	None	3 minutes	<i>Network 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	<i>Network Technician</i> Network Unit
	2.2 Notifies the client that their request is done.	None	3 minutes	<i>Network Technician</i> Network Unit
TOTAL:		None	21 Minutes	



5. Process for Wi-Fi Setup/Deployment

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

Office or Division:	Office of Management Information Systems – Network Unit (OMIS-NU)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Wi-fi Setup/Deployment Form (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/qy1atebw/tsu-mis-sf-27-wifi-setup-deployment.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	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 Technician</i> Network Unit
2. Give filled out form to Network Unit Staff. <i>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.</i>	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. <i>Note: If there is no equipment available the client will be informed of the matter.</i>	None	4 working days	<i>Network Technician</i> Network Unit
	2.2 Once equipment is configured, deploys to the request location and notifies the client once deployed.	None	2 hours	<i>Network Technician</i> Network Unit <i>Hardware Technician</i> 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	<i>Network Technician</i> Network Unit <i>Hardware Technician</i>



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



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

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

Office or Division:	Office of Management Information Systems – Network Unit (OMIS-NU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. VPN Access Form (1 Original Copy)		Office of Management Information Systems or download at https://www.tsu.edu.ph/media/3oknimg1/tsu-mis-sf-65-vpn-access-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire or download VPN Access Form from the office or website.	1. Provides VPN Access Form to the client.	None	3 minutes	<i>Network 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 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 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	<i>Network Technician</i> Network Unit
TOTAL:		None	2 Working Days, 1 Hour & 6 Minutes	



7. Processing of Request for Cabling of New Network Connection

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

Office or Division:	Office of Management Information Systems – Network Unit (OMIS-NU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	All TSU Employees and Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Technical Service Request Form (1 Original Copy)		Office of Management Information Systems (OMIS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request cabling for network connection for the office.	1. Receives, Acknowledges and verifies the request.	None	3 minutes	<i>Network/ Computer Technician Network Unit</i>
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	<i>Network/ Computer Technician Network Unit</i>
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	<i>Network/ Computer Technician Network Unit</i>
4. Fill up the Technical Service Request Form.	4. Get the signed form.	None	5 minutes	<i>Network/ Computer Technician Network Unit</i>
TOTAL:		None	3 Working Days & 38 Minutes	



Software Development Unit

Internal Services



1. Process for Biometrics Registration

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

Office or Division:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All TSU Employees, Student Athletes, and Student Trainees (at TSU Hotel)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Biometrics Registration Log (1 Original Copy)		Office of Management Information Systems		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Biometrics Registration Log and fill it out properly.	1. 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 Unit.	2.1 Receives the Biometrics Registration Log from the client.	None	3 minutes	Staff Software Development Unit
	2.2 Registers the fingerprint to the biometrics device.	None	10 minutes	Staff Software Development Unit
3. Checks if biometrics is successfully registered. <i>Note: If unsuccessfully registered, proceed to Office of Management Information System.</i>	3. Instructs the client to check the biometrics registration.	None	2 minutes	Staff Software Development Unit
TOTAL:		None	18 Minutes	



2. Process for Blocking and Unblocking of RFID Cards

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

Office or Division:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	All TSU Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request to Block/Unblock Logbook (1 Original Copy)		Office of Management Information Systems		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Request to Block / Unblock Logbook and Fill it out properly.	1. Provides the Request to Block/Unblock Logbook to the client.	None	3 minutes	<i>Clerk</i> Office of Management Information Systems <i>or</i> <i>Staff</i> 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	<i>Staff</i> Software Development Unit
	2.2 Processes the blocking or unblocking of Radio Frequency Identification (RFID).	None	10 minutes	<i>Staff</i> Software Development Unit
3. Receive notification once the request is done.	3. Notifies the client once done.	None	3 minutes	<i>Staff</i> Software Development Unit
TOTAL:		None	19 Minutes	



3. Process for Creation and Updating of Website/Webpage

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

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

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



4. Process for Development of New Systems/Programs

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

Office or Division:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 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		
2. User Evaluation and Feedback Form (1 Original Copy)		Office of Management Information Systems		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the System/Program Maintenance and Development Form and fill it out properly.	2. Provides the System/Program Maintenance and Development Form to the client.	None	3 minutes	Clerk Office of Management Information Systems or Staff Software Development Unit
2. Give the filled-out form to the Software Unit staff.	2.1 Receives and checks the form for approval of the MISO Head. And notifies the client if the request is approved.	None	3 minutes	Staff Software Development Unit
	2.2 Approves or disapproves the request.	None	1 hour	Unit Head 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	<i>Staff</i> Software Development Unit
TOTAL:		None	185 Working Days, 1 Hour & 9 Minutes	



5. Process for Report Generation

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

Office or Division:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Data Form <i>TSU-MIS-SF-11</i> (1 Original Copy)		Office of Management Information Systems, Microsoft Forms or download at https://www.tsu.edu.ph/media/1gimolv/tso-mis-sf-11-request-for-data-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the Request for data form or the MS Form link and fill it out properly.	1. Provides the form / MS Form link to the client.	None	3 minutes	<i>Clerk</i> Office of Management Information Systems <i>or</i> <i>Staff</i> Software Development Unit
2. Give the filled-out form to the Software Unit staff or submit the MS Form	2. Receives and checks the filled-out form from the client or open their response on MS Form.	None	3 minutes	<i>Staff</i> Software Development Unit
3. Receives the requested data.	3. Provides the requested data personally if face to face or thru MS teams / email if online transaction.	None	7 working days	<i>Staff</i> Software Development Unit
TOTAL:		None	7 Working Days & 6 Minutes	

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



6. Processing of Request for Technical Assistance

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

Office or Division:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Technical Assistance Form <i>TSU-MIS-SF-84</i> (1 Original Copy)		Office of Management Information Systems, Microsoft Forms or download at https://www.tsu.edu.ph/media/fi3e21ej/82-request-for-technical-assistance.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Proceed to Office of Management Information Systems and request for data form and properly fill out the required information. For Online: Send request for the Microsoft form link to receive the form and provide the needed information.	1. For Walk-In: Provide copy of the Request for Technical Assistance form to the client. For Online: Send the link of the MS Form to the client.	None	3 minutes	<i>Staff</i> Software Development Unit
2. Give the filled-out form to the Software Unit staff or submit the MS Form.	2. Receives and checks the filled-out form or open their response on MS Form.	None	3 minutes	<i>Staff</i> Software Development Unit
3. Receive a notification if there are clarifications with the request and provide more information if needed.	3. Addresses the request of the client. If there are any questions regarding the request, the SDU Personnel will use MS Teams to communicate with the client. And notify the client if there are clarifications with the request.	None	7 working days	<i>Staff</i> Software Development Unit
4. Receive a notification if the request	4. Notifies the client via phone call or MS Teams that the	None	3 minutes	<i>Staff</i>



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

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



Office of Alumni Affairs

External Services



1. Processing of Request for Alumni ID Numbers

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

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

Office or Division:	Office of Alumni Affairs (OAA)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Alumni Form <i>TSU-AAO-SF-04</i> (1 Original Copy)		Office of Alumni Affairs or download at https://www.tsu.edu.ph/media/5zudnw1p/request-for-alumni-id.doc		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Face-to-Face Transaction: Submit the accomplished Request for Alumni ID Form to Office of Alumni Affairs. For Online Transaction: Send accomplished Request for Alumni ID Form via email to tsualumniassociation@gmail.com .	1.1 For Face-to-Face Transaction: Receives submitted request form. For Online Transaction: Downloads the form.	None	5 minutes	<i>Staff-in-Charge</i> Office of Alumni Affairs
	1.2 Verifies the identity thru the Alumni Database and inputs the Alumni Number.	None	2 working days	
2. For Face-to-Face Transaction: Receive Alumni Number written in paper. For Online Transaction: Receive Alumni Number thru email	2. Releases Alumni Number (via email for online and hard copy for face-to-face transaction) and informs the client to proceed to Business Affairs and Auxiliary Services Office at the 2 nd Floor and present the accomplished Alumni Form for the Processing of Alumni ID.	None	10 minutes	<i>Staff-in-Charge</i> Office of Alumni Affairs



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

Internal Services



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

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

Office or Division:	Office of the Vice President for Administration (OVPA)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Office of the University President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Form (1 Original Copy)		The client will provide		
2. Attachment/s, <i>if any</i> (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Office of the Vice President for Administration.	1.1 Receives and reviews the contents of the endorsement.	None	5 minutes	<i>Staff</i> Office of the Vice President for 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	<i>Staff</i> 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	<i>Vice President</i> 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	<i>Staff</i> Office of the Vice President for Administration



	endorsement logbook.			
	TOTAL:	None	2 Working Days, 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.*



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 (DPCR) / Office Performance Commitment and Review (OPCR).

Office or Division:	Office of the Vice President for Administration (OVPA)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TSU Colleges, Offices and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR REQUEST LETTER				
1. Letter (3 Original Copies)		The client will provide		
B. FOR PURCHASE REQUEST				
1. Approved Letter (1 Original Copy)		The client will provide		
2. Approved Project Procurement Management Plan (PPMP) (1 Photocopy)				
C. FOR WORK ORDER				
1. Approved Letter (1 Original Copy)		The client will provide		
2. Approved Project Procurement Management Plan (PPMP) (1 Photocopy)				
3. Approved Purchase Request (PR) and Requisition and Issue Slip (RIS) (4 Original Copies)				
D. FOR JOB ORDER				
1. Approved Letter (1 Original Copy)		The client will provide		
E. FOR PAYROLL / VOUCHER				
1. Approved Letter (1 Original Copy)		The client will provide		
2. Approved Project Procurement Management Plan (PPMP) (1 Photocopy)				
3. Approved Purchase Request (PR) and Requisition and Issue Slip (RIS) (4 Original Copies)				
F. FOR REQUEST TO SERVE MEALS				
1. Notice of Meeting (1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Office of the Vice President for Administration.	1.1 Receives and reviews the contents of the document/s (e.g., Letter, Purchase Request, Work	None	5 minutes	Staff Office of the Vice President for Administration



	Order, Job Order, Payroll/Voucher, and Request to serve meal.)			
	1.2 Receives the document and signs the logbook if found complete and correct.	None	1 minute	<i>Staff</i> Office of the Vice President for Administration
	1.3 Signs the document.	None	1 working day	<i>Vice President</i> Office of the Vice President for Administration
	1.4 Forwards document to concerned office/s and receiving office sign the logbook.	None	1 hour	<i>Staff</i> 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.*



Motorpool Unit

Internal Services



1. Processing of Travel Order for Travel Requests

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

Office or Division:	Motorpool Unit (MU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Faculty and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Approved Travel Order <i>TSU-ASU-SF-23</i> (1 Original Copy)		Downloadable at https://www.tsu.edu.ph/media/id5dfzr5/tsu-asu-sf-23-travel-order.docx		
2. Accomplished Trip Ticket (4 Original Copies)		From Motorpool Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Travel Order.	1.1 Checks the important details of Travel Order.	None	2 minutes	<i>Clerk/Staff</i> Motorpool Unit
	1.2 Checks the availability of service vehicle and driver based on the date and time of travel.	None	3 minutes	<i>Clerk/Staff</i> Motorpool Unit
2. Receive notification about the assigned driver and university vehicle.	2. Notifies the client and gives confirmation if the request is already schedule. <i>Note: If trip is rescheduled, check if there are available university vehicle and driver and inform the client on the details.</i>	None	2 minutes	<i>Clerk/Staff</i> Motorpool Unit
TOTAL:		None	7 Minutes	



Accounting Unit

External Services



1. Processing for Assessment of Fees for Other Payors

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

Office or Division:	Accounting Unit (AU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Seminar/Training Fees (Research) (1 Duplicate Copy)		The client will provide		
2. Sale of Bidding Documents/Others Pre-Assessment Slip/ Information (1 Duplicate Copy)				
3. Transfer of funds Disbursement Voucher (1 Duplicate Copy)				
4. Assessment of consultation fees (Research) TSU-URO-SF-72 (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	<i>Staff</i> Accounting Unit
	1.2 Assesses particular fee/s.	None	2 minutes	<i>Staff</i> Accounting Unit
2. Receive Assessment Slip.	2. Prints and releases assessment slip.	None	2 minutes	<i>Staff</i> Accounting Unit
TOTAL:		None	5 Minutes	



Accounting Unit

Internal Services



1. Processing for Assessment of Fees for Other Payors

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

Office or Division:	Accounting Unit (AU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Seminar/Training Fees (Research) (1 Duplicate Copy)		The client will provide		
2. Sale of Bidding Documents/Others Pre-Assessment Slip/ Information (1 Duplicate Copy)				
3. Transfer of funds Disbursement Voucher (1 Duplicate Copy)				
4. Assessment of consultation fees (Research) TSU-URO-SF-72 (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	<i>Staff</i> Accounting Unit
	1.2 Assesses particular fee/s.	None	2 minutes	<i>Staff</i> Accounting Unit
2. Receive Assessment Slip.	2. Prints and releases assessment slip.	None	2 minutes	<i>Staff</i> Accounting Unit
TOTAL:		None	5 Minutes	



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

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

Office or Division:	Accounting Unit (AU)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Qualified TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR REFUND OF TUITION AND OTHER FEES:				
1. Official Receipt (1 Original Copy)	The client will provide			
2. Certificate of Registration (1 Original Copy)				
3. Accomplished Dropping Form (1 Original Copy)				
4. Official Receipt of Revision Fee (1 Original Copy)				
5. Client's Contact Details / Number				
B. FOR REFUND OF OVERPAYMENT AND OTHER CREDIT				
1. Official Receipt (1 Duplicate Copy)	The client will provide			
2. Certificate of Registration (1 Duplicate Copy)				
3. Document / Letter as Proof of Dissolved Subject/s (1 Duplicate Copy)				
4. Client's Contact Details/ Number				
C. FOR REFUND OF BREAKAGE DEPOSIT				
1. Student ID (1 Original Copy)	The client will provide			
2. Client's Contact Details/ Number				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Online Request: Send an e-mail at acctg@tsu.edu.ph regarding the request and attach complete requirements.	1.1.1 For Online Request: Receives the email/ request, open Student Account in the TSU Enrolment System to check and verify account balance/ payments if eligible for refund, and prints the complete requirements received from the client.	None	1 working day	Staff Accounting Unit



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

* **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 re-assessment/adjustment of fees and checking of account balance in accordance with the university policy.

Office or Division:	Accounting Unit (AU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR ONLINE REQUEST				
None		None		
B. FOR WALK-IN:				
1. Printed Pre-Assessment / Pre-Registration Form or TSU Identification Card (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Online Request: Send an E-mail at acctg@tsu.edu.ph with the following details: Name of 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.	1.1.1 For Online Request: Checks e-mail from time to time and receive the request.	None	1 working day	Staff Accounting Unit
	1.1.2 For Walk-In: Receives submitted requirements and opens Student Account in the TSU Enrolment System.	None	1 minute	Staff Accounting Unit



<p>For Walk-In application: Present the Pre-Assessment / Pre-registration form or ID to the Accounting Office.</p>	<p>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.</p>	None	5 minutes	Staff Accounting Unit
	<p>1.2.2 For Walk-In: Checks account balance and reviews for possible reassessment/ adjustment of fees in accordance with the University policy.</p>	None	3 minutes	Staff Accounting Unit
<p>2. For Online Request: Check e-mail for response to request / verification.</p> <p>For Walk-In: Receive response to request.</p>	<p>2.1 For Online Request: Responds to Student's Request verification thru e-mail.</p>	None	5 minutes	Staff Accounting Unit
	<p>2.2 For Walk-In: Responds to students' request.</p>	None	1 minute	
TOTAL FOR ONLINE:		None	1 Working Day & 10 Minutes	
TOTAL FOR WALK-IN:			5 Minutes	



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 Division:	Cashiering Unit - Disbursement (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Valid ID (1 Original Copy)		The client will provide		
2. For Authorized Representative a. Authorization or Special Power of Attorney (SPA) - (1 Original Copy) b. One (1) Valid ID of Representative c. One (1) Valid ID of Payee with Three (3) Specimen Signature (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID. If transacting as authorized representative, present the needed requirements.	1. Checks the completeness of requirements. <i>Note: If requirements are lacking, terminate transaction and inform the client of the lacking.</i>	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
2. Issue an Official Receipt.	2. Verifies the issued Official Receipt.	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
3. Sign on the Disbursement Voucher.	3. Requests for client's signature on the Disbursement Voucher.	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
4. Claim check and tax certificate for suppliers.	4. Releases the check and tax certificate, if any.	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
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 or Division:	Cashiering Unit- Collection (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Existing TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment Slip (1 Original Copy)		Registrar Office or Business Center or Accounting Office		
2. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Assessment Slip and TSU ID to the Cashiering Unit.	1.1 Receives the submitted requirements.	None	1 minute	<i>Collecting Staff</i> Cashiering Unit
	1.2 Encodes the necessary data to the computerized Collection System.	None	1 minute	<i>Collecting Staff</i> Cashiering Unit
2. Pay the necessary amount.	2. Accepts legal tender currencies.	Outstanding Balance	1 minute	<i>Collecting Staff</i> Cashiering Unit
3. Receive Official Receipt (O.R.) from Collecting Officer	3. Issues the Official Receipt to the client.	None	1 minute	<i>Collecting Officer</i> Cashiering Unit
TOTAL:		None	4 Minutes	



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

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

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

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



4. Process of Signing Student Clearance

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

Office or Division:	Cashiering Unit - Collection (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Clearance Form (1 Original Copy)		Office of Admission and Registration		
2. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Student Clearance Form to the Cashiering Unit.	1. Verifies if the student has an outstanding balance.	None	1 minute	<i>Collecting Staff</i> 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.	Outstanding balance	2 minutes	<i>Collecting Staff</i> Cashiering Unit
3. Receive duly signed Student Clearance.	3. Signs the Student Clearance after settling the outstanding balance, if any.	None	1 minute	<i>Collecting Staff</i> Cashiering Unit
TOTAL FOR CLIENT WITH OUTSTANDING BALANCE:		Outstanding Balance	4 Minutes	
TOTAL FOR CLIENT WITHOUT OUTSTANDING BALANCE:		None	4 Minutes	



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.

Office or Division:	Cashiering Unit - Disbursement (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Valid ID (1 Original Copy)		The client will provide		
2. For Authorized Representative a. Authorization or Special Power of Attorney (SPA) - (1 Original Copy) b. One (1) Valid ID of Representative c. One (1) Valid ID of Payee with Three (3) Specimen Signature (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID. If transacting as authorized representative, present the needed requirements.	1. Checks the completeness of requirements. <i>Note: If requirements are lacking, terminate transaction and inform the client of the lacking.</i>	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
2. Issue an Official Receipt.	2. Verifies the issued Official Receipt.	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
3. Sign on the Disbursement Voucher.	3. Requests for client's signature on the Disbursement Voucher.	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
4. Claim check and tax certificate for suppliers.	4. Releases the check and tax certificate, if any.	None	5 minutes	<i>Releasing Officer</i> Cashiering Unit
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 or Division:	Cashiering Unit- Collection (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Existing TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Assessment Slip (1 Original Copy)		Registrar Office or Business Center or Accounting Office		
4. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Assessment Slip and TSU ID to the Cashiering Unit.	1.1 Receives the submitted requirements.	None	1 minute	<i>Collecting Staff</i> Cashiering Unit
	1.2 Encodes the necessary data to the computerized Collection System.	None	1 minute	<i>Collecting Staff</i> Cashiering Unit
2. Pay the necessary amount.	2. Accepts legal tender currencies.	Outstanding Balance	1 minute	<i>Collecting Staff</i> Cashiering Unit
3. Receive Official Receipt (O.R.) from Collecting Officer	3. Issues the Official Receipt to the client.	None	1 minute	<i>Collecting Officer</i> Cashiering Unit
TOTAL:		None	4 Minutes	



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

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

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

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



4. Process of Signing Student Clearance

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

Office or Division:	Cashiering Unit - Collection (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Clearance Form (1 Original Copy)		Office of Admission and Registration		
2. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Student Clearance Form to the Cashiering Unit.	1. Verifies if the student has an outstanding balance.	None	1 minute	<i>Collecting Staff</i> 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.	Outstanding balance	2 minutes	<i>Collecting Staff</i> Cashiering Unit
3. Receive duly signed Student Clearance.	3. Signs the Student Clearance after settling the outstanding balance, if any.	None	1 minute	<i>Collecting Staff</i> Cashiering Unit
TOTAL FOR CLIENT WITH OUTSTANDING BALANCE:		Outstanding Balance	4 Minutes	
TOTAL FOR CLIENT WITHOUT OUTSTANDING BALANCE:		None	4 Minutes	



5. Process of Claiming Cash Benefits (OVER-THE-COUNTER)

This service allows the students with cash benefits from scholarships, assistant wages, refunds, and allowances to claim their cash in the Cashiering Office by Over-the-Counter processing.

Office or Division:	Cashiering Unit – Disbursement (CU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Existing TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
2. For Authorized Representative a. Authorization or Special Power of Attorney (SPA) - (1 Original Copy) b. One (1) Valid ID of Representative (1 Original Copy)				
3. One (1) Valid ID of Payee with Three (3) Specimen Signature (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID or needed requirements if transacting as authorized representative.	1. Checks the completeness of requirements.	None	3 minutes	<i>Collecting Staff</i> Cashiering Unit
2. Sign on the payroll.	2. Requires the student to sign the payroll.	None	2 minutes	<i>Collecting Staff</i> Cashiering Unit
3. Receive cash.	3. Releases cash benefits to the student or representative.	None	2 minutes	<i>Collecting Staff</i> Cashiering Unit
TOTAL:		None	7 Minutes	



Facilities Maintenance Unit

External Services



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

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

Office or Division:	Office of Facilities Development and Management – Facilities Maintenance Unit (OFDM – FMU)			
Classification:	Minor Repairs – Simple Major Repairs – Highly Technical Job Outs – Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Business Entity/ies G2G- Government to Government			
Who may avail:	TSU Employees, Students, Office Occupants, and Stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Request for Pre-Repair Inspection / Repair and Other Services TSU-FMU-SF-01 (2 Original Copies)		Facilities Maintenance Unit or download at https://www.tsu.edu.ph/media/ackfvepa/sf-01-02-request-for-pre-repair-rev-02.docx		
2. <i>If there is no available material/s, (For Internal Clients Only)</i> Request for Funding through Letter addressed to the University President (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Accomplished and Duly Signed requirement/s to the Facilities Maintenance Unit.	1.1 Receives, records, and documents the submitted document.	None	2 minutes	Clerk Facilities 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
2. 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



pre-repair request.	2.2 Forwards the Return Notice for Repair Form as notification to the request for repair.	None	15 minutes	Maintenance Staff Facilities Maintenance Unit
<p>3. Receives the notification if there are available materials or none, or Return Notice of Repair if the repair is for Job Out.</p> <p><i>Note: If the client receives Notice of Repair, submits the Request for Funding through Letter addressed to the University President to the Office of the University President for approval.</i></p>	<p>3.1 If the materials are available: Prepares Requisition and Issuance Slip then, forwards to the Supply and Property Management Unit for Approval.</p> <p>For Job Out related work or No available material/s: Prepares Return Notice of Repair, Purchase Request, and Requisition and Issuance Slip or Job Order.</p>	None	30 minutes	<p>Clerk Facilities Maintenance Unit</p> <p>Unit Head Facilities Maintenance Unit</p>
	<p>3.2 If the materials are available: Prepares all the Materials needed.</p> <p>For Job Out Related Work or No Available Material/s: Forwards the approved Request for Funding Purchase Request, and Requisition and Issuance Slip or Job Order to the Procurement Office.</p>	None	20 minutes	<p>Maintenance Staff Facilities Maintenance Unit</p> <p>Clerk Facilities Maintenance Unit</p>
	3.3 Conducts the repair.	None	<p>Minor Repair: 1 hour</p> <p>Major Repairs: 7 working days</p>	Maintenance Staff Facilities Maintenance 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	<i>Maintenance Staff Facilities Maintenance Unit</i>
	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	<i>Unit Head Facilities Maintenance Unit Staff Facilities Maintenance Unit</i>
	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	<i>Maintenance Staff Facilities Maintenance Unit</i>
	4.4 Fills out the accomplishment report of completed/ finished tasked.	None	10 minutes	<i>Maintenance Staff Facilities Maintenance Unit</i>
	4.5 Records, encodes and photocopies each of the accomplished project for documentation Purposes.	None	20 minutes	<i>Clerk Facilities Maintenance Unit</i>
TOTAL IF THERE IS AVAILABLE MATERIAL/S (MINOR REPAIRS):	None	4 Hours & 5 Minutes		
TOTAL IF THERE IS AVAILABLE MATERIAL/S (MAJOR REPAIRS):	None	7 Working Days, 3 Hours & 45 Minutes		
TOTAL IF THE REPAIR IS FOR JOB OUT:	None	4 Hours & 20 Minutes		

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



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



Facilities Maintenance Unit

Internal Services



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

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

Office or Division:	Office of Facilities Development and Management – Facilities Maintenance Unit (OFDM – FMU)			
Classification:	Minor Repairs – Simple Major Repairs – Highly Technical Job Outs – Simple			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Business Entity/ies G2G- Government to Government			
Who may avail:	TSU Employees, Students, Office Occupants, and Stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Request for Pre-Repair Inspection / Repair and Other Services TSU-FMU-SF-01 (2 Original Copies)		Facilities Maintenance Unit or download at https://www.tsu.edu.ph/media/ackfvepa/sf-01-02-request-for-pre-repair-rev-02.docx		
2. <i>If there is no available material/s, (For Internal Clients Only)</i> Request for Funding through Letter addressed to the University President (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Accomplished and Duly Signed requirement/s to the Facilities Maintenance Unit.	1.1 Receives, records, and documents the submitted document.	None	2 minutes	Clerk Facilities 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
2. 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



pre-repair request.	2.2 Forwards the Return Notice for Repair Form as notification to the request for repair.	None	15 minutes	Maintenance Staff Facilities Maintenance Unit
<p>3. Receives the notification if there are available materials or none, or Return Notice of Repair if the repair is for Job Out.</p> <p><i>Note: If the client receives Notice of Repair, submits the Request for Funding through Letter addressed to the University President to the Office of the University President for approval.</i></p>	<p>3.1 If the materials are available: Prepares Requisition and Issuance Slip then, forwards to the Supply and Property Management Unit for Approval.</p> <p>For Job Out related work or No available material/s: Prepares Return Notice of Repair, Purchase Request, and Requisition and Issuance Slip or Job Order.</p>	None	30 minutes	<p>Clerk Facilities Maintenance Unit</p> <p>Unit Head Facilities Maintenance Unit</p>
	<p>3.2 If the materials are available: Prepares all the Materials needed.</p> <p>For Job Out Related Work or No Available Material/s: Forwards the approved Request for Funding Purchase Request, and Requisition and Issuance Slip or Job Order to the Procurement Office.</p>	None	20 minutes	<p>Maintenance Staff Facilities Maintenance Unit</p> <p>Clerk Facilities Maintenance Unit</p>
	3.3 Conducts the repair.	None	<p>Minor Repair: 1 hour</p> <p>Major Repairs: 7 working days</p>	Maintenance Staff Facilities Maintenance 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 Hours & 5 Minutes	
TOTAL IF THERE IS AVAILABLE MATERIAL/S (MAJOR REPAIRS):		None	7 Working Days, 3 Hours & 45 Minutes	
TOTAL IF THE REPAIR IS FOR JOB OUT:		None	4 Hours & 20 Minutes	

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



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



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



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



Monitoring Unit

External Services



1. Processing of Material Approval Request

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

Office or Division:	Facilities Development and Management Unit – Monitoring Unit (FDMO-MU)			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business Entity/ies			
Who may avail:	Contractors for the University Infrastructure Projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Filled-Out Material Approval Request Form (1 Original Copy)		Facilities Development and Management Office–Monitoring Unit (FDMO-MU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out Material Approval Request Form to the Monitoring Unit.	1.1 Receives the filled-out form and material sample for validation and review.	None	10 minutes	<i>Project-in - Charge</i> Monitoring Unit
	1.2 Logs the submitted Material Approval Request Form in the incoming communications log.	None	15 minutes	<i>Project-in - Charge</i> Monitoring Unit
	1.3 Validates if the proposed item is in accordance with the contract's standards and specifications. <i>Note: If not in accordance, put "disapproved" on the remarks and resubmit another material subject for approval.</i>	None	5 hours	<i>Evaluator/s</i> Monitoring Unit
	1.4 Signs the Material Approval Request Form.	None	10 minutes	<i>Project-in - Charge</i> Monitoring Unit <i>Unit Head</i> Monitoring Unit
	1.5 Logs the contractor's copy in the out-going communications log.	None	15 minutes	<i>Project-in - Charge</i> Monitoring Unit



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



Planning and Design Unit

Internal Services



1. Processing of Service Request for Design Layout

This service allows clients to request for assistance in designing a layout for a project and/or provide preliminary scheme and alter the design/scheme based on the client's inputs and comments.

Office or Division:	Office of Facilities Development and Management – Planning and Design Unit (OFDM-PDU)			
Classification/s:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Employees, Units, Offices, Colleges and Existing Students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Service Request <i>TSU-PMU-SF-33</i> - (1 Original Copy)		Office of Facilities Development and Management or download at https://www.tsu.edu.ph/media/v5ye4cfq/tsu-pmu-sf-33-service-request-slip.docx		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary requirements to the Office of Facilities Development and Management.	1.1 Receives and logs the Service Request in the logbook and determines the control number then, forwards to the Director.	None	10 minutes	<i>Clerk</i> Office of Facilities Development and Management
	1.2 Reviews the description and purpose of the request and determines if the request is approved or disapproved.	None	30 minutes	<i>Director</i> Office of Facilities Development and Management
	1.3 Forwards the Service Request to the Head of the Planning and Design Unit if approved. <i>Note: If disapproved, return the Service Request Form to the client, and inform them of the reason for disapproval.</i>	None	3 minutes	<i>Clerk</i> Office of Facilities Development and Management
	1.4 Issues the Claim Stub with the following information:	None	10 minutes	<i>Clerk</i> Office of Facilities Development and Management



	Name of the Requestor: Office / Unit / College: Date Filed: Control Number: Claiming Date of Request:			
	1.5 Assigns a Personnel-in-Charge for the request.	None	20 minutes	<i>Unit Head Planning and Design Unit</i>
2. Attend the Client Conference.	2.1 Conducts Client Conference through site investigation with the Requesting Office for interview and data gathering using the Client Conference Form.	None	2 working days	<i>Project-in-Charge Planning and Design Unit</i>
	2.2 Prepares the preliminary scheme using the gathered data as reference and submits it for approval.	None	6 working days	<i>Project-in-Charge Planning and Design Unit</i>
	2.3 Reviews and approves the preliminary scheme.	None	8 hours	<i>Unit Head Planning and Design Unit</i>
	2.4 Forwards the approved preliminary scheme to the client and notifies them about the 2 nd Client Conference.	None	20 minutes	<i>Project-in-Charge Planning and Design Unit</i>
3. Review the preliminary scheme.	3.1 Conducts 2 nd Client Conference for additional inputs or comments.	None	3 working days	<i>Project-in-Charge Planning and Design Unit</i>
	3.2 Completes the preliminary scheme based on the inputs of Request Office/End-user and submits to the Unit Head for approval.	None	5 working days	<i>Project-in-Charge Planning and Design Unit</i>
	3.3 Checks the	None	8 hours	<i>Unit Head</i>



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



Business Affairs and Auxiliary Services Office

External Services



1. Processing of Request to Use the University Facilities

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

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	Student Organizations Recognized by the University Offices and Units of the University Government Agencies Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter Approved by the University President (1 Original Copy)		The client will provide		
2. Endorsement from the University President (1 Duplicate Copy)		Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Request letter approved by the TSU President or Endorsement from the TSU President and request for the assessment <i>for the rental if any.</i>	1.1 Receives and verifies the documents presented.	None	2 minutes	<i>Clerk</i> Business Affairs and Auxiliary Services Office
	1.2 Checks the availability of the facility requested and prepares the Application Form and Assessment of Fees (if rental is applicable).	None	3 minutes	<i>Clerk</i> Business Affairs and Auxiliary Services Office
2. Proceed to the cashier for payment.	2. Receives and processes the payment.	<i>Rental Fees may vary</i> <i>(See rental matrix below)</i>	5 minutes	<i>Staff</i> Cashiering Unit
3. Submit the signed Application Form and present Official Receipt.	3.1 Receives the signed Application Form and Official Receipt.	None	1 minute	<i>Clerk</i> Business Affairs and Auxiliary Services Office
	3.2 Records the transaction in the LogBook.	None	1 minute	<i>Clerk</i> Business Affairs and Auxiliary Services Office
	3.3 Issues a copy of the approved Application Form to the customer/ applicant.	None	1 minute	<i>Clerk</i> Business Affairs and Auxiliary Services Office
	3.4 Forwards the filled-out Application Form	None	3 minutes	<i>Clerk</i>



	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 & ALUMNI CENTER	PHP 3,000.00 for the FIRST THREE HOURS & PHP 400.00 per 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 COVERED COURT	a. With Electricity: PHP 2, 500.00 per Day b. Without Electricity: PHP 1, 500.00 per Day
PROMOTIONAL ACTIVITIES	a. With Electricity: PHP 1,000.00 per Day 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 & Auxiliary Services Office (BAASO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Alumni ID Number (1 Original Copy)		Alumni Affairs Office		
2. Official Receipt (1 Original Copy)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present alumni ID Number given by the Alumni Office.	1.1 Receives and verifies the information on the log sheet and forms provided.	None	3 minutes	Clerk Digital Studio – Business Affairs and Auxiliary Services Office
	1.2 Calls the client next in line and take a photo for the ID.	None	10 minutes	Clerk Digital Studio – Business Affairs and Auxiliary Services Office
	1.3 Processes the Alumni ID for releasing.	None	5 minutes	Clerk Digital Studio – Business 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.

Office or Division:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	Student Organizations Recognized by the University Offices and Units of the University Government Agencies Non-Government Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter Approved by the University President (1 Original Copy)		The client will provide		
2. Endorsement from the University President (1 Duplicate Copy)		Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Request letter approved by the TSU President or Endorsement from the TSU President and request for the assessment <i>for the rental if any.</i>	1.1 Receives and verifies the documents presented.	None	2 minutes	<i>Clerk</i> Business Affairs and Auxiliary Services Office
	1.2 Checks the availability of the facility requested and prepares the Application Form and Assessment of Fees (if rental is applicable).	None	3 minutes	<i>Clerk</i> Business Affairs and Auxiliary Services Office
2. Proceed to the cashier for payment.	2. Receives and processes the payment.	<i>Rental Fees may vary</i> <i>(See rental matrix below)</i>	5 minutes	<i>Staff</i> Cashiering Unit
3. Submit the signed Application Form and present Official Receipt.	3.1 Receives the signed Application Form and Official Receipt.	None	1 minute	<i>Clerk</i> Business Affairs and Auxiliary Services Office
	3.2 Records the transaction in the LogBook.	None	1 minute	<i>Clerk</i> Business Affairs and Auxiliary Services Office
	3.3 Issues a copy of the approved Application Form to the customer/ applicant.	None	1 minute	<i>Clerk</i> Business Affairs and Auxiliary Services Office
	3.4 Forwards the filled-out Application Form	None	3 minutes	<i>Clerk</i>



	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 & ALUMNI CENTER	PHP 3,000.00 for the FIRST THREE HOURS & PHP 400.00 per 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 COVERED COURT	a. With Electricity: PHP 2, 500.00 per Day b. Without Electricity: PHP 1, 500.00 per Day
PROMOTIONAL ACTIVITIES	a. With Electricity: PHP 1,000.00 per Day 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 Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form (1 Original Copy)		Business Affairs & Auxiliary Services Office (BAASO)		
2. Certificate of Registration of Vehicle (1 Photocopy)		The client will provide		
3. Valid Official Receipt Registration of Vehicle (1 Photocopy)		The client will provide		
4. Valid Driver's License (1 Photocopy)		The client will provide		
5. TSU ID (1 Photocopy)		The client will provide		
6. For Officially Enrolled Students – Certificate of Registration (1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit all requirements.	1. Receives, verifies, and ensure validity and completeness of submitted documents.	None	30 minutes	<i>Clerk</i> Business Affairs and Auxiliary Services Office
2. Receives assessment form.	2. Issues assessment form reflecting the fees to settle.	None	3 minutes	<i>Clerk</i> Business Affairs and Auxiliary Services Office
3. Proceed to the Cashiering Unit and pay the assessed fee.	3. Receives payment and issues Official Receipt.	₱100.00	1 hour	<i>Staff</i> Cashiering Unit
4. Proceed to the Business Affairs & Auxiliary Services Office and present the OR.	4. Receives and verifies the OR and issues the gate pass.	None	1 minute	<i>Clerk</i> Business Affairs and Auxiliary Services Office
TOTAL:		₱100.00 per Vehicle	1 Hour & 34 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:	Business Affairs & Auxiliary Services Office (BAASO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	Faculty & Personnel of the University Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR EMPLOYEES				
1. For Issuance of New ID – Request Slip for Identification (ID) Card (1 Original Copy)		Human Resource Development and Management Office		
2. For Request for Re-ID – Charge Slip (1 Original Copy)		Business Affairs and Auxiliary 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 (1 Original Copy)		Cashiering Unit		
C. WORN-OUT OR DAMAGED ID				
1. Official Receipt of Payment for Re-ID (1 Original Copy)		Cashiering Unit		
2. Certificate of Registration (1 Photocopy)		The client will provide		
3. Worn-Out or Damaged ID (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Employees (New ID): Present Request Slip for ID.	1. For Employees (New ID): Receives and verifies Request Slip.	None	5 minutes	<i>Clerk</i> 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 and secure Assessment Form.	1.1 Checks and verifies submitted requirements.	None	2 minutes	<i>Clerk</i> Digital Studio – Business Affairs and Auxiliary Services Office
	1.2 Issues Assessment Form for the fees to settle.	None	3 minutes	



<p><i>Note: Student must report lost ID to Students Affairs and Services.</i></p> <p>For Worn-Out / Damaged ID: Settle fee charged for re-ID at Cashiering Unit.</p>	<p>For Worn-Out / Damaged ID: Process payment for re-ID.</p>	<p>PHP 160.00</p>	<p>5 minutes</p>	<p><i>Staff</i> Cashiering Unit</p>
<p>2. For Employees (New ID & Re-ID): Proceed to Digital Studio for the processing of Radio Frequency Identification (RFID) Card.</p> <p>For Students (Lost ID): Proceed to the Cashiering Unit and pay for the required fee.</p> <p>For Worn-Out / Damaged ID: Present and submit all pertinent requirements, including old Radio Frequency Identification (RFID) Card, to Business Affairs and Auxiliary Services Office.</p>	<p>2. For Employees (New ID & Re-ID): Takes photo for Radio Frequency Identification (RFID) Card and processes new Radio Frequency Identification (RFID) Card.</p> <p>For Students (Lost ID): Processes the payment and issues Official Receipt.</p> <p>For Worn-Out / Damaged ID: Receives and verifies submitted requirements and assesses old Radio Frequency Identification (RFID) Card.</p>	<p>None</p> <p>PHP 260.00</p> <p>None</p>	<p>30 minutes</p> <p>10 minutes</p> <p>5 minutes</p>	<p><i>Clerk</i> Digital Studio – Business Affairs and Auxiliary Services Office</p> <p><i>Cashiering Staff</i> Cashiering Unit</p> <p><i>Clerk</i> Digital Studio – Business Affairs and Auxiliary Services Office</p>



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



(RFID) Card and fill out the log sheet.	Identification (RFID) Card.			
TOTAL FOR EMPLOYEE REQUESTING FOR NEW IDENTIFICATION (ID) CARD:		PHP 260.00	45 Minutes	
TOTAL FOR EMPLOYEE REQUESTING FOR RE-IDENTIFICATION (ID) CARD:		PHP 160.00	45 Minutes	
TOTAL FOR STUDENTS REQUESTING FOR NEW IDENTIFICATION (ID) CARD:		PHP 260.00	1 Hour	
TOTAL FOR CLIENT WITH WORN-OUT / DAMAGED IDENTIFICATION (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 Transaction:	G2C – Government to Citizen			
Who may avail:	Current and Former University Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter with Attachment/s, <i>if any</i> (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter with attachments, if any, to the Human Resource Development and Management Office.	1.1 Receives the submitted document/s.	None	1 minute	<i>Messenger</i> Human Resource Development and Management Office
	1.2 Verifies submitted document/s.	None	1 minute	<i>Concerned Unit Head</i> Human Resource Development and Management Office
	1.3 Informs the client about the release date of the requested document.	None	1 minute	<i>Messenger</i> Human Resource Development and Management Office
	1.4 Prepares the requested personnel-related documents and/or reports.	None	4 working days	<i>Staff</i> Human Resource Development and Management Office or <i>Concerned Unit Head</i> Human Resource Development and Management Office
2. Receive the	2. Releases the	None	2 minutes	<i>Messenger</i>



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



Office of Human Resource Development and Management

Internal Services



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

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

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



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



Recruitment, Selection and Promotion Unit

Internal Services



1. Process of Request for Issuance of DBP Certification

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

Office or Division:	Recruitment, Selection and Promotion Unit - Human Resource Development and Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees who have rendered at least one (1) month in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the staff of Recruitment, Selection and Promotion (RSP) regarding the DBP Certification request.	1. Verify if the client had rendered at least one month in the university.	None	1 minute	<i>Clerk</i> Recruitment, Selection and Promotion Unit
2. Inform the staff of Recruitment, Selection and Promotion (RSP) regarding the DBP Certification request.	2. Prepare the DBP Certification.	None	2 minutes	<i>Clerk</i> Recruitment, Selection and Promotion Unit
3. Receive the requested DBP Certification.	3. Issue the requested DBP Certification.	None	2 minutes	<i>Clerk</i> Recruitment, Selection and Promotion Unit
TOTAL:		None	5 Minutes	



Performance Management Unit

External Services



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

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

Office or Division:	Human Resource Development and Management Office – Performance Management Unit (HRDMO – PMU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All Active and Inactive TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished Certification/ Documents Request Slip TSU-HRD-SF-26 – (1 Original Copy)		Performance Management Unit or Fill out the Microsoft Form at http://bit.ly/3q4tT29		
2. For Authorized Representative a. Authorization Letter (1 Original Copy) b. One (1) Valid ID of Representative (1 Photocopy) c. One (1) Valid ID of Requesting personnel with Three (3) Specimen Signature (1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-in Application: Submits the accomplished Certification/ Documents Request Slip. For Online: Fill out the Microsoft form (http://bit.ly/3q4tT29)	1. For Walk-in Application: Receives the submitted Certification/ Documents Request Slip. For Online Application: Visits the database to check and verify new request/s.	None	5 minutes	<i>Staff</i> Performance Management Unit
2. Answers additional questions for the confirmation of the requested documents.	2.1 Asks question for confirmation.	None	5 minutes	<i>Staff</i> Performance Management Unit



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



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



Performance Management Unit

Internal Services



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

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

Office or Division:	Human Resource Development and Management Office – Performance Management Unit (HRDMO – PMU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All Active and Inactive TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Fully accomplished Certification/ Documents Request Slip TSU-HRD-SF-26 – (1 Original Copy)		Performance Management Unit or Fill out the Microsoft Form at http://bit.ly/3q4tT29		
2. For Authorized Representative d. Authorization Letter (1 Original Copy) e. One (1) Valid ID of Representative (1 Photocopy) f. One (1) Valid ID of Requesting personnel with Three (3) Specimen Signature (1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-in Application: Submits the accomplished Certification/ Documents Request Slip. For Online: Fill out the Microsoft form (http://bit.ly/3q4tT29)	1. For Walk-in Application: Receives the submitted Certification/ Documents Request Slip. For Online Application: Visits the database to check and verify new request/s.	None	5 minutes	<i>Staff</i> Performance Management Unit
2. Answers additional questions for the confirmation of the requested documents.	2.1 Asks question for confirmation.	None	5 minutes	<i>Staff</i> Performance Management Unit



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



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



Training and Organizational Development Unit

Internal Services



1. Process of Filing Cases and Complaints

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

Office or Division:	Human Resource Development and Management Office - Training and Organizational Development Unit (HRDMO-TODU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter in Writing and Made Under Oath That Includes the Following Details (1 Original Copy or 1 Duplicate): a. Full name of complainant b. Address of complainant c. Full name of respondent d. Address of respondent e. Position f. Designation		The client will provide		
2. Narrative Report Containing the Acts or Omissions Allegedly Committed by the Employee (1 Original Copy or 1 Duplicate)		The client will provide		
3. Certified True Copies of Documentary Evidence and Affidavits of the Witness, <i>if any</i> (1 Original Copy or 1 Duplicate)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the Office of the University President.	1.1 Receives the submitted documents and endorses to the Human Resource Development and Management Office through Office of the Vice President for Administration and Finance.	None	3 minutes	<i>Clerk</i> Office of the University President
	1.2 Initially assesses and evaluates the case.	None	30 minutes	<i>Director</i> Human Resource Development and Management Office or <i>Technical Staff on Employee Relations</i>



				Training and Organization Development Unit
	1.3 Informs parties of the schedule of the interview and mediation.	None	2 minutes	<i>Technical Staff on Employee Relations</i> 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	<i>Director Human Resource Development and Management Office or Technical Staff on Employee Relations</i> 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	<i>Director Human Resource Development and Management Office</i> <i>Vice President Office of the Vice President for Administration and Finance</i> <i>President Office of the University President</i>
TOTAL:		None	2 Working Days, 1 Hour & 35 Minutes	



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

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

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

Office or Division:	Human Resource Development and Management Office - Training and Organizational Development Unit (HRDMO-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employee-Scholars of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter with Supporting Documents, <i>if any</i> (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	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. <i>Note: If the submitted document is incomplete, notifies the scholar and informs about the lacking.</i>	None	15 minutes	<i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit
	1.2 Discusses all the conditions to the requestor relating to his/her request.	None	15 minutes	<i>Technical Staff on Employee Relations</i> 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	<i>Technical Staff on Employee Relations</i> 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	<i>Technical Staff on Employee Relations</i> Training and Organizational



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



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

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

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

Office or Division:	Human Resource Development and Management Office - Training and Organizational Development Unit (HRDMO-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Training Request Form <i>TSU-HRD-SF-49</i> with Attachments, <i>if any</i> (3 Original Copies)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/sshfq5e0/tsu-hrd-sf-49-training-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Training Request Form (TRF) to the Office of Human Resource Development and Management.	1.1 Receives the submitted Training Request Form with other supporting documents.	None	2 minutes	<i>Front Desk Clerk</i> Office of Human Resource Development and Management <i>or</i> <i>Training Assistant</i> Training and Organization Development Unit
	1.2 Reviews the submitted TRF and supporting documents.	None	5 minutes	<i>Head</i> Training and Organization Development Unit
	1.2.1 If approved, forward to the Budget Management Unit. If not, notify the client.		1 working day	<i>Clerk</i> Budget Management Unit
	1.2.2 If approved, forward to the Accounting Unit. If not, notify the client.		1 working day	<i>Clerk</i> Accounting Unit
	1.2.3 If approved, forward to the respective Vice President of the		1 working day	<i>Clerk</i>



	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	<i>Clerk</i> Office of the University President
2. Announce the training details through DMS.	2.1 Secures a copy of the signed memo.	None	10 minutes	<i>Training Assistant</i> Training and Organization Development Unit
	2.2 Prepares necessary training needs prior to scheduled webinar: <i>Zoom/MS Teams Link, Pre-registration Link and Post Training Evaluation, request to serve meal, if necessary.</i>	None	3 working days	<i>Training Assistant</i> Training and Organization Development Unit
TOTAL:		None	7 Working Days & 17 minutes	



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

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

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

Office or Division:	Human Resource Development and Management Office - Training and Organizational Development Unit (HRDMO-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Employee-Scholars of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Reinstatement Letter Form TSU-HDR-151 (Triplicate Copies)		Download at Tarlac State University Website https://www.tsu.edu.ph/media/1lrld1mu/tsu-hrd-sf-151-revision-01-reinstatement-form.docx		
2. Diploma or Certificate from the University Where he/she Graduated (1 Original Copy)		The client will provide		
3. Transcript of Records (with Special Order for Private Schools) (1 Original Copy)				
4. Hard Copy of the Thesis/Dissertation (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Office of the University President.	1.1 Endorses to the Office of Human Resource Development and Management	None	1 minute	<i>Clerk</i> Office of the University President
	1.2 Endorses to the Employee Relations Staff.	None	1 minute	<i>Messenger</i> Office of Human Resource Development and Management
	1.3 Receives the documents.	None	1 minute	<i>Technical Staff on Employee Relations</i> 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	<i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit



	request for approval by the OUP.			<i>Committee Members</i> Faculty Scholarship Committee (FSC)/ or Non-Academic Personnel Scholarship Committee (NAPSC) <i>President</i> 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	<i>Technical Staff</i> on Employee Relations Training and Organizational Development Unit
TOTAL:		None	9 Working Days & 3 Minutes	



5. Processing of Request for Scholarship Extension

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

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

Office or Division:	Human Resource Development and Management Office - Training and Organizational Development Unit (HRDMO-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Employee-Scholars of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent Addressed to the Office of the University President with an Endorsement from the College Dean/Director and concerned Vice President (1 Original Copy and 1 Photocopy)		The client will provide.		
2. Updated Study Plan (1 Original Copy)				
3. Grade Reports (1 Original Copy)				
4. Certification from the Adviser Indicating the Needed Period by the Grantee to Finish the Degree, <i>if any</i> . (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to the Office of the University President (OUP). <i>Note: Request to extend shall be made one (1) month before the current semester or end of summer or midyear for the FSC actions and endorsement to the OUP.</i>	1.1 Endorses the letter to the Human Resource Development and Management Office.	None	1 minute	<i>Clerk</i> Office of the University President
	1.2 Endorses to the Employee Relations Staff.	None	1 minute	<i>Messenger</i> Office of Human Resource Development and Management
	1.3 Informs requestor of the needed requirements.	None	3 minutes	<i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit
2. Submit the requirements.	2.1 Receives submitted documents.	None	1 minute	<i>Technical Staff on Employee Relations</i> Training and Organizational



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



6. Processing of Application for Scholarship

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

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

Office or Division:	Human Resource Development and Management Office - Training and Organizational Development Unit (HRDMO-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Permanent employees who have rendered two (2) years and above to the University.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent Addressed to the Office of the University President with an Endorsement from the College Dean/Director and Concerned Vice President (1 Original Copy)		The client will provide		
2. Scholarship Application Form (1 Original Copy)		Training and Organizational Development Unit		
3. Notice of Acceptance from the University or School where he/she Plans to Enroll (1 Original Copy)		The client will provide		
4. Very Satisfactory Performance Rating for the Previous IPCR rating period (1 Original copy and 1 Photocopy)				
5. Certificate of Employment (1 Original Copy)				
6. Medical Certificate (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	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	<i>Clerk</i> Office of the University President
	1.2 Endorses to the Employee Relations Staff.	None	1 minute	<i>Messenger</i> Office of Human Resource Development and Management
	1.3 Informs requestor of the needed requirements.	None	3 minutes	<i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit
2. Submit the requirements	2.1 Receives submitted documents.	Non	1 minute	<i>Technical Staff on Employee Relations</i>



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



7. Process of Application for Sabbatical Leave

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

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

Office or Division:	Human Resource Development and Management Office - Training and Organizational Development Unit (HRDMO-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	TSU Faculty with Ten (10) Years and Above Tenure			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form for Sabbatical (1 Original Copy and 2 Photocopies)		Training and Organizational Development Unit		
2. Proposed Program of Work (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Application Form with the Proposed Program of Work to Office of the University President.	1.1 Receives and verifies completeness of the submitted documents.	None	1 minute	<i>Clerk</i> Office of the University President
	1.2 Endorses verified documents to Human Resource and Development Management Office (HRDMO).	None	1 minute	<i>Clerk</i> Office of the University President
	1.3 Receives and endorses the documents to the Employee Relations Staff.	None	1 minute	<i>Messenger</i> 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	<i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit or <i>Director</i> Office of Human Resource Development and Management
	1.5 Convenes and	None	7 working days	<i>Members</i>



	evaluates the applicant's proposed program of work.			TSU-Administrative Council
	1.6 Prepares and accomplishes CSW for Board Confirmation.	None	7 working days	<i>Technical Staff on Employee Relations Training and Organizational Development Unit</i> <i>Board of Regents Tarlac State University</i>
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	<i>Technical Staff on Employee Relations Training and Organizational Development Unit</i>
TOTAL:		None	17 Working Days & 4 Minutes	



8. Processing of Request for Thesis/Dissertation Financial Assistance

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

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

Office or Division:	Human Resource Development and Management Office - Training and Organizational Development Unit (HRDMO-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Permanent TSU Personnel Rendering For At Least Two (2) Years with Defended Research Proposal			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Thesis/Dissertation Financial Assistance Form <i>TSU-HRD-SF-50</i> (1 Original Copy and 2 Photocopies)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/okdnurao/tsu-hrd-sf-50-request-for-thesis-dissertation-financial-assistance-r01.docx		
2. Accomplished Permit to Study Form <i>TSU-HRD-SF-27</i> (1 Original Copy and 2 Photocopies)		Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/cxxmzync/tsu_hrd-sf-27-permit-to-study-form.pdf		
3. Individual Performance Commitment and Review Summary (IPCR) for the Past Two (2) years (1 Original Copy)		Training and Organizational Development Unit		
4. Research Proposal Certified by the Dean Concerned (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms and supporting requirements to the Office of the University President.	1.1 Receives and verifies completeness of the submitted documents.	None	1 minute	<i>Clerk</i> Office of the University President
	1.2 Endorses verified documents to Human Resource and Development Management Office (HRDMO).	None	1 minute	<i>Clerk</i> Office of the University President
	1.3 Receives and endorses documents to the Employee Relations Staff.	None	1 minute	<i>Messenger</i> Office of Human Resource Development and Management
	1.4 Convenes and evaluates if the thesis/dissertation is relevant with the development thrust of the University, if affirmative, shall	None	7 working days	<i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit



	endorse the application to the Budget Office to determine if there are funds available.			<p><i>Members</i> TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC)</p> <p><i>Clerk</i> Budget Management Unit</p>
	1.5 Endorses the application to the Office of the University President for approval.	None	3 days	<i>Clerk</i> Office of the University President
	1.6 Endorses to the Employee Relations Staff.	None	1 minute	<i>Messenger</i> 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	<i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit <i>Staff</i> Administrative Service Unit
2. Receive the notification regarding the status of the application	2. Notifies the client on the status of his/her application.	None	1 minute	<i>Technical Staff on Employee Relations</i> Training and Organizational Development Unit
TOTAL:		None	10 Working Days & 10 Minutes	



Employees' Welfare Unit

External Services



1. Processing of Request for Issuance of Certifications

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

Office or Division:	Human Resource Development and Management Office - Employees' Welfare Unit (HRDMO-EWU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	Active or Inactive TSU Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Certification / Documents Request Slip <i>TSU-HRD-SF-26</i> (1 Original Copy)		Human Resource Development and Management Office		
2. For Inactive Employee – Approved Clearance (1 Original Copy)		The client will provide		
3. For Representative – Authorization Letter (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit accomplished Certification / Documents Request Slip. For Online: Request for the employment details of the TSU personnel Concerned at hrdmo@tsu.edu.ph	1. For Walk-In: Receives the Certification / Documents Request Slip.	None	2 minutes	Staff Employees' Welfare Unit
	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
	2.2 Checks the 201 File Folder of the requesting personnel.	None	2 hours	Staff Employees' Welfare Unit
	2.3 Prepares and prints the certification.	None	15 minutes	Staff Employees' Welfare Unit
3. Receive the signed and dry-sealed request certificate.	3. Releases the signed and dry-sealed certification to the requesting	None	2 minutes	Staff Employees' Welfare Unit



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



2. Process of Request for Employment Verification

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

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



	<p>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.</p> <p><i>Note: If concerned person is not found in the HRIS or 201 File, declare that the person has no employment record at TSU.</i></p>	None	5 minutes	
TOTAL:		None	17 Minutes	



Employees' Welfare Unit

Internal Services



1. Processing of Request for Issuance of Certifications

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

Office or Division:	Human Resource Development and Management Office - Employees' Welfare Unit (HRDMO-EWU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	Active or Inactive TSU Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Certification / Documents Request Slip <i>TSU-HRD-SF-26</i> (1 Original Copy)		Human Resource Development and Management Office		
2. For Inactive Employee – Approved Clearance (1 Original Copy)		The client will provide		
3. For Representative – Authorization Letter (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit accomplished Certification / Documents Request Slip. For Online: Request for the employment details of the TSU personnel Concerned at hrdmo@tsu.edu.ph	1. For Walk-In: Receives the Certification / Documents Request Slip.	None	2 minutes	<i>Staff</i> Employees' Welfare Unit
	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	<i>Staff</i> Employees' Welfare Unit
	2.2 Checks the 201 File Folder of the requesting personnel.	None	2 hours	<i>Staff</i> 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	<i>Staff</i> Employees' Welfare Unit



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



2. Process of Request for Employment Verification

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

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



	<p>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.</p> <p><i>Note: If concerned person is not found in the HRIS or 201 File, declare that the person has no employment record at TSU.</i></p>	None	5 minutes	
TOTAL:		None	17 Minutes	



3. Processing of Application for Leave of Absence

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

Office or Division:	Employees' Welfare Unit – Office of Human Resource Development and Management			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Permanent, Temporary, Contractual, and Substitute Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully Accomplished Application for Leave Form (1 Original Copy)		The client will provide.		
2. Attachment/s depending on the type of leave availed (1 Original Copy) Medical Certificate for Sick Leave		The client will provide.		
3. Updated leave credits balance (1 Original Copy)		Office of Human Resource Development and Management		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a fully-accomplished Application for Leave Form.	1.1 For Walk-in Applications: Receives Application for Leave Form and endorse to Employees' Welfare Unit personnel.	None	2 minutes	<i>Messenger</i> Office of Human Resource Development and Management
	For Online Applications: Check and receive applications thru the Admin Module of the Online Leave Application Portal (https://leave.tsu.edu.ph/LeaveApplication)	None		<i>Staff</i> Employees' Welfare Unit
	1.2 For Walk-in Applications: Check and update the requesting personnel's Leave Credits balance.	None	5 minutes	<i>Staff</i> Employees' Welfare Unit
	For Online Applications: The checking and updating of the requesting personnel's Leave Credits balance is automated by the HRIS.	None		



4. Process for Upgrading Plantilla Items

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

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



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

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

Office or Division:		Human Resource Development and Management Office - Employees' Welfare Unit (HRDMO - EWU)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		TSU Employees Rendering Overtime or Extended Services		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished and Duly Signed Overtime/Extended Services Form (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished and duly signed Overtime/Extended Services Form	1.1 Receives and files the submitted document	None	2 minutes	<i>Staff-in-Charge</i> Employee's Welfare Unit
	1.2 Plot the overtime or extended services schedule as reflected on the submitted form	None	10 minutes	<i>Staff-in-Charge</i> Employee's Welfare Unit
2. Receive the printed the Daily Time Record (DTR)	2. Print and issue the plotted Daily Time Record (DTR) schedule	None	2 minutes	<i>Staff-in-Charge</i> Employee's Welfare Unit
TOTAL:		None	14 Minutes	



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

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

Office or Division:	Employees' Welfare Unit – Office of Human Resource Development and Management			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any active TSU employee, both Teaching and Non-Teaching, permanent, temporary, contractual, and substitute status may go to the HRDM Office to request for Authority to Travel Abroad.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter to Travel, which includes the travel dates and destination and the purpose of the travel, signed by the immediate supervisor and the Vice President concerned (1 Original Copy)		The client will provide.		
2. Approved Application for Leave of Absence (1 Original Copy)				
3. Other necessary documents for Official Business travels and/or for CHED Scholar's travels <i>TSU-HRD-WI-20</i> (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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.	2. Issue the Checklist for Authority to Travel Abroad Requirements.	None	5 minutes	Staff Employees' Welfare Unit
3. Submit the supporting documents for the request.	3.1 Receive and check the submitted supporting documents, have them photocopied for the preparation of the Authority to Travel Abroad (ATA) document.	None	5 minutes	Staff Employees' Welfare Unit
	3.2 Prepare and print 2 copies of the	None	10 minutes	Staff



	Authority to Travel Abroad (ATA), attach a set of supporting documents for each ATA copy			Employees' Welfare Unit <i>Director</i> HRDMO
	3.3 Submit to HRDM Director and concerned Vice President for countersign; University President for approval and signing.	None	1 working day	<i>Staff</i> Employees' Welfare Unit <i>Director</i> Office of Human Resource Development and Management <i>Vice President</i> <i>University President</i>
4. "Release the signed and dry-sealed Authority to Travel Abroad (ATA) and sign on the Logbook for records purposes"	4. Release the signed and dry-sealed Authority to Travel Abroad (ATA) to the requesting personnel. Have them sign on the Logbook for records purposes.	None	2 minutes	<i>Staff</i> Employees' Welfare Unit <i>Head</i> Employees' Welfare Unit
TOTAL:		None	1 Working Day & 23 Minutes	



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



Administrative Service Unit

Internal Services



1. Processing of Payroll for Overtime/Extended Services

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

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

Office or Division:	Administrative Services Unit - Payroll Section (ASU-PS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Personnel with Approved Authority to Render Overtime and Extended Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Authority to Render Overtime/Extended Services (1 Original/1 Photocopy)		The client will provide		
2. Report on Overtime/Extended Services Rendered (2 Original Copies)				
3. Statement of Overtime/Extended Services (2 Original Copies)				
4. Accomplishments Reports (2 Original Copies)				
5. Daily Time Record (2 Original Copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed Daily Time Record and all documentary requirements.	1.1 Receives and checks Daily Time Record and attached documentary requirements. <i>Note: Daily Time Records not duly signed shall not be accepted.</i>	None	4 hours	<i>Payroll Staff</i> Administrative Services Unit
	1.2 Computes total / allowable number of hours rendered.	None	1 working day	<i>Payroll Staff</i> Administrative Services Unit
	1.3 Encodes total / allowable number of hours rendered including deductions, if any.	None	1 working day	<i>Payroll Staff</i> Administrative Services Unit
	1.4 Checks figures entered in the payroll / disbursement voucher.	None	5 minutes	<i>Payroll Staff</i> Administrative Services Unit



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



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

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

Note: This service is a multi-stage process. The Administrative Services Unit (ASU) facilitates the preparation of receiving Daily Time Record (DTR) documents to preparation of payroll proof list for the Salary of Lecturers, Part-timers, and Faculty with Honorarium.

Office or Division:	Administrative Services Unit - Payroll Section (ASU-PS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Lecturers, Part-Timers and Plantilla Personnel with Honorarium Class			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record (DTR) (1 Original Copy Signed by the Immediate Supervisor)		The client will provide		
2. Summary of hours rendered (1 Original Copy and 1 Photocopy Signed by the College Clerk and Dean)				
3. Approved Special Order (1 Photocopy)				
4. Approved Make Up Class Request, if any (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed Daily Time Record, Summary of Hours Rendered, Special Order and make up request (if any).	1.1 Receives documents. <i>Note: Daily Time Records not duly signed shall not be accepted.</i>	None	1 hour	<i>Receiving/ Releasing Staff</i> Administrative Services Unit
	1.2 Checks DTRs and computes total number of hours rendered.	None	8 hours	<i>Payroll Staff</i> Administrative Services Unit
	1.3 Prepares payroll including encoding of deductions, if any.	None	15 minutes	<i>Payroll Staff</i> Administrative Services Unit
	1.4 Prints payroll / disbursement voucher and Obligation Request.	None	2 minutes	<i>Payroll Staff</i> Administrative Services Unit



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



3. Processing of Payroll for Student Assistants' Salary

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

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

Office or Division:	Administrative Services Unit - Payroll Section (ASU-PS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Student Assistants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record (DTR) (2 Original Copy signed by the College Dean)		The client will provide		
2. Approved request letter (1 Photocopy)				
3. Certificate of Registration (COR) (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed Daily Time Record, approved request letter and Certificate of Registration.	1.1 Receives DTR, documents and attachments. <i>Note: Daily Time Records not duly signed shall not be accepted.</i>	None	10 minutes	<i>Receiving/ Releasing Staff</i> Administrative Services Unit
	1.2 Checks DTR and attachments.	None	2 working days	<i>Payroll Staff</i> Administrative Services Unit
	1.3 Computes total number of hours rendered.	None	10 minutes	<i>Payroll Staff</i> Administrative Services Unit
	1.4 Encodes total number of hours rendered.	None	3 minutes	<i>Payroll Staff</i> Administrative Services Unit
	1.5 Checks figures entered in the payroll / disbursement voucher.	None	1 minute	<i>Payroll Staff</i> Administrative Services Unit
	1.6 Prints payroll / disbursement voucher and Obligation Request.	None	2 minutes	<i>Payroll Staff</i> Administrative Services Unit
	1.7 Countersigns payroll / disbursement voucher.	None	5 minutes	<i>Head</i> Administrative Services Unit



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



4. Processing of Request for Personnel-Related Documents

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

Office or Division:	Administrative Services Unit (ASU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly accomplished Request Slip Form (TSU-ASU-SF-30) (1 Original Copy)		Administrative Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits properly filled-out Request Slip Form.	1.1 Receives properly accomplished slip and confirms other details, if necessary.	None	3 minutes	<i>Receiving/ Releasing Staff</i> Administrative Services Unit
	1.2 Forwards the slip to the administrative staff in-charge.	None	1 minute	<i>Receiving/ Releasing Staff</i> Administrative Services Unit
	1.3 Prepares, prints, and countersigns the document based on the information found.	None	4 hours	<i>Administrative Staff</i> Administrative Services Unit
	1.4 Signs the document/s.	None	1 minute	<i>Head</i> Administrative Services Unit
2. Acknowledges receipt of documents by signing in the outgoing logbook.	2. Logs the document/s.	None	1 minute	<i>Receiving/ Releasing Staff</i> Administrative Services Unit
TOTAL:		None	4 Hours & 6 Minutes	



Records and Archives Unit

Internal Services



1. Processing of Request in Compliance to Freedom of Information

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

Office or Division:	Records and Archives Unit (RAU)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Freedom of Information (FOI) Request Form <i>TSU-RAU-SF-07</i> (2 Original Copies)		Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Freedom of Information Request Form to the Records and Archives Unit Office.	1. Receives and conducts the initial evaluation of the submitted form. <i>Note: If the form is incompletely filled out, deny the request.</i>	None	10 minutes	<i>Staff</i> Records and Archives Unit <i>FOI Officer</i> 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	<i>Staff</i> Records and Archives Unit <i>FOI Officer</i> Tarlac State University
	2.2 Prepares and submits of Freedom of Information reports.			
TOTAL:		None	15 Working Days & 10 Minutes	

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



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

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

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

Office or Division:	Records and Archives Unit (RAU)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Authority to Dispose of Records or Use of Storage Form <i>TSU-RAU-SF-05</i> (2 Original Copies)		Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	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 <i>Note: The actual monitoring depends on the retention time of the documents.</i>	Staff and Head Records and Archives Unit



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



	the Cashiering Office			
TOTAL:		None	6 Working Days	

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



3. Process of Archiving Documents and Materials

The service allows the selection, protection and preservation of documents and materials compliance to Republic Act 9470 (National Archives of the Philippines, NAP Act of 2007). Display or exhibit of the materials historically.

Office or Division:	Records and Archives Unit (RAU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Registration for Archives Materials Form <i>TSU-RAU-SF-19</i> (1 Original Copy)		Records and Archives Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplishment form and fill out the visitor's logbook.	1.1 Reviews the completeness of the form submitted.	None	15 minutes	<i>Staff</i> Records and Archives Unit
	1.2 Conducts briefing to client.	None	15 minutes	<i>Staff</i> Records and Archives Unit
	1.3 Reproduces the requested material except when the original is not under custody.	None	15 minutes	<i>Staff</i> Records and Archives Unit
	1.4 Re-files the material.	None	1 working day	<i>Staff</i> Records and Archives Unit
2. Receive the requested material.	2. Releases the requested material.	None	1 working day	<i>Staff</i> Records and Archives Unit
TOTAL:		None	2 Working Days & 45 Minutes	



Supply and Property Management Unit

External Services



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

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

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

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



	attachments; forwards Disbursement Voucher to end- user to certify expenses incurred under his/her direct supervision; forward to the Accounting Office			Management Unit
	Total:	None	9 Working Days, 5 Hours, & 50 Minutes	



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

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

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



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



Supply and Property Management Unit

Internal Services



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

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

Office or Division:	Supply and Property Management Unit (SPMU)			
Classification:	Complex			
Type of Transaction:	G2G– Government to Government			
Who may avail:	Respective End-Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Requisition and Issue Slip (RIS) (3 Original Copies) (1 Photocopy for items to be transferred to other campus)		Supply and Property Management Unit Downloadable at the TSU Website: https://www.tsu.edu.ph/media/hw1j3hyp/requisition-and-issue-slip.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Requisition of Supplies, Materials and PPE: Submits accomplished Requisition Slip to the office of Supply and Property Management Unit.	1.1 Receives Requisition Slip for stock availability inquiry	None	5 minutes	<i>Receiving Staff</i> Supply and Property Management Unit
	1.2 Checks availability of stocks	None	3 hours	<i>Supply And Materials Staff</i> <i>Property, Plant and Equipment Staff</i> 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	<i>Head Supply and Property Management Unit</i>
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	<i>Supply And Materials Staff</i> <i>Property, Plant and Equipment Staff</i> 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	<i>Receiving Clerk Head Supply And Materials Staff</i> Supply and Property Management Unit
	3.2 For Construction Materials: Validates items requested for construction/ fabrication/ repairs by administration	None	1 working day	<i>Monitoring & Validation Staff</i> 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	<i>Supply And Materials Staff/ PPE Staff Head</i> <i>Property, Plant and Equipment Staff</i> Supply and Property Management Unit
	3.4 For PPE: Prepares and signs Property Acknowledgement Receipt (PAR)	None	2 working days	<i>Head</i> 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	<i>Supply And Materials Staff</i> 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	<i>Property, Plant and Equipment Staff</i> 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	<i>Supply And Materials Staff</i> <i>Property, Plant and Equipment Staff</i> 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	<i>SPMU Accounting</i>
	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 Management 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form (3 Original Copy)		Human Resource Development Management Office Downloadable at the TSU Website: https://www.tsu.edu.ph/media/ksslcbls/cs-form-07-clearance-form.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards the Clearance Form for signature to the office of Supply and Property Management Unit.	1.1 Receives accomplished clearance form	None	3 minutes	<i>Property, Plant and Equipment Staff</i> Supply and Property Management Unit
	1.2 Verifies property accountability of client	None	10 minutes	<i>Property, Plant and Equipment Staff</i> 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 For Client with Missing Property Accountability:	None	1 minute	<i>Receiving Clerk</i> <i>Supply And Materials Staff</i> <i>Head</i> Supply and Property Management Unit
		None	3 working days	<i>Property, Plant and Equipment Inventory Staff</i> <i>Head</i>

	Prepares and computes the book value if there are missing property accountabilities	None	2 working days	<p>Supply and Property Management Unit</p> <p><i>Property, Plant and Equipment</i></p> <p><i>Inventory Staff</i></p> <p>Supply and Property Management Unit</p> <p><i>Accounting Staff</i> <i>Inventory Committee</i></p>
3. Client with Missing Property Accountabilities: 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	<i>Cashiering Staff</i> Cashiering Unit
4. Payment of corresponding amount	4. Receives payment and issue Official Receipt	Amount of assessed missing accountability/ies	2 hours	<i>Cashiering Staff</i> Cashiering Unit
5. Submit photocopy of Official Receipt as proof of paid accountability	5.1 Records Official Receipt	None	5 minutes	<i>Inventory Staff</i>
	5.2 Drop paid items from the Inventory System	None	5 hours	<i>Property, Plant and Equipment Staff</i>
				Supply and Property Management Unit



Total Of Client Without Property Accountabilities:	None	15 Minutes	
Total Of Client with Property Accountabilities:	Amount of assessed accountability/ies	3 Days, & 15 Minutes	
Total Of Client with Property Accountabilities and With Missing Accountabilities:	Amount of assessed missing accountability/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 Management Unit (SPMU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	End-users/ Accountable Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip (1 Original Copy)		Supply and Property Management Unit/ Downloadable at the TSU Website: https://www.tsu.edu.ph/media/yjufpkr/tsu-sup-sf-06-request-slip.docx		
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	<i>Inventory Staff Head</i> Supply and Property Management Unit
	1.2 Prepares checklist/ summary list and set schedule for Inventory	None	10 minutes	<i>Inventory Staff</i> Supply and Property Management Unit
2. Attends set schedule of Inventory	2.1 Conducts Inventory	None	4 working days	<i>Inventory Staff</i> Supply and Property Management Unit
	2.2 Prepares report on the conducted Inventory which includes list of Missing Property Accountabilities	None	2 working day	<i>Inventory Staff</i> <i>Inventory Committee</i> Supply and Property Management Unit <i>Accounting Staff</i> 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	<i>Inventory Staff</i> 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 accountabilities	10 minutes	<i>Cashiering Staff</i> Cashiering Unit
	4.2 Receives and Records proof of settlement	None	5 minutes	<i>PPE Staff</i> Supply and Property Management Unit
	4.3 Drops property in the database/ Inventory Record	None	5 hours	<i>PPE Staff</i> Supply and Property Management Unit
TOTAL Without missing property accountabilities:		None	6 Working Days, and 20 Minutes	
TOTAL With missing accountabilities:		Amount of assessed missing accountability/ies	6 Working Days, 5 Hours, and 40 Minutes	



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

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

Office or Division:	Supply and Property Management Unit (SPMU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	End-users/ Accountable Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip (1 Original Copy)		Supply and Property Management Unit/ Downloadable at the TSU Website https://www.tsu.edu.ph/media/yjufpkr/tsu-sup-sf-06-request-slip.docx		
2. Fully Accomplished Inspection Report (1 Original Copy)		Facility Maintenance 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	None	10 minutes	<i>Receiving Staff</i> <i>Inventory Staff</i> <i>Head</i> Supply and Property Management Unit
	1.2 Prepares and Issue Pull out Receipt	None	30 minutes	<i>Inventory Staff</i> Supply and Property Management Unit
2. Receives pull out Receipt	2.1 Pull out the properties to be returned	None	2 working days	<i>Inventory Staff</i> 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	<i>Inventory Staff</i> <i>Head</i> 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip (1 Original Copy)		Supply and Property Management Unit/ Downloadable at the TSU Website https://www.tsu.edu.ph/media/yjufpkr/tsu-sup-sf-06-request-slip.docx		
2. Fully Accomplished Inspection Report (1 Original Copy)		Facility Maintenance 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	None	10 minutes	<i>Receiving Staff Inventory Staff Head Supply and Property Management Unit</i>
	1.2 Prepares Inventory Transfer Receipt for Semi-Expendable <i>Property, Plant and Equipment</i> and Property Transfer Receipt for <i>Property, Plant and Equipment</i> items	None	1 hour	<i>Inventory Staff Head Supply and Property Management Unit</i>
	1.3 Prepares Inventory Custodian Slip for Semi-Expendable <i>Property, Plant and Equipment</i> and Property Acknowledgement Receipt for PPE items to the new End-user	None	1hour	<i>Property, Plant and Equipment Staff Head Supply and Property Management Unit</i>



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



6. Processing of Request to Condemn Unserviceable Property Accountabilities

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

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



Procurement Unit

External Services



1. Processing of Purchase Request / Job Order

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

Office or Division:	Procurement Unit - Planning & Canvassing Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Units, Offices and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Funding Form (3 Original Copies)		Budget Monitoring Unit		
2. Accomplished Purchase Request Form (3 Original Copies)		Downloadable from TSU Portal (https://www.tsu.edu.ph/media/2vynentz/purchase-request.xlsx)		
3. Requisition and Issue Slip (3 Original Copies)		Downloadable from TSU Portal https://www.tsu.edu.ph/media/hw1j3hyp/requisition-and-issue-slip.docx		
4. Accomplished Job Order Form (3 Original Copies)		Downloadable from TSU Portal (https://www.tsu.edu.ph/media/klnoiy/job-order.docx)		
5. Purchase Request (5 Original Copies)		Contract Management Division, Procurement Unit		
6. Job Order (3 Original Copies)		Contract Management Division, Procurement Unit		
7. <i>For Infrastructure Projects</i> , Designs or Layout (<i>if applicable</i>)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies to the receiving Staff-in-Charge of the Procurement Unit.	1.1 Receives the approved Purchase Request or Job Order along with the supporting documents and attached form for the number of days to process: Period of Action-SF 076.	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 <i>Staff-in-Charge</i> 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	<i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division <i>Staff-in-Charge</i> 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	<i>Document Controller</i> Procurement Unit <i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division <i>Staff-in-Charge</i> Procurement Unit
	1.6 Prepares the bidding documents for the processing of request under public bidding.	None	2 working days	<i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division <i>Staff-in-Charge</i> Procurement Unit – Bids and Awards Committee Secretariat Division



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

	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	<i>Staff-in-Charge</i> 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	<i>Document Controller</i> 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	<i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division <i>Staff-in-Charge</i> Procurement Unit
	1.15 Forwards the Notice of Award to the Office of the President for Approval.	None	1 working day	<i>Staff-in-Charge</i> 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	<i>Staff-in-Charge</i> 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	<i>Staff-in-Charge</i> Contract Mgt. Division
	1.19 Forwards copy of duly confirmed Purchase Order/Work Order (PO/WO) to the Commission on Audit.	None	5 minutes	<i>Staff-in-Charge</i> 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	<i>Staff-in-Charge</i> 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	<i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division <i>Staff-in-Charge</i> Procurement Unit <i>Staff-in-Charge</i> Planning and Canvassing Division <i>Document Controller</i> Procurement Unit
2. Receive notification on the approval of their request.	2. Informs the client on the approval of their request.	None	5 minutes	<i>Staff-in-Charge</i> Procurement Unit <i>Staff-in-Charge</i>



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



2. Process of Acquiring Bidding Documents

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

Office or Division:	Procurement Unit - Bids and Awards Committee (BAC) Secretariat Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	All Eligible Business Entity/ies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (1 Original Copy or 1 Electronic Copy)		The client will provide		
2. <i>If Paid via Over-the-Counter</i> , Official Receipt (1 Photocopy)		Cashiering Unit		
3. <i>If Paid via Online Banking</i> , Official Receipt (1 Scanned Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies.	1.1 Receives the Letter of Intent and other requirements from prospective bidders.	None	5 minutes	<i>Staff-in-Charge</i> BAC Secretariat Procurement Unit
	1.2 Assesses the submitted requirements and informs the contractors / suppliers on the fee.	None	5 minutes	<i>Staff-in-Charge</i> BAC Secretariat Procurement Unit
2. Pay the fee at the Cashiering Unit.	2. Receives payment and issues Official Receipt.	<i>Maximum Cost of Bidding Documents Based on the Approved Budget for the Contract (ABC)</i> <i>(See table below)</i>	5 minutes	<i>Staff-in-Charge</i> 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	<i>Staff-in-Charge</i> BAC Secretariat Procurement Unit



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



Procurement Unit

Internal Services



1. Processing of Purchase Request / Job Order

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

Office or Division:	Procurement Unit - Planning & Canvassing Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Units, Offices and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Funding Form (3 Original Copies)		Budget Monitoring Unit		
2. Accomplished Purchase Request Form (3 Original Copies)		Downloadable from TSU Portal (https://www.tsu.edu.ph/media/2vynentz/purchase-request.xlsx)		
3. Requisition and Issue Slip (3 Original Copies)		Downloadable from TSU Portal (https://www.tsu.edu.ph/media/hw1j3hyp/requisition-and-issue-slip.docx)		
4. Accomplished Job Order Form (3 Original Copies)		Downloadable from TSU Portal (https://www.tsu.edu.ph/media/klnloyn/job-order.docx)		
5. Purchase Request (5 Original Copies)		Contract Management Division, Procurement Unit		
6. Job Order (3 Original Copies)		Contract Management Division, Procurement Unit		
7. <i>For Infrastructure Projects</i> , Designs or Layout (<i>if applicable</i>)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements and present all original copies to the receiving Staff-in-Charge of the Procurement Unit.	1.1 Receives the approved Purchase Request or Job Order along with the supporting documents and attached form for the number of days to process: Period of Action-SF 076.	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 <i>Staff-in-Charge</i> 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	<i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division <i>Staff-in-Charge</i> 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	<i>Document Controller</i> Procurement Unit <i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division <i>Staff-in-Charge</i> Procurement Unit
	1.6 Prepares the bidding documents for the processing of request under public bidding.	None	2 working days	<i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division <i>Staff-in-Charge</i> Procurement Unit – Bids and Awards Committee Secretariat Division



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



	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	<i>Staff-in-Charge</i> 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	<i>Document Controller</i> 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	<i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division <i>Staff-in-Charge</i> Procurement Unit
	1.15 Forwards the Notice of Award to the Office of the President for Approval.	None	1 working day	<i>Staff-in-Charge</i> 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	<i>Staff-in-Charge</i> 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	<i>Staff-in-Charge</i> Contract Mgt. Division
	1.19 Forwards copy of duly confirmed Purchase Order/Work Order (PO/WO) to the Commission on Audit.	None	5 minutes	<i>Staff-in-Charge</i> 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	<i>Staff-in-Charge</i> 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	<i>Secretariat</i> Procurement Unit – Bids and Awards Committee Secretariat Division <i>Staff-in-Charge</i> Procurement Unit <i>Staff-in-Charge</i> Planning and Canvassing Division <i>Document Controller</i> Procurement Unit
2. Receive notification on the approval of their request.	2. Informs the client on the approval of their request.	None	5 minutes	<i>Staff-in-Charge</i> Procurement Unit <i>Staff-in-Charge</i>



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



Civil Security Unit

External Services



1. Processing of Request for CCTV Footage Review

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

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



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



2. Processing of Action for Complaints

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

Office or Division:	Civil Security Unit (CSU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Complaint (1 Original Copy and 1 Duplicate Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the needed document.	1.1 Accepts the document and inputs transaction or control number.	None	1 minute	<i>Administrative Aide & Unit Head Civil Security</i>
	1.2 Gathers information from the complainant and other factors.	None	15 minutes	<i>Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit</i>
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	<i>Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit</i>
	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	<i>Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit</i>
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	<i>Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit</i>
TOTAL:		None	20 Working Days &	



		28 Minutes	
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* *The total turnaround time considers the severity of the complaint being investigated.*



Civil Security Unit

Internal Services



1. Processing of Request for CCTV Footage Review

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

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



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



2. Processing of Action for Complaints

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

Office or Division:	Civil Security Unit (CSU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Complaint (1 Original Copy and 1 Duplicate Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the needed document.	1.1 Accepts the document and inputs transaction or control number.	None	1 minute	<i>Administrative Aide & Unit Head Civil Security</i>
	1.2 Gathers information from the complainant and other factors.	None	15 minutes	<i>Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit</i>
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	<i>Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit</i>
	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	<i>Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit</i>
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	<i>Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit</i>
TOTAL:		None	20 Working Days &	



		28 Minutes	
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* *The total turnaround time considers the severity of the complaint being investigated.*



Dental Unit

Internal Services



1. Process of Securing a Dental Certificate

This service allows clients to secure a dental certificate.

Office or Division:	Dental Unit (DU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Currently Enrolled TSU Students and TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form <i>TSU-DHO-SF-10</i> (1 Original Copy)		Dental Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form for Dental Certificate.	1.1 Reviews the request together with the dental record of the requisite.	None	8 minutes	<i>Dentist</i> Dental Unit
	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.			<i>Dental Clerk</i> Dental Unit
	1.5 Certifies and signs the dental certificate, if there is no error found. <i>Note: If there's an error found, return to the Dental Clerk for correction. Then, certify and sign.</i>			<i>Dentist</i> Dental Unit
2. Register at the Daily Accomplishment Log (<i>TSU-DHO-SF-14</i>), when told to do so by the Dental Clerk.	2. Releases the certificate once certified or signed by the dentist.	None	20 minutes	<i>Dentist and Dental Clerk</i> Dental Unit
TOTAL:		None	28 Minutes	



Medical Unit
Internal Services



1. Process of Issuance of Medical Certificate

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

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

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

Office or Division:	Medical Unit (MU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Currently Enrolled TSU Students and TSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (1 Original Copy)		The client will provide		
2. Covid-19 Vaccination Card (1 Original Copy)				
3. Eligibility Form <i>if applicable</i> (1 Original Copy)		Sports Development and Management Unit		
4. Accomplished and Duly Signed Request Form <i>TSU-MSO-SF-06</i> with attachment/s - (1 Original Copy)		Medical Unit		
5. Laboratory Result, <i>if required by the host company of On-The-Job Training</i> (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary documents.	1.1 Receives and verifies the submitted documents.	None	1 minute	<i>Nurse-on-Duty</i> Medical Unit
	1.2 Prepares the Medical Certificate and gathers data.	None	1 minute	<i>Nurse-on-Duty</i> Medical Unit
	1.3 Assesses and evaluates the findings of the data gathered.	None	3 minutes	<i>Nurse-on-Duty</i> Medical Unit
	1.3.1 <i>If findings are normal</i> , endorses the results of data gathering to the Medical Doctor for signing.	None	5 minutes	<i>Nurse-on-Duty</i> Medical Unit
	1.3.2 <i>If with inconclusive findings</i> , refers to the Medical Doctor. If the MD is not available, schedules a consultation.	None	5 minutes	<i>Nurse-on-Duty</i> Medical Unit



2. With Inconclusive Findings, proceed to the Medical Doctor (or on the schedule date)	2.1. Evaluates the data gathered and conducts further Physical Examination.	None	15 minutes	<i>Medical Doctor Medical Unit</i>
	2.2. Evaluates the findings and gives recommendation.	None	30 minutes	<i>Medical Doctor Medical Unit</i>
	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 Medical Certificate and/or Health Teaching (as needed), and fill out the logbook.	3.1 Explains the validity of the Medical Certificate.	None	3 minutes	<i>Nurse-on-Duty Medical Unit</i>
	3.2 Instructs the client to sign the Medical Certificate and logs on the Student Medical Certificate (SMC) logbook.	None	2 minutes	<i>Nurse-on-Duty Medical Unit</i>
	3.3 Releases the Medical Certificate.	None	2 minutes	<i>Nurse-on-Duty Medical Unit</i>
TOTAL:		None	1 Hour & 7 Minutes	



Pollution Control and Safety Unit

Internal Services



1. Processing of Request for Safety Inspection of College-Based Events and Assistance for University-Wide Events and Activities

The service offers assistance to all offices and colleges in inspecting the area/ venue of an activity/program which will determine hazards and risk that may cause an incident. This will enable the prevention of such incidents during the activity/program.

Office or Division:	Pollution Control and Safety Unit (PCSU)			
Classification:	College-based Events – Simple University-wide Events and Activities – Highly Technical			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request Letter of the Activity and the Assistance to Inspect the Venue (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved request letter of inspection addressed to PCSU Unit Head.	1.1 Receives the letter from the requesting office.	None	5 minutes	Staff Pollution Control and Safety Unit
	1.2 Reviews and confirms the letter as an approval of the inspection.	None	10 minutes	Staff Pollution Control and Safety Unit
2. Receive the date for the inspection.	2. Informs the client regarding the date of inspection.	None	5 minutes	Staff Pollution Control and Safety Unit
3. Inspect together with Pollution Control and Safety Unit personnel.	3. Inspects the area or venue of the event with the presence of the client.	None	2 hours	Staff Pollution Control and Safety Unit
	<i>Note: If there are non-conformity found the area/venue, generate an Occupational Health and Safety Site Observation Report (TSU-PCS-SF-10).</i>	None	1 hour	
4. Receive the Occupational and Safety Site Observation report.	4. Communicates non-conformity/ies by forwarding the Occupational Health and Safety Site Observation Report for corrective action.	None	1 hour	Staff Pollution Control and Safety Unit



	<i>Note: If there are no non-conformity/ies, proceed to Agency Action No. 6.1.</i>			
5. Act on the non-conformity indicated in the given Occupational Health and Safety Site Observation Report.	5. Re-inspects the area for verification of the corrective action done by the client.	None	2 hours	Staff Pollution Control and Safety Unit
6. Receive the Certificate (TSU-PCS-SF-12).	6.1 Issues the Certificate (TSU-PCS-SF-12).	None	1 hour	Staff Pollution Control and Safety Unit
	6.2 Logs the document/s issued to the PCS Document Log (TSU-PCS-SF-01).	None	30 minutes	Staff Pollution Control and Safety Unit
7. For University-wide events and activities: Comply to the health and safety protocols and guidelines and attend the event.	7. For University-wide events and activities: Assists during the event.	None	6 calendar days	Staff Pollution Control and Safety Unit
8. For University-wide events and activities: Receive the Occupational and Safety Site Observation report.	8. For University-wide events and activities: After the event, communicates non-conformity/ies by forwarding the Occupational Health and Safety Site Observation Report for corrective action.	None	1 working day	Staff Pollution Control and Safety Unit
TOTAL FOR COLLEGE-BASED EVENTS, IF COMPLIANT:		None	3 Hours & 50 Minutes	
TOTAL FOR COLLEGE-BASED EVENTS, IF NON-COMPLIANT:		None	7 Hours & 50 Minutes	



TOTAL FOR UNIVERSITY WIDE EVENTS OR ACTIVITIES, IF COMPLIANT:	None	7 Days, 3 Hours & 50 Minutes	
TOTAL FOR UNIVERSITY WIDE EVENTS OR ACTIVITIES, IF NON-COMPLIANT:	None	7 Days, 7 Hours & 50 Minutes	



Office of the Vice President for Academic Affairs

Internal Services



1. Processing of Inter-Office Communication and Transactions

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

Office or Division:	Office of the Vice President for Academic Affairs
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	TSU Employees & Students
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. Travel Order for Students on Local Off-Campus Activities	
1. Letter of Invitation (1 Original Copy)	Office of the College Dean
2. Endorsement (1 Original Copy)	
3. Letter of Request to Attend and Participate in the Activity (1 Original Copy)	
4. Photocopy of Student's ID (1 Original Copy)	The client will provide
5. Certificate of Registration (1 Original Copy)	
6. Medical Clearance (1 Original Copy)	University Medical Clinic
7. Duly Notarized Signed Consent Form by Parent / Guardian (1 Original Copy)	Office of Student Affairs and Services
8. Itinerary of the Trip / Activity with Minutes of the Meeting of the Organization (1 Original Copy)	Secretariat of the Student Organization / Student Organization Adviser
9. If Financial Collection is Required , Breakdown of Budget or Expenses (1 Original Copy)	
10. Minutes of Meeting with Parents or Guardians (1 Original Copy) (if applicable)	Secretariat of the Student Organization / Student Organization Adviser / Office of the College Dean
11. Transportation for the Activity	TSU Motor pool
12. If No TSU Vehicle is Available , – Insurance of the vehicle – Certification in good condition of the vehicle – Certification that the driver has acceptable driving record) (1 Original Copy)	Transportation Provider
13. For Supervising Faculty or Personnel-in-Charge, if the Faculty - Student Ratio is 1:30 , Accomplished Faculty Loading and Make-up form (1 Original Copy)	Office of the College Dean
B. Individual Performance Commitment and Review (IPCR) / Department Performance Commitment and Review (DPCR) – (Faculty Personnel)	
1. For Faculty Member –	The client will provide



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)	Department Chairpersons / College Deans			
C. Payroll / Voucher / Request to Render Overtime/ Request for Funding				
1. Letter to Request to Render Overtime, <i>if any</i> (1 Original Copy)	The client will provide			
2. Accomplished Authority to Render Overtime Services TSU-ASU-SF-02 - (1 Original Copy)	Office of the Vice President for Academic Affairs or download at https://www.tsu.edu.ph/media/1mikgujh/tsu-asu-sf-02-authority-to-render-overtime.docx			
3. Approved Request Letter (1 Original Copy)	Office of the College Dean / Unit Director			
4. Approved Special Order and Daily Time Record (1 Original Copy)				
D. Special Order for Lecturers, Part-timers, and Tenured Faculty with Honorarium Classes				
1. Faculty Loading with Specified Number of Students (1 Original Copy)	Office of the College Dean / Department Chairperson			
E. Travel Order for Teaching Personnel				
1. Invitation Letter (1 Original Copy)	The client will provide			
2. Endorsement Letter (1 Original Copy)	Office of the College Dean			
3. Faculty Loading (1 Original Copy)	Respective College			
4. For weekday official travel/business , Signed make-up class form (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to the Office of the Vice President for Academic Affairs.	1.1 Receives and reviews the completeness of the submitted documents. <i>Note: If submitted documents are incomplete, return and inform the lacking.</i>	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 Hour & 15 Minutes	



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 Division:	Office of the Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Existing and Incoming TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SHIFTERS				
1. Accomplished Application Form for Shifter <i>TSU-REG-SF-13</i> – (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/3bpl3ifq/h-application-form-for-shifter.pdf		
2. Report of Grades (1 Original Copy)		The client will provide (from Student Portal)		
3. Counseling Report (1 Original Copy)		Guidance and Counseling Unit		
B. FOR RETURNEES				
1. Accomplished Notice of Acceptance <i>TSU-ORA-SF-14</i> - (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 Admission Slip <i>TSU-ORA-SF-15</i> – (1 Original Copy)		Office of Admission and Registration		
3. Report of Grades (1 Original Copy)		The client will provide (from Student Portal)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	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	<i>Faculty in-Charge College</i>
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. <i>Note: If no slot is available, inform the student.</i>	None	1 hour	<i>Faculty in-Charge College</i>
2. For Shifters: If a slot is available,	2. For Shifters: Releases the student via	None	2 hours	<i>Dean College</i>



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



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

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



2. Enrollment Procedure for Transferees and Second Coursers

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

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

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



1. Accomplished and Duly Signed Notice of Acceptance <i>TSU-REG-SF-14</i> – (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 <i>TSU-REG-SF-12</i> - (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			
3. Accomplished and Duly Signed Admission Slip <i>TSU-REG-SF-05</i> – (1 Original Copy)	Office of Admission and Registration			
4. Transfer of Credentials or Honorable Dismissal (1 Original Copy)	Previous School or University			
5. Official Transcript of Records (TOR) or Duly Signed (<i>by Registrar</i>) 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)				
7. Philippine Statistics Authority (PSA) – Birth Certificate (1 Photocopy)	The client will provide			
8. Self-Stamped Mailing Envelope (1 pc)				
9. Medical Certificate (1 Original Copy)				
10. Long Brown Envelope (1 pc)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Transferees: Proceed to the College Dean of the chosen course to secure his/her signature on the Notice of Acceptance form and Accreditation form.	1. For Transferees: Receives and checks the Notice of Acceptance and Accreditation form if properly filled-out and signs on the College Dean section. <i>Note: If with unaccomplished form/s, return the form/s to the applicant.</i>	None	2 hours	College Clerk College & Dean College
For 2nd Coursers: Proceed to the college of the chosen course to secure the approval of the College Dean	For 2nd 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. <i>Note: If with unaccomplished form, return the form to the applicant.</i>			
2. Submit the accomplished and duly signed forms with other related documents to the Office of Admission and Registration.	2. For Transferees: Receives and evaluates the completeness of documents presented. For 2nd Coursers: Receives and evaluates the completeness of documents presented and encodes the name of the student in the Enrollment System. <i>Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the applicant.</i>	None	45 minutes	Staff-in-Charge Office of Admission and Registration
		None	45 minutes	Staff-in-Charge Office of Admission and Registration
3. For Transferees: Receives the Payment Slip. For 2nd Coursers: Receives the Admission Slip with Student Number.	3. For Transferees: Issues Payment Slip for the Validation / Accreditation Fee. For 2nd Coursers: Issues Admission Slip with Student Number.	None	3 minutes	Staff-in-Charge Office of Admission and Registration
		None	15 minutes	Staff-in-Charge Office of Admission and Registration



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



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



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

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



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

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

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

Office or Division:	Office of the Admission and Registration (OAR)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	All Incoming Graduate School Enrollees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR PROFESSIONAL EDUCATION TAKERS		
1. Transfer Credentials / Honorable Dismissal (1 Original Copy)	Previous School / University	
2. Official Transcript of Records (TOR) or Duly Signed (<i>by Registrar</i>) Copy of Grades Used for Evaluation (1 Original Copy)		
3. 2x2 Colored Picture with Name Tag (<i>Last Name, First Name, Middle Name</i>) (2 Original Copies)	The client will provide	
4. TSU Psychological Test Result (1 Original Copy)	Student Affairs Services – Testing, Evaluation and Monitoring Services Unit	
5. Accomplished and Duly Signed Application Form <i>TSU-REG-SF-12</i> – (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/skqbckmq/b-application-form-for-admission-graduate-school-prof-ed-takers-2nd-courser-and-transferees.pdf	
6. Accomplished and Duly Signed Admission Slip <i>TSU-REG-SF-05</i> – (1 Original Copy)	Office of Admission and Registration	
7. Accomplished and Duly Signed Notice of Acceptance <i>TSU-REG-SF-14</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/432jmwug/k-notice-of-acceptance.pdf	
8. Philippine Statistics Authority (PSA) Birth Certificate (1 Photocopy)	The client will provide	
9. For Female Married Student – Philippine Statistics Authority (PSA) – Marriage Certificate (1 Photocopy)		
10. Self-Stamped Mailing Envelope (1 pc)		
11. Medical Certificate (1 Original Copy and 1 Photocopy)		
12. Long Brown Envelope (1 pc)		



13. Official Receipt or Deposit Slip (for Online and Bank Payment) of the Tuition and Miscellaneous Fees – (1 Original Copy and 1 Photocopy)	Cashiering Unit or Bank
B. FOR MASTERAL AND DOCTORAL	
1. Transfer of Credential or Honorable Dismissal (1 Original Copy)	The client will provide
2. Official Transcript of Records (TOR) or Duly Signed (<i>by Registrar</i>) Copy of Grades Used for Evaluation (1 Original Copy)	
3. 2x2 Colored Picture with Name Tag (<i>Last Name, First Name, Middle Name</i>) (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 Application Form <i>TSU-REG-SF-12</i> – (1 Original Copy)	Office of the 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
9. Accomplished and Duly Signed Notice of Acceptance <i>TSU-REG-SF-14</i> - (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/432jmwug/k-notice-of-acceptance.pdf
10. Official Receipt or Deposit Slip (for online and bank payment) of the Tuition and Miscellaneous Fees – (1 Original Copy and 1 Photocopy)	Cashiering Unit or Bank
C. FOR JURIS DOCTOR	
1. Transfer of Credential or Honorable Dismissal (1 Original Copy)	The client will provide
2. Official Transcript of Records (TOR) or Duly Signed (<i>by Registrar</i>) Copy of Grades Used for Evaluation (1 Original Copy)	
3. 2x2 Colored Picture with Name Tag (<i>Last Name, First Name, Middle Name</i>) (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)	



6. Self-Stamped Mailing Envelope (1 pc)				
7. Medical Certificate (1 Original Copy and 1 Photocopy)				
8. Accomplished and Duly Signed TSU-REG-SF-29 - (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/bpqelbo4/e-application-for-admission-school-of-law.pdf		
9. PhilSAT Result or Certificate of Exemption (1 Original Copy)		Legal Education Board / Dean's Office		
10. Juris Doctor's Additional Required Subjects: English – 18 Units Social Science – 18 Units Math – 6 Units		Office of Admission and Registration – College-in-Charge		
11. Official Receipt or Deposit Slip (for Online and Bank Payment) of the Tuition and Miscellaneous Fees – (1 Original Copy and 1 Photocopy)		Cashiering Unit or Bank		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the college of the chosen course, with the complete set of documents, to inform intention to enroll.	1.1 Conducts initial screening in the chosen college. <i>Note: If the applicant passed the initial screening, proceed to the Office of Admission and Registration for the submission of requirements.</i> <i>Note: If failed, applicant is not allowed to enroll.</i>	None	1 hour	Dean College
	1.2 Forwards list of applicants to Office of Administration and Registration	None	1 working day	Clerk College
2. For Walk-In: Submit the needed requirements to the Office of Admission and Registration via drop off or thru courier addressed to Registrar,	2.1.1 For Walk-In: Receives and checks completeness of the submitted requirements. <i>Note: If incomplete requirements, accept the</i>	None	20 minutes	Staff-in-Charge Office of Admission and Registration



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



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



<p>online payment or bank deposit.</p> <p><i>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.</i></p> <p><i>Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details:</i></p> <p>Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501</p> <p><i>For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit.</i></p> <p><i>Note: Verifying your payment will take several days due to the need of updating the TSU bank account.</i></p>		<p>For Doctoral – Php 1,000.00 per unit</p>		
<p>5. For Walk-In:</p>	<p>5.1.1 For Walk-In:</p>	<p>For Masteral</p>	<p>1 hour</p>	<p>Staff-in-Charge Cashiering Unit</p>



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



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

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



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

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

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

Office or Division:		Office of the Admission and Registration (OAR)		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Incoming Freshmen Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Grade 12 Form 138 (1 Original Copy and 1 Photocopy)		The client will provide		
2. Philippine Statistics Authority (PSA) Birth Certificate (1 Photocopy)				
3. For Female Married Student – Philippine Statistics Authority (PSA) – Marriage Certificate (1 Photocopy)				
4. Certificate of Good Moral (1 Original Copy and 1 Photocopy)				
5. 2x2 Colored Picture with Name Tag (Last Name, First Name, Middle Name) - (2 Original Copies)				
6. Self-Stamped Mailing Envelope (1 pc)				
7. Medical Certificate (1 Original and 1 Photocopy)				
8. Accomplished Application Form for College Enrollment <i>TSU-ARO-SF-02-</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/30qhkrxc/c-application-form-for-college-enrollment-freshmen-student.pdf		
9. TSU College Admission Test Result (1 Original Copy)		Testing, Evaluation and Monitoring Services Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents to the Office of Admission and Registration.	1. Receives and checks all submitted documents. <i>Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the applicant.</i>	None	1 hour	Staff-in-Charge Office of Admission and Registration
2. Receive the	2. Issues the	None	7 minutes	Staff-in-Charge



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



5. Enrollment Procedure for Freshman Enrollees (ONLINE)

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

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

Office or Division:		Office of the Admission and Registration (OAR)		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Incoming Freshman Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Grade 12 Form 138 (1 Original Copy and 1 Photocopy)		The client will provide		
2. Philippine Statistics Authority (PSA) Birth Certificate (1 Photocopy)				
3. For Female Married Student – Philippine Statistics Authority (PSA)- Marriage Certificate (1 Photocopy)				
4. Certificate of Good Moral (1 Original Copy and 1 Photocopy)				
5. 2x2 Colored Picture with Name Tag (Last Name, First Name, Middle Name) (2 Original Copies)				
6. Self-Stamped Mailing Envelope (1 pc)				
7. Medical Certificate (1 Original and 1 Photocopy)				
8. Accomplished Application Form for College Enrollment TSU-ARO-SF-02 - (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/30qhkrxc/c-application-form-for-college-enrollment-freshmen-student.pdf		
9. TSU college Admission Test Result (1 Original Copy)		Testing, Evaluation and Monitoring Services Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive notification regarding the qualification and confirm his/her slot.	1.1 Notifies chosen and eligible aspiring TSU students based on each college's qualifications thru TSU CAT website.	None	1 working day	Staff-in-Charge Testing, Evaluation and Monitoring Services Unit
	1.2 Generates and forwards the list of qualified students, with confirmed slots, for the creation of student number to the	None	2 hours	Staff-in-Charge Testing, Evaluation and Monitoring Services Unit



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



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



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

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

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

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Cross-Enrollees from Other State Universities or Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Permit to Cross-Enroll (1 Original Copy)		Previous School or University		
2. Duly Signed Notice of Acceptance TSU-REG-SF-14 - (1 Original Copy)		Downloadable thru this link: https://www.tsu.edu.ph/media/432jmwug/k-notice-of-acceptance.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire verbally to the receiving college if there is an available slot for the subject to be enrolled.	1.1 Checks and informs if there is an available slot or none.	None	1 working day	Faculty-in-Charge Receiving College
	1.2 Briefs the client about the schedule of the enrolment.	None		
2. Proceed to the releasing State University or College and have the requirements signed.	2. Signs all the needed documents.	None	1 working day	Faculty-in-Charge Releasing State University or College
3. Submit the duly signed (Receiving College Dean) Notice of Acceptance and Permit to Cross-enroll to the Office of Admission and Registration.	3.1 Receives the signed requirements.	None	2 hours	Staff-in-Charge Office of Admission and Registration
	3.2 Encodes the information of the student in the Enrollment System.	None		
	3.3 Issues Admission slip with student number.	None		
4. Proceed to the College for the enrollment.	4.1 Conducts pre-registration / enrollment.	None	2 hours	Faculty-in-Charge Receiving College



	<p>4.2 Tagging of free tuition, <i>if eligible</i>.</p> <p><i>Note: If not eligible, proceed to the Cashiering unit for the assessment of payment.</i></p>	None	2 hours	Staff-in-Charge Office of Management Information System
<p>5. Pay the required fees to the TSU Cashiering Unit.</p> <p><i>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.</i></p>	5. Process the payment.	<p>Prof. Ed - PHP 260/unit</p> <p>Day class - PHP 200/unit</p> <p>Evening Class - PHP 260/unit</p>	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.tsu.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:		<p>Tuition Fee = Amount per Unit × Number of Units Enrolled</p>	3 Working Days & 30 Minutes	

**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 or Division:	Office of Admission and Registration (OAR)			
Classification:	Complex – Request for other documents Highly Technical – Request for Diploma			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Alumni and Currently Enrolled Students at the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Student Clearance (1 Original Copy)		Office of Admission and Registration or download at https://tsu.edu.ph/media/aianidjs/l-student-clearance-form.pdf		
2. Accomplished Request Form TSU-ARO-SF-21 – (1 Original Copy)		Office of Admission and Registration or download at https://tsu.edu.ph/media/rxjlwhlx/o-request-form-and-claim-stub.pdf		
3. Student ID		The client will provide		
4. Documentary Stamps (2 pcs)				
5. For Transferees , Form 137-A (Copy for TSU) / Transcript of Record (1 Original Copy)				
6. If the Requestor is Not Present , a. Authorization letter (1 Original Copy) b. Requestor's valid ID (1 Photocopy) c. Representative's valid ID (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Online: Send accomplished Request Form at ora@tsu.edu.ph . For Walk-In: Submit accomplished Request Form.	1.1 Receives the accomplished Request Form.	None	10 minutes	<i>Staff-in-Charge</i> Request Section Office of Admission and Registration
	1.2 Determines the list of requested documents.	None	1 hour	
	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.ph .	2.1 Checks e-mails to view the request.	None	3 hours	<i>Staff-in-Charge of Online Request Office of Admission and Registration</i>
	2.2 Receives the accomplished Request Form.	None	10 minutes	<i>Staff-in-Charge of Online Request Office of Admission and Registration</i>
	2.3 Prints the request form and endorses to either the Registrar-in-Charge or Request Section (depending on the request).	None	10 minutes	<i>Staff-in-Charge of Online Request Office of Admission and Registration</i>
	2.4 Determines the list of requested documents.	None	1 hour	<i>Staff-in-Charge of Online Request Office of Admission and Registration</i>
	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	<i>Staff-in-Charge of Online Request Office of Admission and Registration</i>
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	<i>Staff-in-Charge of Online Request Office of Admission and Registration</i>
	3.2 Process the requested document/s	None	5 working days For the diploma – 12 working days	<i>Staff-in-Charge of Online Request Office of Admission and Registration</i>
4. Pay the required fees thru online or	4. Process the payment	<i>See table below</i>	1 hour	<i>Staff-in-Charge Cashiering Unit</i>



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

Academic Document	Amount
1. Official Transcript of Record and other certificate	PHP 100.00/page
2. Bona fide	PHP 200.00
3. Consular	PHP 150.00
4. Diploma	PHP 300.00
5. Certified Photocopy	PHP 20.00/page



8. Processing of Request for Transcript of Records of Graduates

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

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Signed Student Clearance (1 Original Copy)		Admission and Registration Office or download at https://tsu.edu.ph/media/aianidjs/l-student-clearance-form.pdf		
2. For CCS Graduate and Graduate School - Memo of Agreement / Distribution Letter (1 Original Copy)		The client will provide		
3. Documentary Stamps (2 pcs.)				
4. For Transferees - Form 137-A / Transcript of Records with Remarks "Copy for TSU" (1 Original Copy)				
5. If the Requestor is Not Present, a. Authorization Letter (1 Original Copy) b. Requestor's Valid ID (1 Photocopy) c. Representative's Valid ID (1 Photocopy)				
6. Alumni Fee Receipt (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Go to the Staff-in-Charge of Records to request for the first copy of Transcript of Records. For Online: Email the Staff-in-Charge of Records Regarding the First Copy of the 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. For Online: Checks email to respond to the requests.	None None	30 minutes 1 hour	<i>Staff-in-Charge of Records</i> Office of Admission and Registration



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

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



9. Issuance of Temporary Notice of Acceptance for Foreign Student

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

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	New Foreign Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application form for Foreign Student <i>TSU – ORA – SF – 06</i> (1 Original Copy)		Office of Admission and Registration		
2. 2x2 Colored Pictures on White Background Taken Within the Last Six (6) Months - (2 Original Copies)		The client will provide		
3. Transcript of Records/Certificate of Completion / Graduation Duly Notarized and Authenticated by the Philippine Embassy or Consulate in Their Country (1 Original Copy)		Previous School / University		
4. Personal Data, Passport with Approved Student Visa, Alien Certificate of Registration (ACR) (1 Original Copy)		The client will provide		
5. Birth Certificate or Its Equivalent Duly Authenticated by the Philippine Foreign Service Post (1 Original Copy)				
6. Notarized Affidavit of Support and Proof of Adequate Financial Support (1 Original Copy)				
7. Result of IELTS/TOEFL/ TOEIC (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email to the Office of International Affairs and Linkages (oja@tsu.edu.ph) to inquire about the requirements of Foreign Students and send complete requirements.	1.1 Receives, checks, and evaluates the documents provided by the International Affairs.	None	30 minutes	Staff-in-Charge of Foreign Students Office of Admission and Registration
	1.2 Prepares the Temporary Notice of Acceptance and submits to International Affairs.	None	3 hours	



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



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
TOTAL FOR WALK-IN TRANSACTION:		Tuition Fee = Amount per Unit X Number of Units Enrolled	9 Hours & 30 Minutes	
TOTAL FOR ONLINE TRANSACTION:			10 Hours	

Description	Amount
1. 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 (Laboratory)	\$45/unit
Post Baccalaureate Program	
12. Post Baccalaureate Tuition Fee (Lecture)	\$35/unit
13. Post Baccalaureate Tuition Fee (Laboratory)	\$50/unit



Office of the Admission and Registration

Internal Services



1. Enrollment Procedure for Shifters and Returnees

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

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

Office or Division:	Office of the Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Existing and Incoming TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SHIFTERS				
1. Accomplished Application Form for Shifter <i>TSU-REG-SF-13</i> – (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/3bpl3ifq/h-application-form-for-shifter.pdf		
2. Report of Grades (1 Original Copy)		The client will provide (from Student Portal)		
3. Counseling Report (1 Original Copy)		Guidance and Counseling Unit		
B. FOR RETURNEES				
1. Accomplished Notice of Acceptance <i>TSU-ORA-SF-14</i> - (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 Admission Slip <i>TSU-ORA-SF-15</i> – (1 Original Copy)		Office of Admission and Registration		
3. Report of Grades (1 Original Copy)		The client will provide (from Student Portal)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	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	<i>Faculty in-Charge College</i>
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. <i>Note: If no slot is available, inform the student.</i>	None	1 hour	<i>Faculty in-Charge College</i>
2. For Shifters: If a slot is available,	2. For Shifters: Releases the student via	None	2 hours	<i>Dean College</i>



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



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

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



2. Enrollment Procedure for Transferees and Second Coursers

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

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

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



1. Accomplished and Duly Signed Notice of Acceptance <i>TSU-REG-SF-14</i> – (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 <i>TSU-REG-SF-12</i> - (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			
3. Accomplished and Duly Signed Admission Slip <i>TSU-REG-SF-05</i> – (1 Original Copy)	Office of Admission and Registration			
4. Transfer of Credentials or Honorable Dismissal (1 Original Copy)	Previous School or University			
5. Official Transcript of Records (TOR) or Duly Signed (<i>by Registrar</i>) 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)				
9. Medical Certificate (1 Original Copy)				
10. Long Brown Envelope (1 pc)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Transferees: Proceed to the College Dean of the chosen course to secure his/her signature on the Notice of Acceptance form and Accreditation form.	1. For Transferees: Receives and checks the Notice of Acceptance and Accreditation form if properly filled-out and signs on the College Dean section. <i>Note: If with unaccomplished form/s, return the form/s to the applicant.</i>	None	2 hours	College Clerk College & Dean College
For 2nd Coursers: Proceed to the college of the chosen course to secure the approval of the College Dean	For 2nd 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



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



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



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



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

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



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

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

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

Office or Division:	Office of the Admission and Registration (OAR)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	All Incoming Graduate School Enrollees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. FOR PROFESSIONAL EDUCATION TAKERS		
1. Transfer Credentials / Honorable Dismissal (1 Original Copy)	Previous School / University	
2. Official Transcript of Records (TOR) or Duly Signed (<i>by Registrar</i>) Copy of Grades Used for Evaluation (1 Original Copy)		
3. 2x2 Colored Picture with Name Tag (<i>Last Name, First Name, Middle Name</i>) (2 Original Copies)	The client will provide	
4. TSU Psychological Test Result (1 Original Copy)	Student Affairs Services – Testing, Evaluation and Monitoring Services Unit	
5. Accomplished and Duly Signed Application Form <i>TSU-REG-SF-12</i> – (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/skqbkcmq/b-application-form-for-admission-graduate-school-prof-ed-takers-2nd-courser-and-transferees.pdf	
6. Accomplished and Duly Signed Admission Slip <i>TSU-REG-SF-05</i> – (1 Original Copy)	Office of Admission and Registration	
7. Accomplished and Duly Signed Notice of Acceptance <i>TSU-REG-SF-14</i> (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/432jmwug/k-notice-of-acceptance.pdf	
8. Philippine Statistics Authority (PSA) Birth Certificate (1 Photocopy)	The client will provide	
9. For Female Married Student – Philippine Statistics Authority (PSA) – Marriage Certificate (1 Photocopy)		
10. Self-Stamped Mailing Envelope (1 pc)		
11. Medical Certificate (1 Original Copy and 1 Photocopy)		
12. Long Brown Envelope (1 pc)		



13. Official Receipt or Deposit Slip (for Online and Bank Payment) of the Tuition and Miscellaneous Fees – (1 Original Copy and 1 Photocopy)	Cashiering Unit or Bank
B. FOR MASTERAL AND DOCTORAL	
1. Transfer of Credential or Honorable Dismissal (1 Original Copy)	The client will provide
2. Official Transcript of Records (TOR) or Duly Signed (<i>by Registrar</i>) Copy of Grades Used for Evaluation (1 Original Copy)	
3. 2x2 Colored Picture with Name Tag (<i>Last Name, First Name, Middle Name</i>) (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 Application Form <i>TSU-REG-SF-12</i> – (1 Original Copy)	Office of the 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
9. Accomplished and Duly Signed Notice of Acceptance <i>TSU-REG-SF-14</i> - (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/432jmwug/k-notice-of-acceptance.pdf
10. Official Receipt or Deposit Slip (for online and bank payment) of the Tuition and Miscellaneous Fees – (1 Original Copy and 1 Photocopy)	Cashiering Unit or Bank
C. FOR JURIS DOCTOR	
1. Transfer of Credential or Honorable Dismissal (1 Original Copy)	The client will provide
2. Official Transcript of Records (TOR) or Duly Signed (<i>by Registrar</i>) Copy of Grades Used for Evaluation (1 Original Copy)	
3. 2x2 Colored Picture with Name Tag (<i>Last Name, First Name, Middle Name</i>) (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)	



6. Self-Stamped Mailing Envelope (1 pc)				
7. Medical Certificate (1 Original Copy and 1 Photocopy)				
8. Accomplished and Duly Signed TSU-REG-SF-29 - (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/bpqelbo4/e-application-for-admission-school-of-law.pdf		
9. PhilSAT Result or Certificate of Exemption (1 Original Copy)		Legal Education Board / Dean's Office		
10. Juris Doctor's Additional Required Subjects: English – 18 Units Social Science – 18 Units Math – 6 Units		Office of Admission and Registration – College-in-Charge		
11. Official Receipt or Deposit Slip (for Online and Bank Payment) of the Tuition and Miscellaneous Fees – (1 Original Copy and 1 Photocopy)		Cashiering Unit or Bank		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the college of the chosen course, with the complete set of documents, to inform intention to enroll.	1.1 Conducts initial screening in the chosen college. <i>Note: If the applicant passed the initial screening, proceed to the Office of Admission and Registration for the submission of requirements.</i> <i>Note: If failed, applicant is not allowed to enroll.</i>	None	1 hour	Dean College
	1.2 Forwards list of applicants to Office of Administration and Registration	None	1 working day	Clerk College
2. For Walk-In: Submit the needed requirements to the Office of Admission and Registration via drop off or thru courier addressed to Registrar,	2.1.1 For Walk-In: Receives and checks completeness of the submitted requirements. <i>Note: If incomplete requirements, accept the</i>	None	20 minutes	Staff-in-Charge Office of Admission and Registration



<p>Tarlac State University, Romulo Boulevard, San Vicente, Tarlac City, Tarlac, 2300, Philippines</p> <p>For Online: Send the needed requirements to the college email.</p> <p>College of Business and Accountancy cba_dean@tsu.edu.ph (045) 606 8172</p> <p>College of Engineering and Technology cet_dean@tsu.edu.ph (045) 606 8175/ (045) 606 8179</p> <p>College of Public Administration and Governance cpag_dean@tsu.edu.ph (045) 606 8177</p> <p>College of Arts and Social Sciences cass_dean@tsu.edu.ph (045) 606 8171</p> <p>School of Law sl_dean@tsu.edu.ph (045) 606 8176</p> <p>College of Teacher Education</p>	<p><i>submitted documents and issue promissory note duly signed by the applicant.</i></p> <p>2.1.2 For Online: Downloads and receives the submitted electronic copies of the documents.</p> <p><i>Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the applicant.</i></p> <p>2.2.1 For Walk-In: Encodes the name of the students in the Enrollment System and processes temporary enrollment subject to the submission of the complete physical copies of requirements.</p> <p>2.2.2 For Online: Processes the temporary enrollment subject to the submission of the complete physical copies of requirements.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 hour</p> <p>30 minutes</p> <p>30 minutes</p>	<p><i>Chairperson</i> College</p> <p><i>Staff-in-Charge</i> Office of Admission and Registration</p> <p><i>College Clerk</i> College</p>
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<p>cted_dean@tsu.edu.ph (045) 606 8174</p> <p>College of Science cs_dean@tsu.edu.ph (045) 606 8178</p> <p>College of Criminal Justice Education ccje_dean@tsu.edu.ph</p> <p>College of Architecture and Fine Arts cafa_dean@tsu.edu.ph (045) 606 8170</p> <p>College of Computer Studies ccs_dean@tsu.edu.ph (045) 606 8173</p>				
<p>3. For Walk-In: Receives admission slip.</p> <p>For Online: Receives assessment form.</p>	<p>3.1.1 For Walk-In: Issues the Admission Slip with the Student Number.</p> <p>3.1.2 For Online: Issues assessment form via email.</p>	<p>None</p> <p>None</p>	<p>15 minutes</p> <p>1 working day</p>	<p><i>Staff-in-Charge</i> Office of Admission and Registration</p> <p><i>College Clerk</i> College</p>
<p>4. For Walk-In: Present the admission slip to the college for enrollment and wait for the issuance of assessment form.</p> <p>For Online: Settle the Tuition and Miscellaneous Fees thru</p>	<p>4.1 For Walk-In: Processes the pre-registration or enrollment of the applicant and issues assessment form.</p>	<p>None</p> <p>For Masteral - Php 800.00 per unit</p>	<p>30 minutes</p>	<p><i>Faculty-in-Charge</i> College</p> <p>-</p>



<p>online payment or bank deposit.</p> <p><i>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.</i></p> <p><i>Note: If it is through bank payment, you may then walk into any DBP branch and deposit your payment using the following account details:</i></p> <p>Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501</p> <p><i>For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit.</i></p> <p><i>Note: Verifying your payment will take several days due to the need of updating the TSU bank account.</i></p>		<p>For Doctoral – Php 1,000.00 per unit</p>		
<p>5. For Walk-In:</p>	<p>5.1.1 For Walk-In:</p>	<p>For Masteral</p>	<p>1 hour</p>	<p>Staff-in-Charge Cashiering Unit</p>



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



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

**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 2nd year to 4th year regular students to enroll subjects according to their courses.

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

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming 2 nd Year to 4 th Year TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TSU Student ID (1 Original Copy or 1 Scanned Copy)		The client will provide		
2. Accomplished Enrollment Form (1 Original Copy or 1 Scanned Copy)		College Dean or Department Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Present the Student ID and Submit the document to the assigned person in the enrollment area. For Online: Log-in to http://student.tsu.edu.ph (Student Portal) to create assessment. <i>Note: The steps for online self-assessment is posted at the TSU Facebook page or visit https://www.tsu.edu.ph/media/gstlabqb/how-to-register.pdf.</i>	1.1 For Walk-In: Conducts pre-registration / enrollment.	None	1 working day	<i>Faculty In-Charge</i> College
	1.2 Tagging of free Tuition.	None	4 working days	<i>Staff-in-Charge</i> Office of Management Information Systems
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	<i>Faculty In-Charge</i> College



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



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

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

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

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Incoming 2 nd Year to 4 th Year Irregular TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TSU Student ID (1 Original Copy)		The client will provide		
2. Accomplished Enrollment Form (1 Original Copy)		College Dean or Department Chairperson		
3. If there is no available slot , Duly Signed Request to Open Subject/s TSU-VPA-SF-17 (1 Original Copy)		Office of the Vice President for Academic Affairs or download at https://www.tsu.edu.ph/media/rdvhozl5/request-to-open-subject.docx		
4. Special Requirement for Students with Dismissal Status , Letter for Reconsideration Addressed to the University President (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Student ID and submit the document to the assigned person in the enrollment area.	1.1 Receives the submitted documents and evaluates student's credentials.	None	4 hours	Faculty-in-Charge College
	1.2 Conducts pre-registration to determine if there are available slots for the subject/s. <i>Note: If there is an available slot, conduct enrollment.</i>	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



	the Request to Open Subject Form be signed by the respective signatories.			
<p>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.</p>	<p>2.1 Receives and verifies the submitted duly signed form.</p> <p><i>Note: If submitted documents are incomplete, return and inform the lacking.</i></p>	None	3 hours	<i>Faculty-in-Charge</i> College
	2.2 Opens the requested subject/s.	None	2 hours	<i>Faculty-in-Charge</i> College
	2.3 Add the requested subject to the pre-assessed registration.	None	3 hours	<i>Faculty-in-Charge</i> Mother College
	2.4 Tagging of free tuition.	None	4 working days	<i>Staff-in-Charge</i> Office of Management Information Systems
<p>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.</p> <p><i>Note: If unsuccessfully tagged, return to the tagging station.</i></p>	3. Informs the student to verify the status of enrollment through the student portal	None	30 minutes	<i>Faculty-in-Charge</i> College
TOTAL WITHOUT REQUEST TO OPEN SUBJECT:		None	4 Working Days, 7 Hours & 30 Minutes	
TOTAL WITH REQUEST TO OPEN SUBJECT:			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.

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TSU Student ID (1 Original Copy)		The client will provide		
2. Accomplished Cross Enrollee Form (1 Original Copy)		College Dean or Department Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire verbally to the receiving college if there is available slot for the subject to be enrolled.	1. Informs if there is an available slot or none.	None	2 hours	<i>Faculty-in-Charge</i> Receiving College
2. Proceed to the Mother College to get the Cross Enrollee Form.	2. Provides the Cross Enrollee Form.	None	30 minutes	<i>Department Chairperson</i> 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	<i>Dean</i> Mother College
4. Proceed to the Receiving College; present the requirements; and have Cross Enrollee Form signed.	4. Grants a permission to the client to cross-enroll and signs the cross-enrollee form.	None	3 hours	<i>Dean</i> Receiving College
5. Proceed to the	5.1 Conducts	None	3 hours	<i>Faculty-in-Charge</i>



Mother College for the assessment.	assessment of the subject/s and registration.			Mother College
	5.2 Tagging of free tuition.	None	4 working days	<i>Staff-in-Charge</i> 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	<i>Faculty-in-Charge</i> Mother College
TOTAL:		None	5 Working Days	

**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 pre-registration. On the other hand, the Office of Management Information Systems is responsible tagging of free tuition during the enrollment period.

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

**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 pre-requisite.

Note: This is a multi-stage process. The Colleges are only responsible for the pre-registration 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:	Office of Admission and Registration (OAR)			
Classification:	Walk In – Simple Online – Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Graduating Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Evaluation of Grades (1 Original Copy or 1 Scanned Copy)		The client will provide		
2. TSU Student ID (1 Original Copy or 1 Scanned Copy)				
3. Accomplished Overloading Request and Waiver of Pre-Requisite Form <i>TSU-ORA-SF-26</i> (1 Original Copy or 1 Scanned Copy)		Office of Admission and Registration or Download at https://www.tsu.edu.ph/media/icznbro/m-overloading-of-subjects-form-and-waiver-of-pre-requisites.pdf		
4. For Students with Approved Overloading Request - Accomplished Request to Open Subject <i>TSU-VPA-SF-17</i> (1 Original Copy or 1 Scanned Copy)		Office of the Vice President for Academic Affairs or Download at https://www.tsu.edu.ph/media/rdvhozl5/request-to-open-subject.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: 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 college.	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. <i>Note: If submitted documents are</i>	None	4 hours 1 working day	<i>Faculty-in-Charge</i> College



<p>College of Architecture and Fine Arts cafa_dean@tsu.edu.ph (045) 606 8170</p> <p>College of Arts and Social Sciences cass_dean@tsu.edu.ph (045) 606 8171</p> <p>College of Business and Accountancy cba_dean@tsu.edu.ph (045) 606 8172</p> <p>College of Computer Studies ccs.dean@tsu.edu.ph (045) 606 8173</p> <p>College of Criminal Justice Education ccje_dean@tsu.edu.ph</p> <p>College of Engineering cet_dean@tsu.edu.ph (045) 606 8175/ (045) 606 8179</p> <p>College of Education cted_dean@tsu.edu.ph (045) 606 8174</p> <p>College of Public</p>	<p><i>lacking, return and inform the lacking.</i></p> <p>1.2 Signs the overloading request form.</p>	<p>None</p>	<p>4 hours</p>	<p><i>Department Chairperson</i> College Dean College</p> <p><i>Director</i> Office of Admission and Registration</p>
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<p>Administration and Governance cpag_dean@tsu.edu.ph (045) 606 8177</p> <p>College of Science cs_dean@tsu.edu.ph (045) 606 8178</p> <p>School of Law sl_dean@tsu.edu.ph (045) 606 8176</p>				
<p>2. Seek approval to the concerned signatory/ies.</p>	<p>2. Approves the Request.</p>	<p>None</p>	<p>4 hours</p>	<p>Vice President Office of the Vice President for Academic Affairs</p>
<p>3. For Online: Receive notification regarding the status of the request.</p>	<p>3. For Online: Informs the student on the approval of the overloading request form.</p>	<p>None</p>	<p>4 hours</p>	<p><i>Faculty-in-Charge</i> College</p>
<p>4. For Walk-In: Proceed to the faculty-in-charge for the advising of subjects to be enrolled.</p> <p>For Online: Email the faculty-in-charge or the College regarding the advising of the subjects to be enrolled.</p>	<p>4. Advises and determines the schedule to be given to the student.</p>	<p>None</p>	<p>4 hours</p>	<p><i>Faculty-in-Charge</i> College</p>
<p>5. Submit duly signed Request to Open Subject/s.</p>	<p>5.1 Receives and evaluates submitted document.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Faculty-in-Charge</i> College</p>
	<p>5.2 Encodes the requested subject/s.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Faculty-in-Charge</i> College</p>



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



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

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

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

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Withdrawal of Enrollment/Registration TSU-ORA-SF-19 (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/mvqntph5/n-withdrawal-of-enrollment-and-registration.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	Dean 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 approval.	3.1 Checks and evaluates the presented form.	None	3 hours	<i>Staff-in-Charge</i> Accounting Unit
	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	<i>Staff-in-Charge</i> Accounting Unit
4. Submit the duly signed form to the Admission Unit.	4.1 Processes the withdrawal of enrollment / registration.	None	20 minutes	<i>College-in-Charge</i> Office of Admission and Registration
	4.2 Informs the student once the enrollment / registration is successfully withdrawn.	None	10 minutes	<i>College-in-Charge</i> Office of Admission and Registration
TOTAL:		None	1 Working Day	

* 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 and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Who Cannot Enroll During the Semester			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Leave of Absence Form - <i>TSU-REG-SF-27</i> (1 Original Copy)		Downloadable at https://tsu.edu.ph/media/qhonfaoa/j-leave-of-absence-form.pdf		
2. Medical Certificate, If the Reason for Leave of Absence is Health Related (1 Original Copy)		TSU Medical Service Unit, Government Physician		
3. Letter of Intent to Leave (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Go to the College Dean for signing of recommending approval. For Online: Scan and send the accomplished Leave of Absence Form with other pertinent documents to the College Dean, Vice President for Academic Affairs and Director of Office of Admission and Registration. <i>Note: The Official email of Colleges and Offices can be searched on the TSU Website (tsu.edu.ph).</i>	1.1 For Online: Receives, checks, and evaluates the Leave of Absence and required documents.	None	5 hours	<i>Staff-in-Charge</i> Office of Admission and Registration
	1.2 For Online: Issues assessment slip for the Leave of Absence fee.	None	10 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
	1.3 For Walk-In: Signs the Leave of Absence form.	None	3 hours	<i>Dean</i> College



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



11. Processing of Application for Graduation

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

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

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Student Who Completed Their Course			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application for Graduation <i>TSU-ORA-SF-24</i> (1 Original Copy)		Office of Admission and Registration or download at https://tsu.edu.ph/media/by3f5ouu/g-application-for-graduation-undergraduate.pdf		
2. For Transferees - Form 137-A / Official Transcript of Records with Remarks "Copy for TSU" (1 Original Copy)		Previous School or University		
3. 2x2 Colored Picture with Name Tag (<i>Last Name, First Name, Middle Name</i>) - (2 Original Copies)		The client will provide		
4. Philippine Statistics Authority (PSA) Birth Certificate - (1 Photocopy)				
5. For Female Married Student – Philippine Statistics Authority (PSA) – Marriage Certificate (1 Photocopy)				
6. Documentary Stamps – (2 pcs)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit the accomplished Application Form for Graduation and other pertinent documents to Office of Admission and Registration.	1.1 Receives and reviews the evaluation records of the student and submitted requirements.	None	1 working day	<i>Staff-in-Charge</i> Office of Admission and Registration
	1.2 Informs the student the result of his / her application.	None	1 hour	<i>Staff-in-Charge</i> Office of Admission and Registration
	1.3 Sends confirmation of the approved / disapproved application for Graduation.	None	1 hour	<i>Staff-in-Charge</i> Office of Admission and Registration



<p>For Online: Send the accomplished Application Form for Graduation to Office of Admission and Registration via e-mail (ora@tsu.edu.ph).</p> <p><i>Note: Submission of the physical copy/ies of documents depends on the date indicated on the academic calendar.</i></p>	1.1 Receives the accomplished Application Form for Graduation.	None	1 hour & 40 minutes	
	1.2 Reviews the evaluation records of the student and the submitted requirements.	None	10 minutes	
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
TOTAL FOR WALK-IN TRANSACTION:		None	6 Hours & 50 Minutes	
TOTAL FOR ONLINE TRANSACTION:			1 Working Day & 6 Hours	



12. Processing of Request for Data

This service allows clients to request their needed student data.

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Some TSU Offices and Students Who Are Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request for Data Form <i>TSU-ORA-SF-47</i> - (1 Original Copy)		Office of Admission and Registration or Download at https://tsu.edu.ph/media/fwsdd1dd/p-request-for-data-form.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the College Dean, Data Privacy Officer, and Office of Admission and Registration Director for the approval of the request.	1. Signs the Request Data Form.	None	3 hours	<i>Dean</i> College <i>Officer</i> Data Privacy Office <i>Director</i> Office of Admission and Registration
2. Submit the accomplished and signed Request for Data Form to the Data Processing In-Charge.	2.1 Receives the fully signed request form and processes the requested data.	None	3 working days	<i>Staff-in-Charge</i> Office of Admission and Registration
	2.2 Sets an appointment date for the claiming of the request.	None	5 minutes	<i>Staff-in-Charge</i> Office of Admission and Registration
3. Receive the requested data.	3. Releases the requested data.	None	2 hours	<i>Staff-in-Charge</i> Office of Admission and Registration
TOTAL:		None	3 Working Days, 5 Hours & 5 Minutes	



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

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

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

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching Personnel of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Form for Correction / Rectification of Grades <i>TSU-ORA-SF-25</i> (1 Original Copy or 1 Scanned Copy)		Office of Admission and Registration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For Walk-In: Submit the accomplished form to the College Dean for approval.</p> <p>For Online: Submit the scanned copy of the accomplished document to the College Dean for approval via email.</p> <p>College of Architecture and Fine Arts cafa_dean@tsu.edu.ph</p> <p>College of Arts and Social Sciences cass_dean@tsu.edu.ph</p>	1. Receives and signs the submitted form.	None	4 hours	Dean College



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



<p>the Director of Office Admission and Registration via MS Teams.</p> <p>Dr. Theda Flare Quilala tfgquilala@tsu.edu.ph</p>				
<p>3. For Walk-In: Pay the rectification of grades fee at the Cashiering Unit.</p> <p>For Online: Pay the rectification of grades fee thru online payment, bank, or at the Cashiering Unit.</p> <p><i>Note: If it is thru bank payment, you may then walk into any DBP branch and deposit your payment using the following account details:</i></p> <p>Account Name: TSU – SPECIAL BUDGET Account Number: 0000060-5501</p> <p><i>For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to</i></p>	<p>3. Receives and process the payment.</p>	<p>PHP 100.00</p>	<p>1 hour</p>	<p><i>Staff</i> Cashiering Unit</p>



<p><i>the cashiering unit.</i></p> <p><i>Note: Verifying your payment will take several days due to the need of updating the TSU bank account.</i></p>				
<p>4. For Walk-In: Proceed to the Admission Unit and present the Official Receipt</p> <p>For Online: Send the proof of payment to the Admission Unit via email aro-admission@tsu.edu.ph .</p>	4.1 Verifies the Official Receipt	None	10 minutes	Staff-in-Charge Office of Admission and Registration
	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.tsu.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
TOTAL FOR WALK-IN TRANSACTION:		PHP 100.00 per Subject/ Course	1 Working Day	
TOTAL FOR ONLINE TRANSACTION:				

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



Office of Student Affairs and Services

External Services



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

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

Office or Division:	Office of Student Affairs and Services (OSAS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Board/Bar Examination Placers and TSU Student Awardee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Professional Regulation Commission (PRC) Certificate or Any Amended/Updated of the Same <i>Resolution No. 62, s. 2015</i> (1 Duplicate Copy)		The client will provide		
2. Invitation Letter/ Endorsement Letter (1 Original Copy)				
3. Certificate or Certifications Supporting Claims (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1.1 Receives, verifies submitted document/s.	None	3 minutes	<i>Staff-in-Charge</i> Office of Student Affairs and Services
	1.2 Verifies / assets submitted documents.	None	5 minutes	<i>Staff-in-Charge</i> Office of Student Affairs and Services
	1.3 Prepares and submits payroll of the client to the Budget Office.	None	1 working day	<i>Staff-in-Charge</i> 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	<i>Staff-in-Charge</i> Cashiering Unit
TOTAL:		None	1 Working Day, 1 Hour & 8 Minutes	



Office of Student Affairs and Services

Internal Services



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

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

Office or Division:	Office of Student Affairs and Services (OSAS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Board/Bar Examination Placers and TSU Student Awardee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Professional Regulation Commission (PRC) Certificate or Any Amended/Updated of the Same Resolution No. 62, s. 2015 (1 Duplicate Copy)		The client will provide		
2. Invitation Letter/ Endorsement Letter (1 Original Copy)				
3. Certificate or Certifications Supporting Claims (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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 Division:	Office of Student Affairs and Services (OSAS)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies
Who may avail:	TSU Students and Personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. FOR HOSPITALIZATION & ACCIDENT CLAIM	
1. Hospital Statement of Account (1 Original Copy)	The client will provide
2. Itemized Charge Slip Expenses (1 Original Copy)	
3. Original Official Receipt/s and Prescription of Medicine/s (1 Original Copy)	
4. Detailed Accident/Incident Report (1 Original Copy)	
5. Medical/Hospital Certificate Including the Following Test Results: a. X-Ray Result b. CT Scan Result c. Ultrasound and d. Other Related Examination (1 Original Copy)	
6. Police Investigation Report (1 Original Copy)	
7. Driver's License and LTO OR (1 Certified True Copy)	
8. Accomplished Notice of Incident: Hospitalization Accident (1 Original Copy)	Office Of Student Affairs and Service Director's Office
9. Accomplished Claim Form (1 Original Copy)	
B. FOR DEATH CLAIM	
1. Philippine Statistics Authority (PSA) Birth Certificate (1 Certified True Copy)	The client will provide
2. Duly Authenticated Death Certificate by the Civil Registrar's Office with Registry No. and Burial Permit No. (1 Original Copy)	
3. If Single , Marriage Contract of Parents (1 Certified True Copy)	
4. If Married , Marriage Contract (1 Certified True Copy)	
5. Funeral Expenses Receipt/s (1 Original Copy)	
6. Statement of Witness (1 Original Copy)	
7. Accomplished Notice of Incident: Death (1 Original Copy)	Office Of Student Affairs and Service Director's Office
8. Accomplished Claim Form	



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



Guidance and Counseling Unit

External Services



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

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

Office or Division:	Guidance and 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 SECURE		
1. 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		
2. Report of Grades (1 Original Copy and 1 Photocopy)		The client will provide (from Student Portal)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	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 Guidance and Counseling Unit
	2.2 Evaluates client's Vocational Preference Inventory (VPI) test results and identifies his/her career profile.	None	3 minutes	
	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	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Unit
TOTAL:		None	1 Hour & 13 Minutes	



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

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

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SCHOLARSHIP PURPOSES				
1. Certificate of Registration (COR) or TSU ID (1 Original Copy)		The client will provide		
B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Transcript of Records (1 Original Copy); or		Office of Admission and Registration		
2. Accomplished Student Clearance (1 Original Copy)		Office of Admission and Registration		
C. FOR TRANSFERRING PURPOSES				
1. Honorable Dismissal / Transfer Credentials (1 Original Copy); or		Office of Admission and Registration		
2. Accomplished Student Clearance (1 Original Copy)		Office of Admission and Registration		
3. Payment Slip <i>TSU-GAC-SF-28</i> (1 Original Copy)		Guidance and Counseling Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Message the Official Facebook page of the Guidance and Counseling Unit, (https://www.facebook.com/TSUGuidanceAndCounselingUnit) and fill out the link provided and upload scanned documents based on his/her request.	1.1 Receives request and verifies the submitted requirements of the client and processes the request.	None	3 working days	Associate Guidance Counselor Guidance and Counseling Unit
	1.2 Sends the proof of appointment to the email address provided by the requesting client.	None		
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	<i>Staff Cashiering Unit</i>
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	<i>Associate Guidance Counselor Guidance and Counseling Unit</i>
5. Fill out the logbook.	5. Instructs client to fill out the logbook.	None	2 minutes	<i>Associate Guidance Counselor Guidance and Counseling Unit</i>
TOTAL:		PHP 20.00	3 Working Days & 28 Minutes	



Guidance and Counseling Unit

Internal Services



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

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

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Shifting Students and Returnees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 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		
2. Report of Grades (1 Original Copy and 1 Photocopy)		The client will provide (from Student Portal)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	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	<i>Guidance Counselor / Associate Guidance Counselor</i> 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	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Unit
	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	<i>Guidance Counselor / Associate Guidance Counselor</i> 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	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Unit
TOTAL:		None	1 Hour & 13 Minutes	



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

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

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR SCHOLARSHIP PURPOSES				
1. Certificate of Registration (COR) or TSU ID (1 Original Copy)	The client will provide			
B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Transcript of Records (1 Original Copy); or	Office of Admission and Registration			
2. Accomplished Student Clearance (1 Original Copy)	Office of Admission and Registration			
C. FOR TRANSFERRING PURPOSES				
1. Honorable Dismissal / Transfer Credentials (1 Original Copy); or	Office of Admission and Registration			
2. Accomplished Student Clearance (1 Original Copy)	Office of Admission and Registration			
3. Payment Slip <i>TSU-GAC-SF-28</i> (1 Original Copy)	Guidance and Counseling Unit			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Message the Official Facebook page of the Guidance and Counseling Unit, (https://www.facebook.com/TSUGuidanceAndCounselingUnit) and fill out the link provided and upload scanned documents based on his/her request.	1.1 Receives request and verifies the submitted requirements of the client and processes the request.	None	3 working days	Associate Guidance Counselor Guidance and Counseling Unit
	1.2 Sends the proof of appointment to the email address provided by the requesting client.	None		
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	<i>Staff Cashiering Unit</i>
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	<i>Associate Guidance Counselor Guidance and Counseling Unit</i>
5. Fill out the logbook.	5. Instructs client to fill out the logbook.	None	2 minutes	<i>Associate Guidance Counselor Guidance and Counseling Unit</i>
TOTAL:		PHP 20.00	3 Working Days & 28 Minutes	



3. Processing of Request for Counselor's Outside Referral

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

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Counselor's Referral Form TSU-GAC-SF-42 (1 Original Copy)		Guidance Counseling Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Guidance and Counseling Office and receive intervention and decide if to be referred to another therapist or professional practitioner.	1.1 Prepares the Counselor's Referral Form.	None	20 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	1.2 Confirms with the client the intent to be referred and explains the process of referral. <i>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.</i> <i>If the client does not agree, the counseling session will be terminated</i>	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	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Unit
	2.2 Assists the client to the referring therapist or professional practitioner.	None		<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Unit
	2.3 Terminates the counseling session and files all the documents of the client.	None	30 minutes	<i>Guidance Counselor / Associate Guidance Counselor</i> Guidance and Counseling Unit
TOTAL:		None	2 Hours & 55 Minutes	



Career Education and Job Placement Services

External Services



1. Process of Request for Company Accreditation

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

Office or Division:	Career Education and Job Placement Services (CEJPS)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Company/ies, Agency/ies, and Institution/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Company Accreditation Request Form <i>TSU-CJS-SF-01</i> (1 Original copy)		Career Education and Job Placement Services, or request forms via email: @jobplacement@tsu.edu.ph		
2. Company Accreditation Terms of Reference (1 Original Copy / Scanned Copy)				
3. Job Posting / Graduate Listing / Resume Request form <i>TSU-CJS-SF-03</i> (1 Original Copy / Scanned Copy)				
4. CCR_CR_CF_Registration Form <i>TSU-CJS-SF-10</i> (For Company Roadshow, and For Career Fair Form) (1 Original Copy / Scanned Copy)				
5. Letter of Intent for Industry- Academic Partnership (1 Original Copy / Scanned Copy)		The client will provide		
6. BIR Certificate of Registration (BIR Form 2303) (1 Original Copy / Scanned Copy)				
7. Company SEC / DTI Registration Form (1 Original Copy / Scanned Copy)				
8. PhilJobNet Registration Certificate (1 Original Copy / Scanned Copy)				
9. Company / Institution Profile (2 Original Receiving Copies, for OUP and CEJPS)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit a request letter addressed to the University President along with the pertinent requirements.	1.1 Checks the completeness and authenticity of submitted requirements and forwards to the Records Office of the university. <i>Note: If incomplete requirements, inform the company to complete the requirements.</i>	None	10 minutes	<i>Career Specialist Staff & Section Head Career Education and Job Placement Services</i>
	1.2 Endorses the request of the company, to the Office of University President	None	2 working days	<i>President Office of the University President Vice President Office of the Vice President for Academic Affairs</i>
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. <i>Note: Issues Regret Letter if the company failed to comply with the needed requirements for company accreditation.</i>	None	10 minutes	<i>Section Head / Career Specialist Staff Career Education and Job Placement Services OIC-Director Office of Student Affairs and Services</i>
TOTAL:		None	2 Working Days & 20 Minutes	



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

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

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

Office or Division:	Career Education and Job Placement Services (CEJPS)			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Company/ies, Agency/ies, and Institution/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CCR_CR_CF_Registration Form TSU-CJS-SF-10 (For Company Roadshow, and For Career Fair Form) (1 Original Copy / Scanned Copy)		Career Education and Job Placement Services, or request forms via email: @jobplacement@tsu.edu.ph		
2. Letter for Career Fair, Campus Recruitment Activity, Career Development Webinar/ Seminar/ Training/ Workshop, Career Roadshow (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the University President along with the pertinent requirements.	1.1 Checks the completeness and authenticity of submitted requirements and forwards to the Records Office of the university. <i>Note: If incomplete requirements, inform company to complete the requirements.</i>	None	10 minutes	<i>Section Head & Career Specialist Staff</i> Career Education and Job Placement Services
	1.2 Endorses the request of the company. The President endorses the company's request to the Student Affairs Office and will be forwarded to the CEJPS Unit. <i>Note: A regret letter will be</i>	None	1 working day	<i>President</i> Office of the University President <i>Vice President</i> Office of the Vice President for Academic Affairs <i>OIC-Director</i>



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



3. Process of Request for Job Posting and Graduate Listing

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

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

Office or Division:	Career Education and Job Placement Services (CEJPS)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity/ies			
Who may avail:	Company/ies, Agency/ies, and Institution/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Posting/Graduate Listing/ Resume Request form <i>TSU-CJS-SF-03</i> (1 Original Copy / Scanned Copy)		Career Education and Job Placement Services, or request forms via email: @jobplacement@tsu.edu.ph		
2. Letter of Request for Job Posting and Graduate Listing (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter addressed to the President of the TSU along with the other requirements.	1.1 Checks the completeness and authenticity of submitted requirements, if complete, request will be forwarded to the records office of the university. <i>Note: A regret letter will be issued if the company failed to comply with the requirements.</i>	None	10 minutes	<i>Section Head / Career Specialist Staff Career Education and Job Placement Services</i>
	1.2 The President endorses the request of the company to Career Education and Job Placement Services Unit.	None	1 working day	<i>President Office of the University President Vice President Office of the Vice President for Academic Affairs OIC-Director Office of Student Affairs and Services</i>



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



Testing, Evaluation and Monitoring Services Unit

External Services



1. Processing of Admission Test Application for Incoming Freshmen Students

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

Office or Division:	Testing, Evaluation, and Monitoring Services Unit (TEMSU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Incoming TSU Freshmen Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. A Digital Image / Scanned 1.77" x 1.37" (Formal Passport-Size Photo) on a White Background with Name Tag. <i>Format:</i> (DELA CRUZ, JUANA CRUZ) (1 Electronic Copy)		The client will provide		
2. Digital Image / Scanned Front and Back Page of Form 138 Grade 11 / Grade 12 / (Report Card) / ALS Rating with Final GWA) - (1 Electronic Copy)				
3. Digital Image / Scanned Front Page of Philippine Statistics Authority (PSA) Birth Certificate - (1 Electronic Copy)				
4. Digital Image / Scanned Front Page of Certificate of Good Moral Character – (1 Electronic Copy)				
5. Digital Image / Scanned Copy of Income Tax Return of Parents / Certificate of Indigency – (1 Electronic Copy)				
6. Accomplished TSU-CAT Online Application Form		Downloadable at cat.tsu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create an online account at CAT website (cat.tsu.edu.ph). Fill-out the online application form; upload and submit all the requirements. <i>Note: The client needs a valid email address for the filing of application and for receiving notifications</i>	1. Views submitted applications via CAT portal and evaluates all the submitted requirements. <i>Note: If submitted requirements are incomplete, a notification will be sent informing the need for resubmission of application.</i>	None	20 working days	<i>Staff-in-Charge</i> Testing, Evaluation, and Monitoring Services Unit



<i>about the status of application.</i>				
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	<i>Staff-in-Charge Testing, Evaluation, and Monitoring Services Unit</i>
TOTAL:		None	40 Working Days	

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

Approved Calendar of Activities:

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



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

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

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



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

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

Approved Calendar of Activities:

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



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

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

Office or Division:	Testing, Evaluation, and Monitoring Services Unit (TEMSU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Transferee Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Admission Slip (1 Original Copy)		Office of Admission and Registration		
2. Accomplished Application Form for Transferees (1 Original Copy)		Testing, Evaluation, and Monitoring Services Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out Admission Slip; and present to the Testing, Evaluation and Monitoring Services Unit.	1.1 Checks the presented Admission Slip.	None	5 minutes	<i>Staff-in-Charge</i> Testing, Evaluation, and Monitoring Services Unit
2. Obtain, fill out and submit Application Form.	2.1 Issues blank Application Form.	None	2 minutes	<i>Staff-in-Charge</i> Testing, Evaluation, and Monitoring Services Unit
	2.2 Receives and evaluates accomplished Application Form. <i>Note: If Application Form is not properly filled out, return to the applicant.</i>	None	4 minutes	
	2.3 Issues test permit and inform schedule of exam.	None	3 working days & 7 minutes <i>Note: The total waiting time between the issuance of the test permit and admission of psychological test is 3 working days.</i>	
3. Proceed to the Testing Area on the scheduled date of the exam; present	3.1 Administers the Psychological Test.	None	45 minutes	<i>Staff-in-Charge</i> Testing, Evaluation, and Monitoring Services Unit
	3.2 Checks and	None	3 hours	



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	<i>Staff-in-Charge</i> Testing, Evaluation, and Monitoring Services Unit
TOTAL:		None	3 Working Days, 5 Hours & 3 Minutes	



Economic Enterprise Development Unit

Internal Services



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

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

Office or Division:	Economic Enterprise Development Unit (EEDU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form <i>TSU-EED-SF-01</i> (1 Original Copy)		Economic Enterprise Development Unit Office or at Official Facebook Page: https://www.facebook.com/TSUEconomicEnterpriseDevelopmentUnit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>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.</p> <p>For Online: Download, fill out, and send the Request Form to the Economic Enterprise Development Official Facebook Page.</p>	<p>1.1 For Walk-In: Welcomes the client, provides the duplicate copy of the Request Form, and sets schedule for preliminary interview.</p> <p>For Online: Sends confirmation email with the scheduled time and date of the preliminary interview, along with the Zoom or Google Meet Link.</p> <p>1.2 Forwards the accomplished Request Form to Section Head for review and evaluation.</p>	None	2 working days	<i>Section Head, Technical Staff</i> 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	<i>Section Head</i> Economic Enterprise Development Unit



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



Student Development Services Unit

External Services



1. Processing of Student Clearance

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

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

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



	<p><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.</i></p>			
TOTAL:		None	30 Minutes	

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



Student Development Services Unit

Internal Services



1. Processing of Student Clearance

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

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

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



	<p><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.</i></p>			
TOTAL:		None	30 Minutes	

** 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 Division:	Student Development Services Unit (SDSU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Loss ID (1 Original Copy or 1 Photocopy)		TSU Law Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of Affidavit of Loss for the Request of RFID Form at the Student Development Services Office.	1. 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 Division:	Student Organization Unit (SOU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Organization's Constitution and Bylaws (1 Photocopy)	The client will provide			
2. Student Organization's Official Logo (1 Photocopy)				
3. Accomplished Application Form for Student Organizations <i>TSU-SOU-SF-01</i> (1 Original Copy)	Downloadable at https://www.tsu.edu.ph/media/axxfqwfb/tsu-sou-sf-01-application-form.docx			
4. Statement of Involvement/ Commitment/ Acceptance of the President of Student Organization <i>TSU-SOU-SF-02</i> (1 Original copy)	Downloadable at https://www.tsu.edu.ph/media/3bbdmd10/tsu-sou-sf-02-statement-of-commitment-acceptance-or-involvement.docx			
5. Statement of Involvement/ Commitment/ Acceptance of the Adviser of Student Organization <i>TSU-SOU-SF-11</i> (1 Original Copy)	Downloadable at https://www.tsu.edu.ph/media/bbrnugvn/tsu-sou-sf-11-statement-of-commitment-acceptance-or-involvement-of-the-adviser-of-student-organization.docx			
6. Information Sheet of Student Organization Officers <i>TSU-SOU-SF-03</i> (1 Original Copy)	Downloadable at https://www.tsu.edu.ph/media/l5lplibn/tsu-sou-sf-03-information-sheet-of-officers.docx			
7. Directory of Officers <i>TSU-SOU-SF-04</i> (1 Original copy)	Downloadable at https://www.tsu.edu.ph/media/t4zosqdn/tsu-sou-sf-04-directory-of-officers.docx			
8. Directory of Members <i>TSU-SOU-SF-12</i> (1 Original Copy)	Downloadable at https://www.tsu.edu.ph/media/0qpm1oc/tsu-sou-sf-12-directory-of-members.docx			
9. General Plan of Action and Budget for Student Organizations <i>TSU-SOU-SF-14</i> (1 Original copy)	Downloadable at https://www.tsu.edu.ph/media/gaifaodd/tsu-sou-sf-14-gpoa-and-budget-for-student-organizations-1.xlsx			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all pertinent documents to Student Organizations Unit or send via email (studentorg@tsu.edu.ph).	1.1 For Walk-In: Receives the accomplished forms and other requirements. For Online: Receives the email of the applicant/s and sends acknowledgment	None	3 minutes	Staff Student Organizations Unit



	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. <i>Note: If incomplete requirements, students' organizations are given one (1) working day to comply.</i>	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 Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR ONLINE ACTIVITY:				
1. Request Form on the Conduct of Activity <i>TSU-SOU-SF-08</i> (1 Original Copy)		Downloadable at https://www.tsu.edu.ph/media/hlwp5q5d/tsu-sou-sf-08-request-letter-on-the-conduct-of-activity.docx		
2. Curriculum Vitae/Profile of Resource Speaker/s (for webinars and other related activities), if applicable (1 Original Copy)		The client will provide		
B. FOR FACE-TO-FACE ON-CAMPUS ACTIVITY:				
1. Request Form on the Conduct of Activity <i>TSU-SOU-SF-08</i> (1 Original Copy)		https://www.tsu.edu.ph/media/hlwp5q5d/tsu-sou-sf-08-request-letter-on-the-conduct-of-activity.docx		
2. Medical Clearance (for highly physical activity) (1 Original Copy)		The client will provide.		
C. FOR FACE-TO-FACE ON-CAMPUS ACTIVITY (Overnight or During Mondays and Weekends):				
1. Request Form on the Conduct of Activity <i>TSU-SOU-SF-08</i> (1 Original Copy)		https://www.tsu.edu.ph/media/hlwp5q5d/tsu-sou-sf-08-request-letter-on-the-conduct-of-activity.docx		
2. Curriculum Vitae/Profile of Resource Speaker/s (for webinars and other related activities), if applicable (1 Original Copy)		The client will provide		
3. Students ID (1 Photocopy)				
4. Certificate of Registration (1 Photocopy)				
5. Medical Clearance (for highly physical activity) (1 Original Copy)				
6. Parental Consent (1 Original Copy)				
7. Parent / Guardian ID with Three (3) 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)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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



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

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



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

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

Office or Division:	Student Organizations Unit (SOU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Letter on the Conduct of Activity <i>TSU-SOU-SF-08</i> (1 Original Copy)		Downloadable at: https://www.tsu.edu.ph/media/hlwp5q5d/tsu-sou-sf-08-request-letter-on-the-conduct-of-activity.docx		
2. Letter of Invitation from Outside Organization / Group, if any (1 Photocopy)		The client will provide		
3. Student's ID (1 Photocopy Copy)				
4. Certificate of Registration (1 Photocopy Copy)				
5. Medical Clearance (1 Original Copy)				
6. Notarized Parental Consent (1 Original Copy)				
7. Photocopy of Parent / Guardian ID with Three Signatures (1 Photocopy Copy)				
8. Minutes of the Meeting (1 Photocopy)				
9. Itinerary/Program (1 Photocopy Copy)				
10. Certification of Faculty/Personnel Who will Accompany the Students (1 Original Copy)				
11. First Aid Kit				
12. First Aider Certification of a Student / Personnel Who will Also Attend the Event (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS			
1. Prepare and submit the Request Letter on the Conduct of Activity and all the required documents to the Student	1.1 For Walk-In: Accepts the submitted Request Letter on the Conduct of Activity and all the required documents.	None	3 minutes	<i>Staff</i> Student Organizations Unit



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). <i>*If incomplete requirements, student organizations will be given one (1) working days to comply.</i>	None	1 hour	<i>Staff Student Organizations Unit</i>
	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	None	2 working day	<i>Director Office of Student Affairs and Services</i>
	1.5 Upon approval of the request, forwards to Office of the Vice President for Academic Affairs.			
	1.6 Final approval of activity and signing will be at the Office of the Vice President for Academic Affairs.	None	2 working days	<i>Vice President Office of the Vice President for Academic Affairs</i>
	1.7 Upon approval of the request, forward the approved letter to Student			<i>Staff Office of the Vice President for Academic Affairs</i>



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

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



Sports and Development Unit

External Services



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

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

Office or Division:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Student Athletes, TSU Employees, and Other State Universities and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR STUDENTS				
1. Valid Identification Card (ID) (1 Photocopy)	The client will provide			
2. Certificate of Registration (COR) (1 Certified True Copy)				
3. Notarized Parental Consent (1 Original Copy)				
4. Vaccination Card (1 Original Copy)				
5. Parents' ID with Signature (1 Original Copy 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 (1 Original Copy)	TSU Medical Unit			
9. Eligibility Form (1 Original Copy)	TSU or Host School			
B. FOR EMPLOYEES				
None	None			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive an information about the upcoming sports event.	1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards.	Institutional Contribution	3 hours	<i>Sports Director</i> Sports and Development Unit
	1.2 Endorses to the Office of the University President the communication letter containing the discussed agenda.	None	10 minutes	<i>Staff-in-Charge</i> Sports and Development Unit
	1.3 Conducts meeting	None	2 hours	<i>Staff-in-Charge</i>



	with team captains and coaches for the upcoming sports event and disseminates the information to the players.			Sports and Development Unit
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. <i>Note: If unqualified, either find a replacement / substitute of the player or comply to all the requirements.</i>	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 coaches, players, and sports directors.	None	7 calendar days	<i>Staff-in-Charge</i> Motor Pool Unit
7. Receives the allowance.	7. Distributes the players' allowance and monitors the event.	None	2 hours	<i>Staff-in-Charge</i> Sports and Development Unit
TOTAL:		Institutional Contribution	390 Days, 10 Hours & 10 Minutes	



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

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

Office or Division:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	TSU Student Athletes and Other State Universities and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card (ID) (1 Photocopy)		The client will provide		
2. Certificate of Registration (1 Certified True Copy)				
3. Parental Consent (Notarized) (1 Original Copy)				
4. Vaccination Card (1 Original Copy)				
5. Parents' ID with Signature (1 Original Copy 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 (1 Original Copy)		TSU Medical Unit		
9. Eligibility Form (1 Original Copy)		TSU or Host School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives notification about the upcoming sports event.	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. <i>Note: Host University receives, evaluates, and selects qualified players. If there are selected players, proceed to training.</i>	None	2 hours	<i>Sports Director</i> Sports and Development Unit



	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. <i>Note: Training is conducted wherever the winning team resides.</i>	None	62 calendar days	Staff-in-Charge Sports and Development Unit
4. Attends the sports event.	4.1 Deploys the players and attends the sports event.	None	7 calendar days	Staff-in-Charge Sports and Development Unit
	4.2 Assists and monitors the assigned event for Region III.	None		
	4.3 Conducts meeting for the issues, concerns, and updates.	None	2 hours	Staff-in-Charge Sports and Development Unit
TOTAL:		None	434 Calendar Days & 6 Hours	



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

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

Office or Division:	Sports and Development Unit (SDU)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	TSU Student Athletes and Other State Universities and Colleges
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Valid Identification Card (ID) (1 Photocopy)	The client will provide
2. Certificate of Registration (1 Certified True Copy)	
3. Parental Consent (Notarized) (1 Original Copy)	
4. Vaccination Card (1 Original Copy)	
5. Parents ID with Signature (1 Original Copy 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 (1 Original Copy)	TSU Medical Unit
9. Eligibility Form (1 Original Copy)	TSU or Host School
FOR INTERNATIONAL AFFAIRS AND LINKAGES OFFICE (IALO)	
1. CHED-IAS Form No. 15 Annex B (1 Original Copy)	Sports and Development Unit
2. Endorsement Letter from the President (1 Original Copy)	
3. Approved Pursue Letter (1 Original Copy)	
4. Notice of Acceptance, if applicable (1 Original Copy)	
5. Invitation Letter, if applicable (1 Original Copy)	
6. Background of the Event and Organizers (attach website links, if applicable) (1 Original Copy)	
7. Certification of approved Budget Signed by Budget Officer and Accounting Office Director (1 Original Copy)	
8. Breakdown of Expenses (Specify expenses per participant and source of funding) (1 Original Copy)	
9. Official List of Participants (1 Original Copy)	
10. Approved Complete Staff Work	



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



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



4. Processing of Request for Hosting a Sports Event

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

Office or Division:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Student Athletes, TSU Employees, and Other State Universities and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR STUDENTS				
1. Valid Identification Card (ID) (1 Photocopy)	The client will provide			
2. Certificate of Registration (COR) (1 Certified True Copy)				
3. Parental Consent (Notarized) (1 Original Copy)				
4. Vaccination Card (1 Original Copy)				
5. Parents' ID with Signature (1 Original Copy 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 (1 Original Copy)	TSU Medical Unit			
9. Eligibility Form (1 Original Copy)	TSU or Host School			
B. FOR EMPLOYEES				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	<i>Sports Director</i> Sports and Development Unit
	1.2 Endorses the agenda to the Office of the University President.	None	30 minutes	<i>Staff-in-Charge</i> Sports and Development Unit
	1.3 Conducts meeting with Regional Directors, then planning afterwards.	None	3 hours	<i>Sports Director</i> Sports and Development Unit
	1.4 Conducts a meeting with Sports Directors and Tournament Managers concerning the	None	3 hours	<i>Staff-in-Charge</i> 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	<i>Staff-in-Charge</i> Sports and Development Unit
	1.6 Coordinates with local government unit/s regarding the facilities to be used.	None	3 working days	<i>Staff-in-Charge</i> Sports and Development Unit
	1.7 Coordinates with other universities regarding the playing area of every sport.	None	1 working day	<i>Staff-in-Charge</i> Sports and Development Unit
	1.8 Collects the institutional contribution to be used during the event.	None	1 working day	<i>Staff-in-Charge</i> Sports and Development Unit
	1.9 Coordinates with other offices about safety, security, vehicle, and other logistic needs.	None	1 working day	<i>Staff-in-Charge</i> 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	<i>Staff-in-Charge</i> Sports and Development Unit
3. Attend initial training.	3.1 Communicates to the athletes to commence their training.	None	365 calendar days	<i>Staff-in-Charge</i> Sports and Development Unit
	3.2 Releases a memo about the list of delegates/ participants.	None	1 working day	<i>Staff-in-Charge</i> 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	<i>Staff-in-Charge</i> Sports and Development Unit



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



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

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

Office or Division:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU student athletes, TSU Employees, and Other State Universities and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR STUDENTS				
1. Valid Identification Card (ID) (1 Photocopy)	The client will provide			
2. Certificate of Registration (COR) (1 Certified True Copy)				
3. Parental Consent (Notarized) (1 original copy)				
4. Vaccination Card (1 Original Copy)				
5. Parents' or Guardian's ID with Signature (1 Original Copy)				
B. FOR EMPLOYEES				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	<i>Staff-in-Charge</i> Office of the University President
	1.2 Receives a sporting event invitation and relay it to the players and coaches.	None	10 minutes	<i>Sports Director</i> 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	<i>Staff-in-Charge</i> Sports and Development Unit
	2.2 Prepares the budget letter for the budget breakdown.	None	1 working day	<i>Staff-in-Charge</i> Sports and Development Unit



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



Sports and Development Unit

Internal Services



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

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

Office or Division:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Student Athletes, TSU Employees, and Other State Universities and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR STUDENTS				
1. Valid Identification Card (ID) (1 Photocopy)	The client will provide			
2. Certificate of Registration (COR) (1 Certified True Copy)				
3. Notarized Parental Consent (1 Original Copy)				
4. Vaccination Card (1 Original Copy)				
5. Parents' ID with Signature (1 Original Copy 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 (1 Original Copy)	TSU Medical Unit			
9. Eligibility Form (1 Original Copy)	TSU or Host School			
B. FOR EMPLOYEES				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive an information about the upcoming sports event.	1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards.	Institutional Contribution	3 hours	<i>Sports Director</i> Sports and Development Unit
	1.2 Endorses to the Office of the University President the communication letter containing the discussed agenda.	None	10 minutes	<i>Staff-in-Charge</i> Sports and Development Unit
	1.3 Conducts meeting with team captains and	None	2 hours	<i>Staff-in-Charge</i> Sports and Development Unit



	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. <i>Note: If unqualified, either find a replacement / substitute of the player or comply to all the requirements.</i>	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	<i>Staff-in-Charge</i> Sports and Development Unit
TOTAL:		Institutional Contribution	390 Days, 10 Hours & 10 Minutes	



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

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

Office or Division:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	TSU Student Athletes and Other State Universities and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card (ID) (1 Photocopy)		The client will provide		
2. Certificate of Registration (1 Certified True Copy)				
3. Parental Consent (Notarized) (1 Original Copy)				
4. Vaccination Card (1 Original Copy)				
5. Parents' ID with Signature (1 Original Copy 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 (1 Original Copy)		TSU Medical Unit		
9. Eligibility Form (1 Original Copy)		TSU or Host School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives notification about the upcoming sports event.	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. <i>Note: Host University receives, evaluates, and selects qualified players. If there are selected players, proceed to training.</i>	None	2 hours	<i>Sports Director</i> Sports and Development Unit



	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. <i>Note: Training is conducted wherever the winning team resides.</i>	None	62 calendar days	Staff-in-Charge Sports and Development Unit
4. Attends the sports event.	4.1 Deploys the players and attends the sports event.	None	7 calendar days	Staff-in-Charge Sports and Development Unit
	4.2 Assists and monitors the assigned event for Region III.	None		
	4.3 Conducts meeting for the issues, concerns, and updates.	None	2 hours	Staff-in-Charge Sports and Development Unit
TOTAL:		None	434 Calendar Days & 6 Hours	



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

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

Office or Division:	Sports and Development Unit (SDU)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	TSU Student Athletes and Other State Universities and Colleges
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Valid Identification Card (ID) (1 Photocopy)	The client will provide
2. Certificate of Registration (1 Certified True Copy)	
3. Parental Consent (Notarized) (1 Original Copy)	
4. Vaccination Card (1 Original Copy)	
5. Parents ID with Signature (1 Original Copy 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 (1 Original Copy)	TSU Medical Unit
9. Eligibility Form (1 Original Copy)	TSU or Host School
FOR INTERNATIONAL AFFAIRS AND LINKAGES OFFICE (IALO)	
1. CHED-IAS Form No. 15 Annex B (1 Original Copy)	Sports and Development Unit
2. Endorsement Letter from the President (1 Original Copy)	
3. Approved Pursue Letter (1 Original Copy)	
4. Notice of Acceptance, if applicable (1 Original Copy)	
5. Invitation Letter, if applicable (1 Original Copy)	
6. Background of the Event and Organizers (attach website links, if applicable) (1 Original Copy)	
7. Certification of approved Budget Signed by Budget Officer and Accounting Office Director (1 Original Copy)	
8. Breakdown of Expenses (Specify expenses per participant and source of funding) (1 Original Copy)	
9. Official List of Participants (1 Original Copy)	
10. Approved Complete Staff Work (CSW) - (1 Original Copy)	



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



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



4. Processing of Request for Hosting a Sports Event

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

Office or Division:	Sports and Development Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Student Athletes, TSU Employees, and Other State Universities and Colleges			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR STUDENTS				
1. Valid Identification Card (ID) (1 Photocopy)	The client will provide			
2. Certificate of Registration (COR) (1 Certified True Copy)				
3. Parental Consent (Notarized) (1 Original Copy)				
4. Vaccination Card (1 Original Copy)				
5. Parents' ID with Signature (1 Original Copy 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 (1 Original Copy)	TSU Medical Unit			
9. Eligibility Form (1 Original Copy)	TSU or Host School			
B. FOR EMPLOYEES				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	<i>Sports Director</i> Sports and Development Unit
	1.2 Endorses the agenda to the Office of the University President.	None	30 minutes	<i>Staff-in-Charge</i> Sports and Development Unit
	1.3 Conducts meeting with Regional Directors, then planning afterwards.	None	3 hours	<i>Sports Director</i> Sports and Development Unit
	1.4 Conducts a meeting with Sports Directors and Tournament Managers concerning the	None	3 hours	<i>Staff-in-Charge</i> 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	<i>Staff-in-Charge Sports and Development Unit</i>
	1.6 Coordinates with local government unit/s regarding the facilities to be used.	None	3 working days	<i>Staff-in-Charge Sports and Development Unit</i>
	1.7 Coordinates with other universities regarding the playing area of every sport.	None	1 working day	<i>Staff-in-Charge Sports and Development Unit</i>
	1.8 Collects the institutional contribution to be used during the event.	None	1 working day	<i>Staff-in-Charge Sports and Development Unit</i>
	1.9 Coordinates with other offices about safety, security, vehicle, and other logistic needs.	None	1 working day	<i>Staff-in-Charge Sports and Development Unit</i>
2. Submit all the requirements needed to the Sports Development and Management Unit.	2. Receives and verifies the submitted documents.	None	1 working day	<i>Staff-in-Charge Sports and Development Unit</i>
3. Attend initial training.	3.1 Communicates to the athletes to commence their training.	None	365 calendar days	<i>Staff-in-Charge Sports and Development Unit</i>
	3.2 Releases a memo about the list of delegates/ participants.	None	1 working day	<i>Staff-in-Charge Sports and Development Unit</i>
	3.3 Conducts a meeting with coaches regarding the needs of the players and follows up the list	None	3 hours	<i>Staff-in-Charge Sports and Development Unit</i>



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



Student Publication Unit

Internal Services



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

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

Office or Division:	Student Affairs Services - Student Publication Unit (SAS-SPU)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students and College Publications			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resolution (3 Original Copies)		The client will provide		
2. Accomplished Request Letter on the Conduct of Student Activity <i>TSU-SPU-SF-12</i> (3 Original Copies)		Downloadable at https://www.tsu.edu.ph/media/bg1htqrp/tsu-spu-sf-12-request-letter-on-the-conduct-of-student-activity.docx		
3. Accomplished and Duly Signed General Plan of Action (GPOA) and Budget for Student Publications <i>TSU-SPU-SF-08</i> (3 Original Copies)		Student and College Publication or download at https://www.tsu.edu.ph/media/q3koorkw/tsu-spu-sf-08-general-plan-of-action-and-budget-for-student-publications.xlsx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements and documents. <i>Note: The resolution must be signed by both the Editor-in-Chief and Adviser.</i>	1. Receives and checks the submitted requirements. <i>Note: If submitted requirements are incomplete, return and inform the lacking.</i>	None	30 minutes	<i>Staff-in-Charge</i> Student Publication Unit
2. Proceed to Student Publication Unit for the signing of request.	2. Signs the document.	None	3 working days	<i>Head</i> Student Publication Unit
TOTAL:		None	3 Working Days & 30 Minutes	



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

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

Office or Division:	Student Affairs Services - Student Publication Unit (SAS-SPU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students and College Publications			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter Addressed to the Section Head of the Student Publication Unit (1 Original Copy or 1 Duplicate)		Student Publication/College Publications		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter addressed to Student Publication Unit asking to operate for upcoming academic year. <i>Note: The submission of letter is during the mid-year period (June-July) of the academic calendar only.</i>	1.1 Receives and checks the request letter of the submitted.	None	3 minutes	Staff Student Publication Unit
	1.2 Notifies the client regarding the date and venue of the meeting and interview of every College Publications and Student Publication.			
2. Attends the meeting and interview.	2. Conducts meeting, interview, and deliberation.	None	1 minute	Staff Student Publication Unit Editorial Board Staff College Publication
3. Submit all the accomplishment reports.	3.1 Checks and evaluates all the submitted accomplishment reports.	None	10 minutes	Staff Student Publication Unit Editorial Board Staff College Publication
	3.2 Grants the client a certification to operate and official status that their publication must be active for	None	10 minutes	Staff Student Publication Editorial Board Staff



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



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

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

Office or Division:	Student Affairs Services - Student Publication Unit (SAS-SPU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter to Publish Issue <i>TSU-SPU-SF-24</i> (3 Original Copies)		Downloadable at https://www.tsu.edu.ph/media/1gai0qnn/tsu-spu-sf-24-request-letter-to-publish-issue.docx		
2. Approved Resolution (1 Original Copy)		The client will provide		
3. Design and Specifications (3 Original Copies)				
4. Approved General Plan of Action (GPOA) and Budget <i>TSU-SPU-SF-08</i> (1 Original Copy)				
5. Dummy Copy of the Issue (3 Original Copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Dummy Copy of the Issue to the Student Publication Unit. <i>Note: Printing of magazine, newspaper, or folio must be included in the Approved Project Procurement Management Plan and Approved General Plan of Action and Budget for the whole academic year.</i>	1.1 Receives and evaluates submitted documents.	None	3 working days	Staff Student Publication Unit
	1.2 Checks and proofreads the dummy issue for final printing.	None		
2. Receive notification if the dummy issue is already proofread and retrieve evaluated dummy issue	2. Informs client on the status of the dummy issue.	None	1 hour	Staff Student Publication Unit



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

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



Student Discipline Unit

External Services



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

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

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

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students and Alumni of Bachelor of Arts in Psychology Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transcript of Record with Remarks "For Board Examination Purposes" (1 Photocopy)		Office of Admission and Registration		
2. Official Receipt (1 Original Copy)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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 Minutes	



Student Discipline Unit

Internal Services



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

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

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

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students and Alumni of Bachelor of Arts in Psychology Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transcript of Record with Remarks "For Board Examination Purposes" (1 Photocopy)		Office of Admission and Registration		
2. Official Receipt (1 Original Copy)		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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 Minutes	



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

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

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Complaint Form (1 Original Copy)		Student Discipline Unit https://www.tsu.edu.ph/downloads/for-students/		
2. Letter of Response (1 Duplicate Copy/ Photocopy)		Student Discipline Unit		
3. Documented Evidence/s (3 Photocopies)		The student will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Officer (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City). <i>Note: Use only the forms provided by SDU. Include documented evidence if there is any.</i>	1.1 Accepts the complaints and records the necessary information in the logbook (TSU-SDU-SF-09).	None	3 minutes	<i>Section Head, Student Discipline Unit</i> <i>Technical Staff, Student Discipline Unit</i>
	1.2 Coordinate with other offices (Office of Management Information Systems, Civil Security Unit, and Guidance Counseling Offices) to trace the whereabouts of the respondent.	None	3 working days	<i>Section Head, Student Discipline Unit</i> <i>Technical Staff, Student Discipline Unit</i>
	1.3 Issues notice to defendant regarding the complaint. <i>Note: Defendant is given 3 working days to respond on the complaint.</i>	None	3 working days	<i>Section Head, Student Discipline Unit</i> <i>Technical Staff, Student Discipline Unit</i>
2. Attend the scheduled hearing at the TSU Student Center, Lucinda Extension Campus, Tarlac City.	2. Schedules a hearing/ formal investigation for both parties. Notifies both parties; minutes of the hearing must be filed/recorded.	None	3 working days	<i>Section Head, Student Discipline Unit</i> <i>Technical Staff, Student Discipline Unit</i>



3. Complainant will wait for the resolution of the case once the defendant admits partially/fully the allegation and will report at the office of Student Discipline Unit for a copy of the case's resolution upon being informed by Student Discipline Unit (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City)	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
	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 Working Days & 3 Minutes	

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

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.)



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

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

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Complaint Form (1 Original Copy)		Student Discipline Unit https://www.tsu.edu.ph/downloads/for-students/		
2. Letter of Response (1 Duplicate Copy/ Photocopy)		Student Discipline Unit		
3. Documented Evidence/s (3 sets Photocopy)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant will wait for the notifications coming from Student Discipline Unit regarding the development of the case.	1.1 If defendant denies the allegations and Student Discipline Unit, however finds probable guilt, the discipline committee will convene. 1.2 Investigation will be conducted by the committee. 1.3 Decision will be rendered.	None	10 Working Days 5 Working Days from the last meeting of discipline committee	<i>Section Head,</i> Student Discipline Unit <i>Technical Staff,</i> Student Discipline Unit <i>President</i> Supreme Student Council <i>Dean</i> Office of Student Affairs and Service <i>Vice President,</i> Office Of The Vice President for Academic Affairs
2. Complainant will wait for the resolution and written notice of the case once the committee's decision was rendered and will report at the office of Student Discipline Unit for a copy of the case's	2. If committee finds no substantial proof against the defendant or if the university lacks jurisdiction, dismissal of the case will be done. But if not, written notice to both parties	None	5 Working days upon receipt of the notification	<i>Section Head,</i> Student Discipline Unit <i>Technical Staff,</i> Student Discipline Unit <i>President</i> Supreme Student Council



resolution upon being informed by Student Discipline Unit (R202, Tarlac State University Student Center, Lucinda Extension Campus, Tarlac City)	regarding the resolution of the case will be served.			<p><i>Dean</i> Office of Student Affairs and Service</p> <p><i>Vice President,</i> Office Of The Vice President for Academic Affairs</p>
TOTAL:		None	20 Working Days	

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



4. Filing of Complaints and Investigation Against TSU Employee

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

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Complaint Form (1 Original Copy)		Student Discipline Unit https://www.tsu.edu.ph/downloads/for-students/		
2. Letter of Response (1 Duplicate Copy/ Photocopy)		Student Discipline Unit		
3. Documented Evidence/s (3 sets Photocopy)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Officer (R202, Tarlac State University Student Center, Lucinda Extension Campus, Tarlac City) Reminder: Use only the forms provided by Student Discipline Unit. Include any documented evidence if there is any*	1. Accept the complaints and will record the necessary information to Student Discipline Logbook, Complainant Logbook, Case Summary Logbook and Student Blotter) *	None	1 hours & 30 minutes	<i>Section Head, Student Discipline Unit</i> <i>Technical Staff, Student Discipline Unit</i>
2. Wait for the notice coming from the Student Discipline Unit regarding the progress of the case or for the schedule of hearing to be given by the Grievance Board	2. Student Discipline Unit will forward the complaint to Office of The Vice President for Academic Affairs if the defendant is faculty or to Office of The Vice President for Administration and Finance if	None	5 working days upon receipt of the complaint	<i>Vice President, Office of The Vice President for Academic Affairs</i> <i>Vice President, Office of The Vice President for Administration and Finance</i>



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

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



5. Procedure for Appeal

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

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students Enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Appeal (1 Original or Photocopy)		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Defendant or Complainant may appeal to the decision of offices of committee through written form.	1.1 Forward the appeal base from whom decision will be appealed by the defendant or the complainant:	None	10 Working Days from Notice	<i>Technical Staff</i> 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.			<i>Technical Staff</i> 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.			<i>Technical Staff</i> 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.			<i>Staff</i> Office of the Vice President for Academic Affairs



	1.5 President's decision is appealable to the Tarlac State University-Board of Regents within 10 days from notice.			<i>Staff</i> Office of the University President
TOTAL:		None	10 Working Days	



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 Division:	Scholarship and Financial Assistance Unit (SFAU)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form TSU-SFA-SF-01 (1 Original Copy)		From the Scholarship and Financial Assistance Unit Office, Scholarship Online Application System (SOAS)		
2. For New Applicant - Certification of Barangay Indigency (1 Original Copy)		The client will provide		
3. Certification of Registration (COR) (1 Original Copy)				
4. Report of Grades (ROG) (1 Original Copy)		The client will provide (from Student Portal)		
5. For Person with Disability (PWD) - Medical Certification (1 Original Copy)		TSU Medical Unit		
6. For Person with Disability (PWD) - PWD ID (1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to TSU Scholarship Online Application System (https://scholarship.tsu.edu.ph) and fill out the necessary application form.	1. For Walk-In: Provides the Scholarship Application form and the list of other required documents. <i>Note: This Agency Action is for New Applicants and Applicants for Renewal.</i> 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

<p>Online Application System.</p>	<p>Scholarship Application forms and other required documents.</p> <p><i>Note: This Agency Action is for New Applicants and Applicants for Renewal</i></p> <p>For Online: Downloads the accomplished Scholarship Application Forms and other required documents.</p> <p><i>Note: This Agency Action is for New Applicants and Applicants for Renewal</i></p> <p>2.2 Checks the completeness and evaluates the accomplished Scholarship Application forms and other required documents.</p> <p><i>Note: The system will not proceed if uploaded / submitted documents are incomplete.</i></p> <p>2.3 Forwards the evaluated list of applications to the provider/ grantor.</p> <p>2.4 Once approved, tags scholarships for deserving students.</p>		<p>15 minutes</p> <p>3 working days</p> <p>20 minutes</p> <p>1 working day</p>	
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3. Receive notification of approval or disapproval.	3. Sends notification of approval and disapproval thru electronic mail (registered e-mail or MS Teams of the students).		30 minutes	
TOTAL:		None	4 Working Days, 1 Hour & 30 Minutes	



Scholarship and Financial Assistance Unit

Internal Services



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

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

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

Office or Division:	Scholarship and Financial Assistance Unit (SFAU)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form TSU-SFA-SF-01 (1 Original Copy)		From the Scholarship and Financial Assistance Unit Office, Scholarship Online Application System (SOAS)		
2. For New Applicant - Certification of Barangay Indigency (1 Original Copy)		The client will provide		
3. Certification of Registration (COR) (1 Original Copy)				
4. Report of Grades (ROG) (1 Original Copy)		The client will provide (from Student Portal)		
5. For Person with Disability (PWD) - Medical Certification (1 Original Copy)		TSU Medical Unit		
6. For Person with Disability (PWD) - PWD ID (1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to TSU Scholarship Online Application System (https://scholarship.tsu.edu.ph) and fill out the necessary application form.	1. For Walk-In: Provides the Scholarship Application form and the list of other required documents. <i>Note: This Agency Action is for New Applicants and Applicants for Renewal.</i> 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



<p>Online Application System.</p>	<p>Scholarship Application forms and other required documents.</p> <p><i>Note: This Agency Action is for New Applicants and Applicants for Renewal</i></p> <p>For Online: Downloads the accomplished Scholarship Application Forms and other required documents.</p> <p><i>Note: This Agency Action is for New Applicants and Applicants for Renewal</i></p> <p>2.2 Checks the completeness and evaluates the accomplished Scholarship Application forms and other required documents.</p> <p><i>Note: The system will not proceed if uploaded / submitted documents are incomplete.</i></p> <p>2.3 Forwards the evaluated list of applications to the provider/ grantor.</p> <p>2.4 Once approved, tags scholarships for deserving students.</p>		<p>15 minutes</p> <p>3 working days</p> <p>20 minutes</p> <p>1 working day</p>	
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3. Receive notification of approval or disapproval.	3. Sends notification of approval and disapproval thru electronic mail (registered e-mail or MS Teams of the students).		30 minutes	
TOTAL:		None	4 Working Days, 1 Hour & 30 Minutes	



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

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

Office or Division:	Scholarship and Financial Assistance Unit (SFAU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (1 Original Copy)		The client will provide		
2. TSU ID (1 photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request to Scholarship and Financial Assistance Office email address/MS teams.	<p>1.1 For Walk-In: Receives the letter of request and photocopy of ID of the student/s.</p> <p>For Online: Receives the email or MS Teams message of the student/s.</p> <p>1.2 Checks the list of Scholars in the Scholarship and Financial Assistance Unit Masterfile.</p> <p>1.3. Prepares the requested Certificate.</p>	None	10 minutes	<i>Staff</i> 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	<i>Staff</i> Scholarship and Financial Assistance Unit
TOTAL:		None	15 Minutes	



International, Differently-Abled, Indigenous and Marginalized Student Services

Internal Services



1. Processing of Application for Membership as International, Differently Abled, Indigenous and Marginalized Students

The service allows students to be recognized as members of the International, Differently-Abled, Indigenous and Marginalized Student Services and become one of the Unit's Program Recipients.

Office or Division:	International, Differently-Abled, Indigenous and Marginalized Student Services (IDIMSS)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client
Who may avail:	Enrolled TSU Students Who Belong to the IDIMSS Group
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. FOR INDIGENOUS PEOPLE	
1. Certificate of Tribe Membership (1 Photocopy)	The client will provide
2. Accomplished Indigenous and Marginalized Student Services Student Application Form <i>TSU-IDI-SF-05</i> (1 Original Copy)	Indigenous and Marginalized Student Services Office or download at http://www.facebook.com/sasidimss
3. Accomplished Marginalized Student Personal Data Sheet <i>TSU-IDI-SF-04</i> (1 Original Copy)	
4. 2x2 Picture Taken in the Last Six (6) Months (2 pcs)	The client will provide
B. FOR SOLO PARENT	
1. Solo Parent I.D. (1 Photocopy)	The client will provide
2. Accomplished Indigenous and Marginalized Student Services Student Application Form <i>TSU-IDI-SF-05</i> (1 Original Copy)	Indigenous and Marginalized Student Services Office or download at http://www.facebook.com/sasidimss
3. Accomplished Marginalized Student Personal Data Sheet <i>TSU-IDI-SF-04</i> (1 Original Copy)	
4. 2x2 Picture Taken in the Last Six (6) Months (2 pcs)	The client will provide
C. FOR PERSON WITH DISABILITY	
1. PWD I.D. (1 Photocopy)	The client will provide
2. Accomplished Indigenous and Marginalized Student Services Student Application Form <i>TSU-IDI-SF-05</i> (1 Original Copy)	Indigenous and Marginalized Student Services Office or download at http://www.facebook.com/sasidimss
3. Accomplished Marginalized Student Personal Data Sheet <i>TSU-IDI-SF-04</i> (1 Original Copy)	
4. 2x2 Picture Taken in the Last Six (6) Months (2 pcs)	The client will provide
D. FOR INTERNATIONAL STUDENTS	
1. Student Visa (1 Photocopy)	The client will provide
2. Accomplished Indigenous and Marginalized Student Services Student Application Form <i>TSU-IDI-SF-05</i> (1 Original Copy)	Indigenous and Marginalized Student Services Office or download at http://www.facebook.com/sasidimss
3. Accomplished Marginalized Student	



Personal Data Sheet <i>TSU-IDI-SF-04</i> (1 Original Copy)				
4. 2x2 Picture Taken in the Last Six (6) Months (2 pcs)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send to Indigenous and Marginalized Student Services Facebook page (http://www.facebook.com/sasidimss) all pertinent documents.	1. Receives the submitted applications and evaluates all the submitted requirements.	None	10 minutes	<i>Staff</i> 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. <i>Note: If with incomplete requirements, notify applicants regarding the incomplete requirements and instruct to submit the lacking for completion.</i>	None	5 minutes	<i>Staff</i> Indigenous and Marginalized Student Services
3. Receive Identification Card.	3. Releases Identification Card.	None	8 working days	<i>Staff</i> Indigenous and Marginalized Student Services
TOTAL:		None	8 Working Days & 15 Minutes	



2. Indigenous and Marginalized Student Services Student Consultation and Assistance

The service provides IDIMSS student opportunity to request assistance and raise their concerns regarding activities, events, finance, and other academic circumstances.

Office or Division:	International, Differently-Abled, Indigenous and Marginalized Student Services (IDIMSS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All IDIMSS Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indigenous and Marginalized Student Services Identification Card		From the requestor/ client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Indigenous and Marginalized Student Services Identification Card for verification and fill out the Indigenous and Marginalized Student Services Consultation and Assistance Logbook	1. Verify the presented Indigenous and Marginalized Student Services Identification Card and queue the Indigenous and Marginalized Student Services student for consultation and assistance	None	3 minutes	<i>Staff</i> Indigenous and Marginalized Student Services
2. Explain the concern and assistance needed to the Section head	2. Interview the Indigenous and Marginalized Student Services Student and assess the type of assistance needed	None	30 minutes	<i>Head</i> Indigenous and Marginalized Student Services
3. Receive advice or endorsement to concerned office/individual	3. Provide advice or endorsement to concerned office/individual	None	10 minutes	<i>Head</i> Indigenous and Marginalized Student Services
TOTAL:		None	43 Minutes	



Research, Accreditation and Records Unit

External Services



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

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

Office or Division:	Research, Accreditation and Records Unit (RARU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	Colleges and Units of the University, Accreditation Bodies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Document Request Form <i>DRF TSU-RAR-SF-01</i> (1 Original Copy)		Research, Accreditation and Records Unit or download at https://www.tsu.edu.ph/media/uo1jcss1/tsu-rar-sf-01-updated-word-format-1.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For Walk-In: Submit accomplished Document Request Form to the Research, Accreditation and Records Unit.</p> <p>For Online: Send an electronic copy of the Document Request Form via e-mail thru sas.rarunit@gmail.com.</p>	<p>1.1.1 For Walk-In: Receives the DRF from the client through e-mail and a printed copy if walk-in.</p> <p>1.1.2 Records the document in the Incoming Documents Monitoring Logbook.</p> <p>1.2.1 For Online: Receives and downloads the Document Request Form and acknowledges the receipt of email.</p> <p>1.2.2 Prints the Document Request Form as proof of service transaction.</p>	None	3 minutes	<i>Technical Staff</i> Research, Accreditation and Records Unit



	<p>1.3 For Walk-In and Online: Assesses the list of the requested records to determine their availability.</p> <p><i>Note: If deemed sensitive and confidential, seek the approval of the Data Privacy Officer.</i></p>	None	<p>2 hours</p> <p>3 hours</p>	<p><i>Unit Head Research, Accreditation and Records Unit</i></p> <p><i>Data Privacy Officer Data Privacy Unit</i></p>
	<p>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.</p>	None	6 working days	<i>Technical Staff & Unit Head Research, Accreditation and Records Unit</i>
2. Receive the requested documents and affix his or her signature in the Document Monitoring Logbook.	<p>2. Releases the requested documents.</p> <p>For Walk-In: Releases the requested document and instructs the client to affix his or her signature in the Document Monitoring Logbook.</p> <p>For Online: Sends scanned copies through email.</p>	None	15 minutes	<i>Technical Staff Unit Head Research, Accreditation and Records Unit</i>
TOTAL FOR ORDINARY DOCUMENTS:		None	6 Working Days, 2 Hours & 18 Minutes	



TOTAL FOR DOCUMENTS DEEMED SENSITIVE AND CONFIDENTIAL:	None	6 Working Days, 5 Hours & 18 Minutes	
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**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 and Records Unit (RARU)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Entity/ies			
Who may avail:	Colleges and Units of the University, Accreditation Bodies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Document Request Form <i>DRF TSU-RAR-SF-01</i> (1 Original Copy)		Research, Accreditation and Records Unit or download at https://www.tsu.edu.ph/media/uo1jcss1/tsu-rar-sf-01-updated-word-format-1.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For Walk-In: Submit accomplished Document Request Form to the Research, Accreditation and Records Unit.</p> <p>For Online: Send an electronic copy of the Document Request Form via e-mail thru sas.rarunit@gmail.com.</p>	<p>1.1.1 For Walk-In: Receives the DRF from the client through e-mail and a printed copy if walk-in.</p> <p>1.1.2 Records the document in the Incoming Documents Monitoring Logbook.</p> <p>1.2.1 For Online: Receives and downloads the Document Request Form and acknowledges the receipt of email.</p> <p>1.2.2 Prints the Document Request Form as proof of service transaction.</p>	None	3 minutes	<i>Technical Staff</i> Research, Accreditation and Records Unit

	<p>1.3 For Walk-In and Online: Assesses the list of the requested records to determine their availability.</p> <p><i>Note: If deemed sensitive and confidential, seek the approval of the Data Privacy Officer.</i></p>	None	<p>2 hours</p> <p>3 hours</p>	<p><i>Unit Head Research, Accreditation and Records Unit</i></p> <p><i>Data Privacy Officer Data Privacy Unit</i></p>
	<p>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.</p>	None	6 working days	<i>Technical Staff & Unit Head Research, Accreditation and Records Unit</i>
2. Receive the requested documents and affix his or her signature in the Document Monitoring Logbook.	<p>2. Releases the requested documents.</p> <p>For Walk-In: Releases the requested document and instructs the client to affix his or her signature in the Document Monitoring Logbook.</p> <p>For Online: Sends scanned copies through email.</p>	None	15 minutes	<i>Technical Staff Unit Head Research, Accreditation and Records Unit</i>
TOTAL FOR ORDINARY DOCUMENTS:		None	6 Working Days, 2 Hours & 18 Minutes	



TOTAL FOR DOCUMENTS DEEMED SENSITIVE AND CONFIDENTIAL:	None	6 Working Days, 5 Hours & 18 Minutes	
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**The total turnaround time includes the processing time for request/s in volume.*



Office of TSU National Service Training Program

External Services



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

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

Office or Division:	Office of TSU National Service Training Program			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All TSU NSTP Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from Registrar (If Enrolled) (1 Original Copy)		The client will provide		
2. Serial Number Request Form (1 Original Copy)		Office of TSU National Service Training Program		
FOR ALUMNI:				
1. Transcript of Records (1 Photocopy)		The client will provide		
2. Serial Number Request Form (1 Original Copy)		Office of TSU National Service Training Program		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If Enrolled: Submit a letter from the current school registrar requesting for a serial number and fill out National Services Training Program request form. For Alumni: Submit the transcript of records and fill out National Services Training Program request form.	1.1 Receives and examines the form and verify its veracity vis-a-vis submitted documents	None	1 hour & 15 minutes	Clerk National Services Training Program Office
	1.2 If verified true and correct, the Director signs the form. If unverified, the agency will not release serial number to the client.	None	1 hour & 30 minutes	Clerk, Director National Services Training Program Office
2. Receive the document requested.	2. Seals the document and release to the client.	None	15 minutes	Clerk National Services Training Program Office
TOTAL:		None	3 Hours	



Office of TSU National Service Training Program

Internal Services



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

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

Office or Division:	Office of TSU National Service Training Program			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All TSU NSTP Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from Registrar (If Enrolled) (1 Original Copy)		The client will provide		
2. Serial Number Request Form (1 Original Copy)		Office of TSU National Service Training Program		
FOR ALUMNI:				
1. Transcript of Records (1 Photocopy)		The client will provide		
2. Serial Number Request Form (1 Original Copy)		Office of TSU National Service Training Program		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If Enrolled: Submit a letter from the current school registrar requesting for a serial number and fill out National Services Training Program request form. For Alumni: Submit the transcript of records and fill out National Services Training Program request form.	1.1 Receives and examines the form and verify its veracity vis-a-vis submitted documents	None	1 hour & 15 minutes	<i>Clerk</i> National Services Training Program Office
	1.2 If verified true and correct, the Director signs the form. If unverified, the agency will not release serial number to the client.	None	1 hour & 30 minutes	<i>Clerk, Director</i> National Services Training Program Office
2. Receive the document requested.	2. Seals the document and release to the client.	None	15 minutes	<i>Clerk</i> National Services Training Program Office
TOTAL:		None	3 Hours	



Office of Library Management and Services

External Services



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

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

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 Original Copy)		The client will provide		
2. Duly Signed Referral Letter Addressed to Tarlac State University Library Director (1 Original copy)		The client will provide		
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 TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the referral letter at the Circulation Counter of any units of the TSU Library. 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. <i>Note: New transaction shall be done if the Visiting Researcher revisits the TSU library on the following day/s.</i>	1. Verifies the presented referral letter. For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Receives the payment and issues the Official Receipt.	None Php 50.00 per head	2 minutes 5 minutes	<i>Head and Staff</i> Office of Library Management and Services <i>Staff-in-Charge</i> Cashiering Unit
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	<i>Head and Staff</i> Office of Library Management and Services



<p>For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Present the Official Receipt of payment of Visiting Researcher's Fee at the Circulation Counter.</p>	<p>information sources.</p> <p>For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Verifies the Official Receipt presented and performs reference procedures to identify needed information sources.</p>	None	7 minutes	
<p>3. State and negotiate the query/ies.</p>	<p>3. Analyzes query/ies and identifies possible information sources using the Online Public Access Catalogue.</p>	None	5 minutes	<i>Head and Staff Office of Library Management and Services</i>
<p>4. Receive answer to the query/ies.</p>	<p>4.1 Presents the information source to the client.</p> <p><i>Note: if answer/s to the query/ies cannot be found, inform the client.</i></p>	None	1 minute	<i>Head and Staff Office of Library Management and Services</i>
	<p>4.2 Records query/ies and sources of information for reference purposes.</p>	None	2 minutes	<i>Head and Staff Office of Library Management and Services</i>
TOTAL:		None	15 Minutes	
TOTAL FOR VISITOR'S FROM NON - GOVERNMENT AGENCIES WITHOUT MOA/MOU WITH TSU:		Php 50.00 per Head	20 Minutes	



Office of Library Management and Services

Internal Services



1. Processing of Request to Borrow Information Materials

This service allows clients to borrow and use books and other information materials from the library.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the information material/s for check-out, together with a valid ID, at the Circulation Counter.	1. Verifies validity of the ID presented.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
2. Fill out the Book Card/s <i>TSU-LMS-SF-06</i> with the needed details.	2.1 Checks out the information material/s under the client's name in the library system.	None	2 minutes	<i>Head and Staff</i> 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	<i>Head and Staff</i> 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	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	10 Minutes	



2. Processing the Request of Document Delivery Service for Distance Users

This service allows distance learner clients to obtain electronic copy/ies of the learning resource materials for their respective needs.

Office or Division:	Office of Library Management Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR TSU STUDENTS				
1. Valid Certificate of Registration (1 Electronic Copy)		The client will provide		
B. FOR TSU EMPLOYEES				
1. Valid TSU ID (1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search through the Online Public Access Catalog (http://library.tsu.edu.ph/) for relevant information material/s and inform the librarian/s regarding the intention to borrow or acquire such information materials via: a. Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or b. Send an email to the official TSU library email address (library@tsu.edu.ph).	1.1 Receives the request and validates the identity of the client and checks the availability of information material/s.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
	1.2 Checks out the information material/s under the borrower / client's name in the library system.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
	1.3 Scans the item and informs the client of copyright restrictions.	None	1 hour	<i>Head and Staff</i> Office of Library Management and Services



<p><i>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.</i></p>				
<p>2. Receive the scanned copy of the request.</p>	<p>2. Sends the electronic copy to the client.</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Head and Staff Office of Library Management and Services</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>1 Hour & 19 Minutes</p>	

**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 pre-arranged date.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request online 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) 2 days before pick-up.	1.1 Receives request and checks availability of information material/s.	None	2 working days	<i>Head and Staff</i> Office of Library Management and Services
	1.2 Informs the client if the requested information material/s is available or not.	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
	1.3 If information material/s is/are available, schedules a pick-up date.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
2. Pick up the information material/s on the agreed schedule at the designated library unit.	2.1 Validates identity of client thru the presented TSU ID.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
	2.2 Checks out the information material/s under the borrower / client's name in the library system.	None	1 minute	<i>Head and Staff</i> Office of Library Management and Services
3. Fill-out Book Card <i>TSU-LMS-SF-06</i> and logbook <i>TSU-LMS-SF-28</i> .	3. Releases the information material/s to the client.	None	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL:		None	2 Working Days & 10 Minutes	



4. Process of Returning Information Materials

This service assists library clients in returning borrowed information materials from the library.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrowed Information Materials		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed information material/s for check-in at the Circulation Counter.	1.1 Receives and scans information material/s in the library system for check-in. Pulls out Book Card from the file box and inserts it in the book pocket.	None	5 minutes	<i>Head and Staff</i> Office of Library Management and Services
	1.2 If overdue: Library staff informs the client of the penalty which must be paid at the Cashier's Office.	Penalty due as per the case of the borrower	2 minutes	<i>Head and Staff</i> Office of Library Management and Services
2. Present the Official Receipt of overdue payment to the Library Staff at the Circulation Counter	2. Verify Official Receipt and update or clear the client's overdue fine in the library system	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
TOTAL IF WITHOUT OVERDUE PENALTY:		None	8 Minutes	
TOTAL IF WITH OVERDUE PENALTY:		Penalty Due	10 Minutes	



5. Process of Renewing Borrowed Information Materials

The service allows library clients to renew borrowed books for three consecutive times. A borrowed book may be renewed if it has not been requested by another client.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Renewal at the Circulation Counter – Books for Renewal		The client will provide		
2. For Online Renewal Request - Valid Certificate of Registration (1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Renewal at the Circulation Counter: Present information material/s for renewal.	1. For Renewal at the Circulation Counter: Scans the book or the borrower's ID in the library system for renewal and requests the client to rewrite his/her name on the Book Card and indicate the current date. <i>Note: If maximum renewal has been reached, inform the client.</i>	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
For Online Renewal Requests: Send the following details via MS Teams, TSU Library email address (library@tsu.edu.ph) or TSU Facebook page https://www.facebook.com/TarlacStateUniversityLibrary .	For Online Renewal Requests: Validates the identity of the clients' account thru the library system, then proceed to Agency Action No. 2.2.	None	3 minutes	<i>Head and Staff</i> Office of Library Management and Services
Client's Name:				



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



6. Process of Inquiring for Available Learning Resources

This service allows clients to inquire about the learning resources available in the library.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State query/ies through the Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or send an email to the official TSU email address (library@tsu.edu.ph). <i>Note: Clarification and negotiation shall be done if needed.</i>	1. Receives, clarifies and negotiates query/ies from the client.	None	15 minutes	<i>Head or Staff</i> Office of Library Management and Services
2. Wait for the reference query to be processed.	2. Analyzes query and identifies possible information sources using the Online Public Access Catalogue (OPAC).	None	30 minutes	<i>Head or Staff</i> Office of Library Management and Services
3. Receive answer/s to query/ies.	3.1 Presents to the client the information source. <i>Note: If answer/s to the query/ies is/are not found, inform the client.</i>	None	3 minutes	<i>Head or Staff</i> Office of Library Management and Services
	3.2 Records query/ies in the logbook <i>TSU-LMS-SF-10</i> and	None	1 minute	<i>Head or Staff</i> Office of Library Management and Services



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

**The total turnaround time considers the nature of query, queue of requests, power availability and internet connectivity.*



7. Processing of Library Clearance

This service allows students and employees to secure library clearance.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. FOR STUDENTS				
1. Accomplished Student Clearance Form <i>TSU-ORA-SF-18</i> (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/aianidjs/l-student-clearance-form.pdf		
B. FOR EMPLOYEES				
1. For Plantilla Post – Accomplished Clearance Form <i>CS Form No. 7</i> (1 Original Copy)		Human Resource Development and Management Office of download at https://www.tsu.edu.ph/media/ksslcbls/cs-form-07-clearance-form.pdf		
2. For Non-Teaching (Job Order) – Accomplished Clearance for Non-Teaching (Job Order) <i>TSU-HRD-SF-45</i> (1 Original Copy)		Human Resource Development and Management Office of download at https://www.tsu.edu.ph/media/51idwgt5/tsu-hrd-sf-45-clearance-for-non-teaching-job-order-r05.pdf		
3. For Lecturer (Full Time / Part-Time) – Accomplished Clearance for Lecturer (Full Time / Part-Time) <i>TSU-HRD-SF-46</i> (1 Original Copy)		Human Resource Development and Management Office of download at https://www.tsu.edu.ph/media/awbhcfaf/tsu-hrd-sf-46-clearance-for-lecturer-full-time-part-time-end-of-contract-r05.pdf		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 via TSU portal.	1.1 Verifies library accountabilities of the client from the library system.	None	30 minutes	<i>Head or Staff</i> Office of Library Management and Services
	1.2 Without Library Accountabilities: Affixes signature on the Clearance Form and releases it to the client. Then, proceed to Agency No. 4.2. With Library Accountabilities: Informs client to settle his/her accountabilities at the Cashiering Unit and/or Supply Office.	None	3 minutes 3 minutes	<i>Head or Staff</i> Office of Library Management and Services <i>Head or Staff</i> Office of Library Management and Services



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 accountability/ies	40 minutes	<i>Staff-in-Charge</i> 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	<i>Head or Staff</i> Office of Library Management and Services
4. With Library Accountabilities: Receive the duly signed Clearance Form and fill out the Clearance Logbook <i>TSU-LMS-SF-12</i> .	4.1 Affixes signature on the Clearance Form.	None	3 minutes	<i>Head or Staff</i> Office of Library Management and Services
	4.2 Provides the Clearance Logbook for the client to accomplish.	None	5 minutes	<i>Head or Staff</i> Office of Library Management and Services
TOTAL FOR CLIENT WITHOUT LIBRARY ACCOUNTABILITIES		None	38 Minutes	
TOTAL FOR CLIENT WITH LIBRARY ACCOUNTABILITIES:		Depends on the Computed Fines or Price of Book, If Lost	1 Hour & 26 Minutes	

**The total turnaround time considers the volume of requests, queue, power availability and internet connectivity.*



8. Processing of Request to Use Computer & Internet Access

This service allows clients to request the use of library computer units with internet access. Clients may use the facilities for free.

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



9. Processing of Request for Referral Service

This service allows clients to consult other information centers, by requesting the library to issue referral letters.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid TSU ID (1 Original Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID at the Circulation Counter and inform the staff of the request for referral.	1.1 Verifies the validity of presented ID.	None	3 minutes	<i>Head or Staff</i> Office of Library Management and Services
	1.2 Provides the Referral Letter Request Form <i>TSU-LMS-SF-02</i> to be filled out.	None	2 minutes	<i>Head or Staff</i> 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	<i>Head or Staff</i> Office of Library Management and Services
4. Receive the referral letter and log on the Referral Issuance Log <i>TSU-LMS-SF-11</i> .	4. Issues the Referral Letter to the client.	None	2 minutes	<i>Head or Staff</i> Office of Library Management and Services
TOTAL:		None	37 Minutes	

*The total turnaround time considers the volume of clients, queue, and availability of signatory.



10. Selective Dissemination of Information on Unpublished Materials

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

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	TSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hardbound Thesis/ Dissertation (3 Original Copies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copies of their dissertation / thesis at the LMS – Technical Office and present the Copy Furnish of Dissertation / Thesis Form <i>TSU-VPA-SF-50</i>	1.1 Receives Copy Furnish of Dissertation / Thesis Form.	None	3 minutes	<i>Head or Staff</i> Office of Library Management and Services
	1.2 Verifies completeness of submitted materials and signs the Copy Furnish form accordingly.	None	5 minutes	<i>Head or Staff</i> Office of Library Management and Services
2. Fill out the Library Incoming Unpublished Materials logbook <i>TSU-LMS-SF-25</i> .	2.1 Instructs client to fill out Library Incoming Unpublished Materials logbook <i>TSU-LMS-SF-25</i> .	None	2 minutes	<i>Head or Staff</i> Office of Library Management and Services
	2.2 Compiles list of theses and dissertation submissions to be posted on the bulletin board or via Facebook for information dissemination.	None	2 working days	<i>Head or Staff</i> Office of Library Management and Services
TOTAL:		None	2 Working Days and 10 Minutes	



Office of the Vice President for Research, Development and Extension

Internal Services



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

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

Office or Division:	Office of The Vice President for Research, Development and Extension (OVPRDE)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the University President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Form <i>TSU-OUP-SF-01</i> (1 Original Copy)		The client will provide		
2. Letter/Request addressed to President (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed endorsement to the Office of the Vice President for Research Development and Extension.	1.1 Receives and reviews the contents of the endorsement.	None	2 minutes	<i>Staff</i> Office of the Vice President for Research, Development and Extension
	1.2 Assigns concerned heads / staff to take charge of endorsement and signs the endorsement form.	None	3 working days	<i>Vice President</i> Office of the Vice President for Research, Development and Extension
	1.3 Forwards endorsement to the concerned office/s.	None	1 hour	<i>Staff</i> Office of the Vice President for Research, Development and Extension
TOTAL:		None	3 Working Days, 1 Hour & 2 Minutes	



2. Processing of Inter-office Communication and Transaction

This allows for processing of inter-office communications and transactions such as request to serve meals, letter requests, travel order, and Individual Performance Commitment And Review (IPCR)/ Department Performance Commitment And Review (DPCR)/ Office Performance Commitment And Review (OPCR).

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



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	<i>Staff</i> Office of the Vice President for Research, Development and Extension
TOTAL:		None	3 Working Days & 7 Minutes	



Office of University Research and Development

External Services



1. Processing of Request for Statistical Support and Related Services

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

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

Office or Division:	Office of the University Research Development – Data Analytics Unit (DNU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	TSU Masters Students (Type A Client) TSU Doctorate Students (Type B Client) TSU Faculty Researchers (Type C Client)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Appointment Form <i>TSU-URO-SF-75</i> - (1Original Copy)		Office of Research Development or download at https://www.tsu.edu.ph/media/y3tcrubf/tsu-uro-sf-75.docx		
2. For Type A to C Clients – Official Receipt of Payment for Statistical Support and Related Services (1 Duplicate Copy or 1 Photocopy)		TSU Cashiering Unit		
3. Manuscript/Article in .docx or .pdf Format (1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the electronic copy of the manuscript, including the survey questionnaire and research data, if available, and the other pertinent requirements to ursc@tsu.edu.ph .	1.1 Receives and checks the completeness of the submitted documents.	None	20 minutes	<i>Staff-in-Charge</i> Data Analytics Unit
	1.2 Assesses the study/paper and determines the statistician in charge.	None	2 working days	<i>Staff-in-Charge</i> Data Analytics Unit
<i>Note: For Type C Clients, proceed to Step 5</i>				
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	<i>Staff-in-Charge</i> 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 contact details.	5.1 Informs client about the assigned statistician and contact details via email.	None	30 minutes	Staff-in-Charge Data Analytics Unit
	5.2 Forwards the submitted documents of the client to the assigned statistician.	None	10 minutes	Staff-in-Charge Data Analytics Unit
TOTAL:		See Table Below	2 Working Days, 2 Hours & 40 Minutes	

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



2. Processing of Request for Water Analysis and Other Laboratory Services

The service allows clients to avail Physico-Chemical, Microbiological Analyses of drinking water and wastewater samples.

Note: This is a multi-stage process. The Analytical Testing Laboratory is responsible for processing the request for water analysis and other laboratory services. While the Accounting Unit is only responsible for assessing and receiving the payment.

Office or Division:	Office of the University Research Development – Analytical Testing Laboratory (ATL)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Faculty Researchers (Type A Client) Other Interested Institutions/Agencies (Type B Client) TSU Graduate Students (Type C Client) TSU Undergraduate Students and Non-TSU Students (Type D Client)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Use of Equipment Request/s - Printed Journal / Research Paper Explicitly Indicating the Method and Conditions-to-be-Used (1 Original Copy)		The client will provide		
2. For All Client Types – Accomplished Request for Analysis TSU-PCL-SF-33 – (1 Original Copy)		Analytical Testing Laboratory		
3. For Type A Clients – Copy of the Research Capsule Proposal Form signed by the Dean TSU-URO-SF-01 – (1 Photocopy)		The client will provide		
4. For Type A Clients – Copy of the Notice to Proceed signed by a Representative from the University Research Office TSU-URO-SF-60 – (1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Analytical Testing Laboratory facility for an initial meeting or via MS Teams, Messenger, Zoom Teleconferencing and other online platforms.	1.1 Attends initial meetings with the client to inform other necessary requirements for the requested laboratory analysis or laboratory services and logs the client's name on the Laboratory Analyses /	None	1 hour	Staff-in-Charge Analytical Testing Laboratory



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



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 <i>* Table of fees attached</i>	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 e-copy 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. Samples must be delivered to the laboratory immediately after sampling. Properly sampling procedures must also be followed.	5.1 Receives and reviews the samples. Conduct the requested services and summarize the results recorded.	None	10 minutes	Staff(s) Analytical Testing Laboratory
	5.2 Labels each sample with assigned laboratory sample number.	None	2 hours	Staff(s) Analytical Testing Laboratory
	5.3 Conducts the laboratory analysis for various parameters and render requested laboratory service(s).	None	13 working days maximum <i>Note: 1 day per analysis requested or 2 days per spectrophotom</i>	Staff(s) Analytical Testing Laboratory



<p>Physic-Chem samples must be placed in a clean container (preferably glass amber bottle or plastic container, $\geq 1000\text{mL}$) and are securely capped.</p> <p>Microbiology samples must be placed in a sterilized-sample bags ($\geq 400\text{mL}$). Samples must be transported inside a cooler with internal temperature of $\leq 6\text{ }^\circ\text{C}$ but above freezing.</p>			<i>etric analysis requested.</i>	
	5.4 Fill-out necessary analysis forms with results from the analyses and/or laboratory services.	None	1 working day	Staff(s) Analytical Testing Laboratory
	5.5 Rechecks and encodes the results in the Results of the Analyses.	None	6 hours	Staff(s) Analytical Testing Laboratory
	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.	<p>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).</p> <p>For face- to face meeting: Return excess samples to the client(s)</p> <p>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.</p>	<p>None</p> <p>None</p>	<p>1 hour</p> <p>2 hours</p>	<p>Staff(s) Analytical Testing Laboratory</p> <p>Staff(s) Analytical Testing Laboratory</p>



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

Note: One working day is equivalent to 10 hours.

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

WATER ANALYSIS	TYPE A CLIENTS	TYPE B CLIENTS	TYPE C CLIENTS
PHYSICO-CHEMICAL			
Sample Preparation	₱ 225.00	₱ 202.50	₱ 191.25
Color (Apparent)	₱ 150.00	₱ 135.00	₱ 127.50
Color (True)	₱ 200.00	₱ 180.00	₱ 170.00
Turbidity	₱ 150.00	₱ 135.00	₱ 127.50
Temperature	₱ 150.00	₱ 135.00	₱ 127.50
pH	₱ 150.00	₱ 135.00	₱ 127.50
Conductivity	₱ 150.00	₱ 135.00	₱ 127.50
Total Suspended Solids (TSS)	₱ 450.00	₱ 405.00	₱ 382.50
Total Dissolved Solids (TDS, Gravimetric)	₱ 500.00	₱ 450.00	₱ 425.00
Total Dissolved Solids (TDS, Electrometric)	₱ 100.00	₱ 90.00	₱ 85.00
Total Solids	₱ 450.00	₱ 405.00	₱ 382.50
Total Hardness	₱ 500.00	₱ 450.00	₱ 425.00
Calcium Hardness	₱ 400.00	₱ 360.00	₱ 340.00
Chloride	₱ 600.00	₱ 540.00	₱ 510.00
Odor	₱ 100.00	₱ 90.00	₱ 85.00
Chlorosity	₱ 300.00	₱ 270.00	₱ 255.00
Salinity	₱ 300.00	₱ 270.00	₱ 255.00
Total Alkalinity	₱ 400.00	₱ 360.00	₱ 340.00
P-Alkalinity	₱ 250.00	₱ 225.00	₱ 212.50
M-Alkalinity	₱ 250.00	₱ 225.00	₱ 212.50



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
Microbiological			
<i>E. coli</i>	₱ 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
<i>Staphylococcus aureus</i>	₱ 360.00	₱ 324.00	₱ 306.00
<i>Salmonella</i>	₱ 480.00	₱ 432.00	₱ 408.00
<i>Yeast/mold count</i>	₱ 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 Equipment			
Rotary Evaporator Extraction (per mL)	₱ 1.00	₱ 0.90	₱ 0.85
Incubator (per hour)	₱ 5.00	₱ 4.50	₱ 4.25
Autoclave (per hour)	₱ 60.00	₱ 54.00	₱ 51.00
Furnace (per hour)	₱ 150.00	₱ 135.00	₱ 127.50
Oven (per hour)	₱ 24.00	₱ 21.60	₱ 20.40
Laminar Flow Hood (per hour)	₱ 20.00	₱ 18.00	₱ 17.00



Office of University Research and Development

Internal Services



1. Processing of Request for Statistical Support and Related Services

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

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

Office or Division:	Office of the University Research Development – Data Analytics Unit (DNU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	TSU Masters Students (Type A Client) TSU Doctorate Students (Type B Client) TSU Faculty Researchers (Type C Client)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Accomplished Appointment Form <i>TSU-URO-SF-75</i> - (1Original Copy)		Office of Research Development or download at https://www.tsu.edu.ph/media/y3tcrubf/tsu-uro-sf-75.docx		
5. For Type A to C Clients – Official Receipt of Payment for Statistical Support and Related Services (1 Duplicate Copy or 1 Photocopy)		TSU Cashiering Unit		
6. Manuscript/Article in .docx or .pdf Format (1 Electronic Copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the electronic copy of the manuscript, including the survey questionnaire and research data, if available, and the other pertinent requirements to ursc@tsu.edu.ph .	1.1 Receives and checks the completeness of the submitted documents.	None	20 minutes	Staff-in-Charge Data Analytics Unit
	1.2 Assesses the study/paper and determines the statistician in charge.	None	2 working days	Staff-in-Charge Data Analytics Unit
<i>Note: For Type C Clients, proceed to Step 5</i>				
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 contact details.	5.1 Informs client about the assigned statistician and contact details via email.	None	30 minutes	Staff-in-Charge Data Analytics Unit
	5.2 Forwards the submitted documents of the client to the assigned statistician.	None	10 minutes	Staff-in-Charge Data Analytics Unit
TOTAL:		See Table Below	2 Working Days, 2 Hours & 40 Minutes	

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



2. Processing of Request for Water Analysis and Other Laboratory Services

The service allows clients to avail Physico-Chemical, Microbiological Analyses of drinking water and wastewater samples.

Note: This is a multi-stage process. The Analytical Testing Laboratory is responsible for processing the request for water analysis and other laboratory services. While the Accounting Unit is only responsible for assessing and receiving the payment.

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



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



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 <i>* Table of fees attached</i>	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 e-copy 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. Samples must be delivered to the laboratory immediately after sampling. Properly sampling procedures must also be followed.	5.1 Receives and reviews the samples. Conduct the requested services and summarize the results recorded.	None	10 minutes	Staff(s) Analytical Testing Laboratory
	5.2 Labels each sample with assigned laboratory sample number.	None	2 hours	Staff(s) Analytical Testing Laboratory
	5.3 Conducts the laboratory analysis for various parameters and render requested laboratory service(s).	None	13 working days maximum <i>Note: 1 day per analysis requested or 2 days per spectrophotom</i>	Staff(s) Analytical Testing Laboratory

<p>Physic-Chem samples must be placed in a clean container (preferably glass amber bottle or plastic container, $\geq 1000\text{mL}$) and are securely capped.</p> <p>Microbiology samples must be placed in a sterilized-sample bags ($\geq 400\text{mL}$). Samples must be transported inside a cooler with internal temperature of $\leq 6\text{ }^{\circ}\text{C}$ but above freezing.</p>			<i>etric analysis requested.</i>	
	5.4 Fill-out necessary analysis forms with results from the analyses and/or laboratory services.	None	1 working day	Staff(s) Analytical Testing Laboratory
	5.5 Rechecks and encodes the results in the Results of the Analyses.	None	6 hours	Staff(s) Analytical Testing Laboratory
	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.	<p>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).</p> <p>For face- to face meeting: Return excess samples to the client(s)</p> <p>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.</p>	<p>None</p> <p>None</p>	<p>1 hour</p> <p>2 hours</p>	<p>Staff(s) Analytical Testing Laboratory</p> <p>Staff(s) Analytical Testing Laboratory</p>



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

Note: One working day is equivalent to 10 hours.

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

WATER ANALYSIS	TYPE A CLIENTS	TYPE B CLIENTS	TYPE C CLIENTS
PHYSICO-CHEMICAL			
Sample Preparation	₱ 225.00	₱ 202.50	₱ 191.25
Color (Apparent)	₱ 150.00	₱ 135.00	₱ 127.50
Color (True)	₱ 200.00	₱ 180.00	₱ 170.00
Turbidity	₱ 150.00	₱ 135.00	₱ 127.50
Temperature	₱ 150.00	₱ 135.00	₱ 127.50
pH	₱ 150.00	₱ 135.00	₱ 127.50
Conductivity	₱ 150.00	₱ 135.00	₱ 127.50
Total Suspended Solids (TSS)	₱ 450.00	₱ 405.00	₱ 382.50
Total Dissolved Solids (TDS, Gravimetric)	₱ 500.00	₱ 450.00	₱ 425.00
Total Dissolved Solids (TDS, Electrometric)	₱ 100.00	₱ 90.00	₱ 85.00
Total Solids	₱ 450.00	₱ 405.00	₱ 382.50
Total Hardness	₱ 500.00	₱ 450.00	₱ 425.00
Calcium Hardness	₱ 400.00	₱ 360.00	₱ 340.00
Chloride	₱ 600.00	₱ 540.00	₱ 510.00
Odor	₱ 100.00	₱ 90.00	₱ 85.00
Chlorosity	₱ 300.00	₱ 270.00	₱ 255.00
Salinity	₱ 300.00	₱ 270.00	₱ 255.00
Total Alkalinity	₱ 400.00	₱ 360.00	₱ 340.00
P-Alkalinity	₱ 250.00	₱ 225.00	₱ 212.50
M-Alkalinity	₱ 250.00	₱ 225.00	₱ 212.50



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
Microbiological			
<i>E. coli</i>	₱ 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
<i>Staphylococcus aureus</i>	₱ 360.00	₱ 324.00	₱ 306.00
<i>Salmonella</i>	₱ 480.00	₱ 432.00	₱ 408.00
<i>Yeast/mold count</i>	₱ 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 Equipment			
Rotary Evaporator Extraction (per mL)	₱ 1.00	₱ 0.90	₱ 0.85
Incubator (per hour)	₱ 5.00	₱ 4.50	₱ 4.25
Autoclave (per hour)	₱ 60.00	₱ 54.00	₱ 51.00
Furnace (per hour)	₱ 150.00	₱ 135.00	₱ 127.50
Oven (per hour)	₱ 24.00	₱ 21.60	₱ 20.40
Laminar Flow Hood (per hour)	₱ 20.00	₱ 18.00	₱ 17.00



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 Division:	Office of University Research and Development – Research Publication, Information and Communication Unit (RPICU)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	TSU Faculty Researchers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
I. Request for Research Output Incentives		
A. FOR PUBLICATION INCENTIVE		
1. Accomplished Request for Incentive of Research Publication <i>TSU-URO-SF-56</i> (Triplicate Copies)	Office of University Research and Development or download at https://www.tsu.edu.ph/media/nw1fkuhx/tsu-uro-sf-56-request-for-incentive-of-research-publication.docx	
2. Journal Article Including Cover Page (Triplicate Copies)	The client will provide	
3. Copyright Page (Triplicate Copies)		
4. Editorial Board and Table of Contents of the Journal (Triplicate Copies)		
5. If the paper has multiple TSU authors , Accomplished Authors' Consent Form <i>TSU-URO-SF-49</i> – (Triplicate Copies)	Office of University Research and Development or download at https://www.tsu.edu.ph/media/nlecxp0y/tsu-uro-sf-49-authors-declaration-consent-form.docx	
B. FOR CITATION INCENTIVE		
1. Accomplished Request for Incentive of Research Citation <i>TSU-URO-SF-54</i> (Triplicate Copies)	Office of University Research and Development or download at https://www.tsu.edu.ph/media/wa5hcn3x/tsu-uro-sf-54-request-for-incentive-of-research-citation.docx	
2. Copy of the citing article (Triplicate Copies)	The client will provide	
3. If the paper has multiple TSU authors , Accomplished Authors' Consent Form <i>TSU-URO-SF-49</i> (Triplicate Copies)	Office of University Research and Development or download at	



	https://www.tsu.edu.ph/media/nlecxp0y/tsu-uro-sf-49-authors-declaration-consent-form.docx
C. FOR PRESENTATION INCENTIVE	
1. Accomplished Request for Incentive of Research Presentation <i>TSU-URO-SF-55</i> - (Triplicate Copies)	Office of University Research and Development or download at https://www.tsu.edu.ph/media/fmkaiut/tsu-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 Copies)	
7. Travel order (If applicable) (Triplicate Copies)	
6. <i>If the paper has multiple TSU authors</i> , Accomplished Authors' Consent Form <i>TSU-URO-SF-49</i> (Triplicate Copies)	Office of University Research and Development or download at https://www.tsu.edu.ph/media/nlecxp0y/tsu-uro-sf-49-authors-declaration-consent-form.docx
D. FOR WINNERS IN A RESEARCH COMPETITION/ORAL PRESENTATION	
1. Accomplished Request for Incentive as Winner in Research Competition / Presentation Form <i>TSU-URO-SF-57</i> (Triplicate Copies)	Office of University Research and Development or download at https://www.tsu.edu.ph/media/wlrmaaqn/tsu-uro-sf-57-request-for-incentive-as-winner-in-research-competition-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 recognition (Triplicate Copies)	
7. <i>If the paper has multiple TSU authors</i> , Accomplished Authors' Consent Form <i>TSU-URO-SF-49</i> (Triplicate Copies)	Office of University Research and Development or download at https://www.tsu.edu.ph/media/nlecxp0y/tsu-uro-sf-49-authors-declaration-consent-form.docx
II. Funding Request for Research Paper Presentation and Research Publication	
A. FOR FUNDING OF RESEARCH PRESENTATION	
1. Accomplished Request for Funding of Paper Presentation <i>TSU-URO-SF-42</i> (Triplicate Copies)	Office of University Research and Development or download at https://www.tsu.edu.ph/media/sg1jtdoz/tsu-uro-sf-42-request-for-funding-of-paper-presentation.docx
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 (<i>Only Applicable for Researches Emanating from Thesis or Dissertation</i>) (Triplicate Copies)				
B. FOR FUNDING OF RESEARCH PUBLICATION				
1. Accomplished Request for Funding of Paper Presentation <i>TSU-URO-SF-42</i> (Triplicate Copies)		Office of University Research and Development or download at https://www.tsu.edu.ph/media/sg1jtdoz/tsu-uro-sf-42-request-for-funding-of-paper-presentation.docx		
2. Full Copy of the Paper (Triplicate Copies)	The client will provide			
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)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements, as stated in the Checklist of Requirements, to the Office of University Research and Development at the TSU Lucinda Campus (hard copies).	1.1 Receives and checks the completeness of the submitted documents	None	10 minutes	Staff(s) Research Publication, Information and Communication Unit
	1.2 Attaches Approval of Funding Form	None	10 minutes	Staff(s) Research Publication, Information and Communication Unit
	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



	<p>Development Director.</p> <p>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 passed the evaluation, it will be approved by the Office of University Research and Development Director.</p>			<p><i>Staff(s)</i> Research Publication, Information and Communication Unit</p> <p><i>Director</i> Office of University Research and Development</p>
	<p>1.4 Reviews the requested amount of incentive as to the availability of funds. Once fund is available, the accounting office will approve the request.</p>	None	1 working day	<p><i>Chief Finance Officer</i> Finance Office</p>
	<p>1.5 Reviews and evaluates the incentive by Vice President for Research Development and Extension and Vice President Administration for</p>	None	3 working days	<p><i>Vice President</i> Office of the Vice President for Research Development and Extension</p> <p><i>Vice President</i> Office of the Vice President</p>



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



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

The service can be availed by faculty researchers and TSU non-teaching personnel who pursue conduct of research. The service is a pre-requisite process for the university to fund researches implemented by faculty and non-teaching personnel.

Office or Division:	Office of University Research and Development – Research Management and Capacity Building Unit (RMCBU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Research Capsule Proposal <i>TSU-URO-SF-01</i> (1 Original Copy and Electronic Copy)		Office of University Research and Development or download at https://www.tsu.edu.ph/media/yn1ozsib/tsu-uro-sf-01-research-capsule-proposal-new.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form to the Office of University Research and Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email to rmcbu@tsu.edu.ph .	1.1 Receives and checks the completeness of the submitted documents.	None	10 minutes	Staff(s) Research Management and Capacity Building Unit
	1.2 Initial Evaluation of the submitted research proposals	None	7 working days	Staff(s) Research Management and Capacity Building Unit Director Office of the University Research Development
2. Receive the result of the initial evaluation via email	2. Releases the results of the initial evaluation to all concerned researchers via email.	None	2 Working days	Staff(s) Research Management and Capacity Building Unit
TOTAL:		None	9 Working Days & 10 Minutes	



5. Processing of Research Evaluation

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

Office or Division:	Office of University Research and Development – Research Management and Capacity Building Unit (RMCBU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Research Capsule Proposal <i>TSU-URO-SF-01</i> (1 Original Copy and Electronic Copy)		Office of University Research and Development or download at https://www.tsu.edu.ph/media/yn1ozsib/tsu-uro-sf-01-research-capsule-proposal-new.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished form to the Office of University Research and Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email rmcbu@tsu.edu.ph .	1.1 Receives and checks the completeness of the submitted document.	None	10 minutes	Staff(s) Research Management and Capacity Building Unit
	1.2 Research Evaluation (University Wide Research Colloquium).	None	7 working days	Research Committee Tarlac State University External Research Evaluator
	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 Working Days & 10 Minutes	



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 Division:	Office of University Research and Development – Research Management and Capacity Building Unit (RMCBU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. IF RESEARCH IS DIRECTLY COMMISSIONED BY THE UNIVERSITY PRESIDENT				
1. Endorsement letter from the Office of the University President (1 Original Copy)		The client will provide		
2. Accomplished Research Capsule Proposal <i>TSU-URO-SF-01</i> – (1 Original Copy and Electronic Copy)		Office of University Research and Development or download at https://www.tsu.edu.ph/media/yn1ozsib/tsu-uro-sf-01-research-capsule-proposal-new.docx		
B. IF PROJECT IS UNDER MENTOR AND MENTEE PROGRAM				
1. Memorandum of Agreement (1 Duplicate Copy)		Office of University Research and Development		
1. Accomplished Research Capsule Proposal <i>TSU-URO-SF-01</i> – (1 Original Copy and Electronic Copy)		Office of University Research and Development or download at https://www.tsu.edu.ph/media/yn1ozsib/tsu-uro-sf-01-research-capsule-proposal-new.docx		
C. IF THE PROJECT IS INITIATED AND NECESSARY TO THE COLLEGE OR SPECIFIC OFFICE				
1. Letter of Request for Approval (1 Original copy)		The client will provide		
2. Accomplished Research Capsule Proposal <i>TSU-URO-SF-01</i> – (1 Original Copy and Electronic Copy)		Office of University Research and Development or download at https://www.tsu.edu.ph/media/yn1ozsib/tsu-uro-sf-01-research-capsule-proposal-new.docx		
D. IF RESEARCH IS AUTHORED BY MEMBERS OF THE ADMINISTRATIVE COUNCIL				
1. Accomplished Research Capsule Proposal <i>TSU-URO-SF-01</i> – (1 Original Copy and Electronic Copy)		Office of University Research and Development or download at https://www.tsu.edu.ph/media/yn1ozsib/tsu-uro-sf-01-research-capsule-proposal-new.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished form to the Office of University Research and Development at the TSU Lucinda Campus (hard	1.1 Receives and checks the completeness of the submitted document	None	10 minutes	<i>Staff(s)</i> Research Management and Capacity Building Unit
	1.2 Evaluation of research/es by the University Research	None	7 working days	<i>University Research Evaluation Committee</i>



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



Research Ethics Review Committee

Internal Services



1. Processing of Application for Ethics Review

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

Office or Division:	Research Ethics Review Committee (RERC)
Classification:	For Exempted from Review: Complex For Expedited Review: Highly Technical For Full Board Review: Highly Technical
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	TSU Faculty and Graduate Student
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. FOR APPLICATION FOR INITIAL REVIEW	
1. Accomplished Application Form <i>TSU-ERC-SF-07</i> - (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/a4pbem0f/tsu-erc-sf-07-application-form-for-ethics-review-of-research-protocols.docx
2. Accomplished and Duly Signed Certificate of Endorsement Letter <i>TSU-ERC-SF-012</i> (1 Original Copy)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/rysfyamh/tsu-erc-sf-12-certificate-of-endorsement-form-for-student-researchers.docx
3. Informed Consent Document <i>TSU-ERC-SF-42</i> English and Filipino Version (1 Original Copy)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/vcpclwam/tsu-erc-sf-42-informed-consent-document.docx
4. Accomplished Informed Assent Form <i>TSU-ERC-SF-48</i> English and Filipino Version for Studies Involving Minors and Relevant Populations Deemed Incompetent to Sign an Informed Consent Form (1 Original Copy)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/m4wna2le/tsu-erc-sf-48-informed-assent-form-template-for-minors-or-children-12-to-under-15-years-old.docx
5. Cover Letter Request Letter to the Chairperson (2 Original Copies)	The client will provide
6. Research Protocol The protocol must include the following: a. Title b. Objectives of the Study c. Significance of the Study d. Literature Review e. Methodology f. Procedures g. Description of the Study Population h. Exclusion/Inclusion Criteria i. Data Analysis Plan j. Ethical Considerations (1 original copy)	
7. Study Tools which includes the following: a. <i>survey questionnaires</i>	



<p>b. <i>interview guide, case report form</i></p> <p>c. <i>posters/advertisements for recruitment, etc.</i></p> <p>(1 Original Copy per Document)</p>	
8. Curriculum Vitae of the Researcher/s (1 original copy)	
9. For Students , Adviser's Curriculum Vitae <i>for students</i> (1 Original Copy)	
B. FOR RESUBMITTED RESEARCH PROTOCOLS (EXPEDITED AND FULL BOARD REVIEW)	
1. Accomplished Application Form <i>TSU-ERC-SF-07</i> (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/a4pbem0f/tsu-erc-sf-07-application-form-for-ethics-review-of-research-protocols.docx
2. Accomplished Revised Informed Consent Document <i>TSU- ERC-SF-42</i> English and Filipino Version (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/vcpclwam/tsu-erc-sf-42-informed-consent-document.docx
3. Revised Informed Assent Form <i>TSU-ERC-SF-48</i> English and Filipino version, <i>if applicable</i> (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/m4wna2le/tsu-erc-sf-48-informed-assent-form-template-for-minors-or-children-12-to-under-15-years-old.docx
4. Review of Resubmitted Protocol <i>TSU-ERC-SF- 40</i> (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/etnh5ish/tsu-erc-sf-40-review-of-resubmitted-protocol-form.doc
5. Revised Research Protocol (2 Original Copies)	The client will provide
C. FOR FINAL REVIEW APPROVAL	
1. Accomplished Application Form <i>TSU-ERC-SF-07</i> (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/a4pbem0f/tsu-erc-sf-07-application-form-for-ethics-review-of-research-protocols.docx
2. Accomplished Final Report Form <i>TSU-ERC-SF-30</i> (2 Original Copies)	Office of the Research Ethics Review Committee or download at https://www.tsu.edu.ph/media/i5upnnnw/tsu-erc-sf-30-final-report-form.docx
3. Completed Research Study (1 Original Copy)	The client will provide
4. Final Manuscript for Students (1 Original Copy)	
5. Signed Informed Consent Document English and Filipino Version (3 Original Copies)	
6. Signed Informed Assent English and Filipino Version (3 Original Copies)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For Application for Initial Review				
1. Submit study documents for initial review to TSU Research Ethics Review Committee.	1.1 Receives and evaluates the completeness of the submitted study documents as well as other related requirements as per checklist for submission for initial review.	None	20 minutes	Secretariat Research Ethics Review Committee
	1.2 Informs Principal Investigator on the completeness of the documents. <i>Note: If submitted documents are incomplete, return the documents to the Principal Investigator for completion.</i>			
	1.3 Secures submitted documents and materials.			
	1.4 Stamps, signs and indicates the date of receipt on the cover letter to acknowledge acceptance of the documents.			
2. Receive photocopies of the submitted documents.	2. Issues a photocopy of the submitted complete documents to the Principal Investigator for their record and secures original copies.	None	15 minutes	Secretariat Research Ethics Review Committee
3. Assessment and Categorization of the Study Protocol Type of Review	3.1 Assesses and categorizes the study protocol's type of review.	None	Exempted from Review: 30 minutes	Chairperson Research Ethics Review Committee
	3.2 Conducts assessment and categorization of		Expedited Review: 3 hours	
			Full Board Review: 3 hours	



	<p>the study protocol type of review.</p> <p><i>Note: Documents may be categorized as Exempted from Review, Expedited or Full Review.</i></p>			
4. Review of Research Protocols.	4. Reviews the Research Protocol by the Primary Reviewer.	None	Exempted from Review: 3 Days	<i>Chairperson Research Ethics Review Committee</i>
5. Action on the reviewed research protocol	5. Drafts the ethical clearance whether the study is exempted from the review/ expedited/ full board review based on returned reviews.	None	15 minutes	<i>Chairperson & Secretariat Research Ethics Review Committee</i>
6. Updates the status of the initial review of protocol.	6. Receives an update about the status of the initial review of research protocol	None	5 minutes	<i>Principal Investigator & Secretariat Research Ethics Review Committee</i>
7. Receives Ethical Clearance.	<p>7. Releases Ethical Clearance.</p> <p><i>Note: Upon completion of the process, the research protocol may be exempted from expedited and full board review as per metric stated at the last portion of the process.</i></p>	None	5 minutes	<i>Secretariat Research Ethics Review Committee</i>
<p>8. For Expedited and Full Board Review:</p> <p>Resubmit Revised Research Protocols and other pertinent documents.</p>	8.1 Receives and evaluates the completeness of the submitted study documents and other related requirements as per checklist for submission for initial review.	None	15 minutes	<i>Secretariat Research Ethics Review Committee</i>
	8.2 Informs Principal Investigator on the completeness of submitted documents.	None		

	<i>Note: If submitted documents are incomplete, return the documents to the Principal Investigator for completion.</i>			
	8.3 Secures submitted documents and materials.	None		
	8.4 Reviews the research protocol.	None		
9. For Expedited and Full Board Review: Review of the resubmitted revised research protocols	9. Reviews the research protocol by the Primary Reviewer.	None	Expedited: 14 days Full Board Review: 21 days	<i>Primary Reviewer/s & All members Research Ethics Review Committee</i>
10. Action on the reviewed resubmitted research protocol	10.1 Drafts the Ethical Clearance forwarded from Expedited/ Full Board research protocol based on returned reviews.	None	20 minutes	<i>Chairperson & Secretariat Research Ethics Review Committee</i>
	10.2 Signs the Ethical Clearance.			
11. Updates the status of the resubmitted protocol.	11. Receives an update about the status of the resubmitted research protocol.	None	5 minutes	<i>Principal Investigator & Secretariat Research Ethics Review Committee</i>
12. Receives Ethical Clearance	12. Release Ethical Clearance	None	5 minutes	<i>Principal Investigator & Secretariat Research Ethics Review Committee</i>
13. For Final Report: Submit final report with the final research paper and other pertinent documents.	13.1 Receives and evaluates the completeness of the submitted study documents and other related requirements as per checklist for submission for initial review.	None	15 minutes	<i>Secretariat Research Ethics Review Committee</i>

	13.2 Informs Principal Investigator on the completeness of submitted documents.			
	13.3 Secures submitted documents and materials.			
	13.4 Reviews the Protocol.			
14. Review of the Final Report	14. Reviews the research protocol by the Primary Reviewer.	None	7 days	Chairperson
15. Action on the reviewed Final Report	15.1 Drafts the Final Report Approval letter forwarded from expedited review/ full board review based on returned reviews.	None	20 minutes	Chairperson Secretariat Research Ethics Review Committee
	15.2 Signs the Final Report Approval.			
16. Receives Final Report Approval	16. Release the Final Report Approval.	None	5 minutes	Principal Investigator & Secretariat Research Ethics Review Committee
TOTAL FOR EXEMPTED FROM REVIEW:		None	3 Days, 1 Hour & 10 Minutes	
TOTAL OF EXPEDITED REVIEW:		None	21 Days, 5 Hours & 25 Minutes	
TOTAL OF FULL BOARD REVIEW:		None	28 Days, 5 Hours & 25 Minutes	

* **Exemption from Review** – protocols which involve less than minimal risk falls under this category. Minimal risk would be defined as one which may be anticipated as harm or discomfort not greater than that encountered in routine daily life activities of general population or during the performance of routine physical or psychological examinations or tests etc.

* **Expedited Review** – protocols that (1) do not entail more than minimal risk to the study participants, and (2) do not have study participants belonging to a vulnerable group, and (3) does not generate vulnerability. Protocols involving no more than minimal risk and maybe for minor changes in approved research, annual renewals of approved projects, approval of protocol amendments, research conducting health record review, and for confirming changes required by the TSURERC for approval of the protocol (PNHRS, 2011).



** **Full Board Review** – A full review shall be conducted when a proposed study entails more than minimal risk to study participants, or when study participants belong to vulnerable groups, or when a study generates vulnerability to participants. Such a protocol shall be deliberated and decided upon during a regular meeting, preferably within three weeks after submission of required documents and upon recommendation of a primary reviewers.*



Office of University Extension Services

External Services



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

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

Office or Division:	Office of University Extension Service (OUES)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B – Government to Business			
Who may avail:	Extension Chairpersons, Extension Service Providers, Students, Beneficiaries, State Universities and Colleges, Guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form <i>TSU-ESO-SF 18</i> (2 Original Copies)		Downloadable at https://www.tsu.edu.ph/media/c0pazwsd/extension-service-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form or letter at the Office of University Extension Service.	1.1 Acknowledges and stamps the filled-out request form.	None	5 minutes	<i>Clerk</i> Office of University Extension Service
	1.2 Reviews the submitted request form.	None	10 minutes	<i>Unit Head</i> Office of University Extension Service
	1.3 Approves or disapproves the request.	None	10 minutes	<i>Director</i> 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	<i>Unit Head</i> 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	<i>Clerk</i> Office of University Extension Service
TOTAL:		None	2 Working Days & 25 Minutes	



Office of University Extension Services

Internal Services



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

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

Office or Division:	Office of University Extension Service (OUES)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B – Government to Business			
Who may avail:	Extension Chairpersons, Extension Service Providers, Students, Beneficiaries, State Universities and Colleges, Guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form TSU-ESO-SF 18 (2 Original Copies)		Downloadable at https://www.tsu.edu.ph/media/c0pazwsd/extension-service-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form or letter at the Office of University Extension Service.	1.1 Acknowledges and stamps the filled-out request form.	None	5 minutes	<i>Clerk</i> Office of University Extension Service
	1.2 Reviews the submitted request form.	None	10 minutes	<i>Unit Head</i> Office of University Extension Service
	1.3 Approves or disapproves the request.	None	10 minutes	<i>Director</i> 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	<i>Unit Head</i> 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	<i>Clerk</i> Office of University Extension Service
TOTAL:		None	2 Working Days & 25 Minutes	



2. Process of Receiving and Endorsing Request Letter or Form

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

Office or Division:	Office of University Extension Service (OUES)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Beneficiaries, Colleges, Centers and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Slip <i>TSU-OUP-SF-01</i> (1 Original Copy)		Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	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	<i>Clerk</i> Office of University Extension Service
	1.2 Reviews of the request letter / form.	None	10 minutes	<i>Director</i> Office of University Extension Service
	1.3 Logs the 3 rd endorsement addressed to the College Deans / Directors for action.	None	5 minutes	<i>Director</i> Office of University Extension Service
	1.4 Duplicates the logged endorsement slip and request letter/form for tracking purposes.	None	5 minutes	<i>Clerk</i> 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	<i>Clerk</i> Office of University Extension Service
	2.2. Asks for feedback or status about the endorsed / transmitted extension request.	None	30 minutes	<i>Unit Head</i> Office of University Extension Service
TOTAL:		None	1 Hour & 25 Minutes	



3. Processing and Evaluating Extension Proposal

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

Office or Division:	Office of University Extension Service (OUES)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Extension Chairpersons, College Extension Technical Staff, and Extension Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form <i>TSU-ESO-SF-01</i> (1 Original Copy)		Downloadable at https://www.tsu.edu.ph/media/c0pazwsd/extension-service-request-form.docx		
2. Request Letter (1 Original Copy)		The client will provide		
3. Generic Memorandum of Agreement (3 Original Copies)		Downloadable at https://faculty.tsu.edu.ph/Documents/Extensions/EXTENSION%20SYSTEM%20FORMS/MOA%20-%20Generic%20for%20Extension%20Trainings%20and%20Seminars.docx		
4. Extension Proposal <i>TSU-ESO-SF-02</i> (2 Original Copies)		Downloadable at https://faculty.tsu.edu.ph/Documents/Extensions/EXTENSION%20SYSTEM%20FORMS/SF02-REV08-Short-Term-Extension-Project-Proposal.docx		
5. Module (for Trainings/Seminars) (1 Original Copy)		Downloadable at https://faculty.tsu.edu.ph/Documents/Extensions/CAPACITY%20BUILDING%20MODULES/Extension%20Module%20PPT%20Template.pptx		
6. Evaluation Form <i>TSU-ESO-SF-36</i> (1 Original Copy)		Office of University Extension Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit extension documents (Extension Activity Proposal with Supporting Attachments) to Office of University Extension Service.	1.1 Receives, initial checks and stamps extension documents.	None	15 minutes	Clerk Office of University Extension Service
	1.2 Reviews and evaluates extension documents.	None	2 working days	Unit Head Office of University Extension Service
	1.3 Sends notification regarding the result of review, or if with concerns on the submitted extension documents.	None	1 working day	Unit Head Office of University Extension Service



	1.4 Prepares evaluation report and Work Order / Special Order.	None	1 hour	<i>Unit Head</i> Office of University Extension Service
	1.5 Encodes proposal details in PMERS.	None	1 hour	<i>Technical Staff</i> Office of University Extension Service
	1.6 Reviews and signs evaluation report.	None	30 minutes	<i>Director</i> Office of University Extension Service
	<p>For With Funding Request: 1.7 Endorses extension documents and evaluation report to Accounting Office for fund Certification.</p> <p>For without Funding Request: 1.8 Endorses extension documents and evaluation report to VPRDE for recommending approval.</p>	None	30 minutes	<i>Clerk</i> Office of University Extension Service
	1.9 Asks for feedback or status about the endorsed/ transmitted extension proposals and other supporting documents.	None	30 minutes	<i>Unit Head</i> Office of University Extension Service
	1.10 Notifies concerned College, Centers, Offices regarding the result of processing/ evaluation (approved or disapproved).	None	30 minutes	<i>Unit Head</i> Office of University Extension Service



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



4. Process of Reviewing Extension Post-Reportorial Documents

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

Office or Division:	Office of University Extension Service (OUES)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Extension Chairpersons and Extension Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Post Activity Report <i>TSU-ESO-SF-08</i> (1 Original Copy)		Office of University Extension Service		
2. Attendance Sheet <i>TSU-ESO-SF-10</i> (1 Original Copy)		Downloadable at https://faculty.tsu.edu.ph/Documents/Extensions/EXTENSION%20SYSTEM%20FORMS/SF10-REV02-Attendance-Sheet.docx		
3. Extension Service Monitoring Report <i>TSU-ESO-SF-70</i> (1 Original Copy)		Office of University Extension Service		
4. Special Order / Work Order (1 Original Copy)		Office of University Extension Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Post-Reportorial Documents (Post Activity Report, Attendance Sheet, Activity Photos, Work/Special Orders, Extension Service Monitoring Report, and other applicable documents) to Office of University Extension Service.	1.1 Receives and stamps of post-reportorial documents.	None	5 minutes	<i>Clerk</i> Office of University Extension Service
	1.2 Reviews Post-Reportorial Documents.	None	1 hour	<i>Unit Head</i> Office of University Extension Service
	1.3 Files and record keeps documents.	None	5 minutes	<i>Technical Staff</i> Office of University Extension Service
	1.4 Encodes data or scans (PMERS).	None	1 hour	<i>Technical Staff</i> Office of University Extension Service
2. Receive certificate of completion.	2. Issues certificate of completion.	None	30 minutes	<i>Technical Staff</i> Office of University Extension Service
TOTAL:		None	2 Hours And 40 Minutes	



**Office of Technology and Development Transfer &
Commercialization
External Services**



1. Process for Receiving Service Request and Other Correspondence

The unit facilitates the receiving of endorsement from Office of the President, application, and other documents and receiving of the approved and notification of approval of application.

Office or Division:	Office of Technology and Development Transfer & Commercialization (OTDTC)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Service Request Form <i>TSU-TTO-SF-01</i> (1 Original Copy) <i>*in lieu of letter</i>		Office of Technology Development, Transfer or Commercialization or download at https://tinyurl.com/OTDTCServiceRequest		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form or Letter of Request to the Office of the University President.	1.1 Receives correspondence and acknowledges receipt.	None	20 minutes	<i>Clerk/Staff</i> Records and Archives Unit
	1.2 Forwards the request to Office of the University President and endorses to OTDTC	None	1 working day	<i>Clerk/Staff</i> Records and Archives Unit <i>Clerk/Staff</i> Office of the University President
	1.3 Stamps and logs of Request (Includes Received by: and Date Receipt)	None	20 Minutes	<i>Clerk/Staff</i> Office of Technology and Development Transfer & Commercialization
	1.4 Forwards the correspondence to the appropriate Unit	None	10 Minutes	<i>Director</i> Office of Technology and Development Transfer & Commercialization
TOTAL:		None	1 Working Day & 50 Minutes	



2. Processing of Requests for Trademark Application Assistance

This service allows clients to avail the trademark application assistance of the office.

Office or Division:	Office of Technology and Development Transfer & Commercialization (OTDTC)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Service Request Form <i>TSU-TTO-SF-01</i> (1 Original Copy) <i>*in lieu of letter</i>			Office of Technology Development, Transfer or Commercialization or download at https://tinyurl.com/OTDTCServiceRequest	
2. Mark to be Registered (1 Electronic Copy)			The client will provide	
3. For External Clients , Notarized Memorandum of Agreement (3 Original Copies)			Office of Technology Development, Transfer or Commercialization	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request for trademark application assistance and trademark application form addressed to the Office of the University President.	1.1 Receives Correspondence & acknowledges receipt and forwards it to the Office of the University President.	None	20 minutes	<i>Clerk/Staff</i> Records and Archives Unit
	1.2 Endorses the request to Office of Technology and Development Transfer & Commercialization.	None	1 working day	<i>Clerk/Staff</i> 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	<i>Personnel</i> 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	<i>Staff</i> 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	<i>Client</i>
	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	<i>Personnel Office of Technology and Development Transfer & Commercialization</i>
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 Division:	Office of Technology and Development Transfer & Commercialization (OTDTC)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Service Request Form <i>TSU-TTO-SF-01</i> (1 Original Copy) <i>*in lieu of letter</i>		Office of Technology Development, Transfer or Commercialization or download at https://tinyurl.com/OTDTCServiceRequest		
2. For Internal Clients , Notarized Waiver (1 Original Copy)		Office of Technology Development, Transfer or Commercialization		
3. Notarized Intellectual Property Office of the Philippines Form (3 Original Copies)		Intellectual Property Office of the Philippines Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Form or letter addressed to the Office of the University President	1.1 Receives the request and forwards it to the Office of the University President for endorsement.	None	20 minutes	<i>Clerk/Staff</i> Records and Archives Unit
	1.2 Endorses the request to Office of Technology and Development Transfer & Commercialization.	None	1 working day	<i>Clerk/Staff</i> Office of the University President
	1.3 Forwards the form to the client.	None	10 minutes	<i>Staff</i> Office of Technology and Development Transfer & Commercialization
2. For External Client: Accomplish and submit the forms to the Office of Technology and Development Transfer & Commercialization through e-mail or personally.	2.1 Facilitates the notarization of the forms for internal clients.	None	1 working day	<i>Client</i>
	2.2 Files application to the Intellectual Property Office of the Philippines.	Php 560.00	20 minutes	<i>Personnel</i> 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	<i>Personnel</i> Office of Technology and Development Transfer & Commercialization
TOTAL:		PHP 560.00	1 Month, 3 Working Days, 1 Hour & 10 Minutes	

** Note: This service is a multi-stage process. The timeliness of the release of the Copyright Deposit Certificate depends on the Intellectual Property Office of the Philippines (IPOP HL). OTDTC only facilitates the acceptance of requirements and filing of application at IPOP HL. The responsibility of OTDTC shall resume once the Copyright Deposit Certificate has been received.*

**Copyright deposit assistance is covered under RA 8293.*



4. Process for Technology Transfer and Commercialization Assistance

This service allows clients to avail technology transfer and commercialization assistance of the office.

Office or Division:	Office of Technology and Development Transfer & Commercialization (OTDTC)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Service Request Form <i>TSU-TTO-SF-01</i> (1 Original Copy) <i>*in lieu of letter</i>		Office of Technology Development, Transfer or Commercialization or download at https://tinyurl.com/OTDTCServiceRequest		
2. Notarized Memorandum of Agreement (3 Original Copies)		Office of Technology Development, Transfer or Commercialization		
3. Non-Disclosure Agreement (1 Original Copy)		Office of Technology Development, Transfer or Commercialization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Form or letter addressed to the Office of the University President	1.1 Receives the request and forwards it to the Office of the University President for endorsement.	None	20 minutes	<i>Clerk/Staff</i> Records and Archives Unit
	1.2 Endorses the request to Office of Technology and Development Transfer & Commercialization.	None	1 working day	<i>Clerk/Staff</i> Office of the University President
2. Receive notification.	2.1 Notifies the client of the result through the available platform after receiving the endorsement. .	None	3 working days	<i>Staff</i> Office of Technology and Development Transfer & Commercialization
	2.2 Negotiates and completes the license agreements once a licensee has been identified.	Licensing fees will depend on the negotiated licensing agreement	1 working day	<i>Personnel & Director</i> Office of Technology and Development Transfer & Commercialization
3. Receives assistance.	3. Facilitates IP Transfer and license agreement; or technology transfer	None	3 hours	<i>Personnel & Director</i> Office of Technology and Development Transfer & Commercialization



	arrangement with the client.			
	TOTAL:	Depends on the Negotiated Licensing Agreement	5 Working Days, 3 Hours & 20 Minutes	

**Technology Transfer and commercialization Assistance is covered under RA 10055*



5. Process for Request to Use University Marks Assistance

This service allows clients to use the University Marks Assistance of the office.

Office or Division:	Office of Technology and Development Transfer & Commercialization (OTDTC)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request to Use University Trademarks Form <i>TSU-TTO-SF-20</i> (1 Original Copy)		Office of Technology Development, Transfer or Commercialization or download at https://tinyurl.com/RequestToUseMarks		
2. Letter of Intent Addressed to the University President (1 Original Copy)		The client will provide		
3. Mock-Up for Each Design (1 Original Copy)		The client will provide		
4. Licensing Agreement (3 Original Copies)		Office of Technology Development, Transfer or Commercialization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Form or Letter of Intent addressed to the Office of the University President	1.1 Receives the request and forwards it to the Office of the University President for endorsement.	None	20 minutes	<i>Clerk/Staff</i> Records and Archives Unit
	1.2 Endorses the request to Office of Technology and Development Transfer & Commercialization.	None	1 working day	<i>Clerk/Staff</i> Office of the University President
2. Receive notification.	2.1 Notifies the client of the result through the available platform after receiving the endorsement. .	None	3 working days	<i>Staff</i> Office of Technology and Development Transfer & Commercialization
	2.2 Negotiates and completes the license agreements with the client.	For Student Councils and University-based Organizations: a. 3% for the 1st Php50,000 net sales; b. 2% for the next	4 working days	<i>Personnel & Director</i> Office of Technology and Development Transfer & Commercialization



		<p>Php25,000 net sales, and</p> <p>c. 1% for the succeeding net sales.</p> <p>Licensing and Use of University Trademarks by External Entities:</p> <p>The licensee shall pay a license fee of 5% per annum of the net sale of the item bearing the trademark.</p> <p><i>Note: As per OTDTC Manual Chapter 9 University Trademark Policy</i></p>		
3. Receives assistance.	3. Facilitates the use of university marks and facilitated the notarization of the licensing agreement.	None	1 working day	<i>Personnel & Director Office of Technology and Development Transfer & Commercialization</i>
TOTAL:		Depends on the Negotiated Licensing Agreement	9 Working Days & 20 Minutes	

* Request to University Trademark Assistance is covered under RA 10055



**Office of Technology and Development Transfer &
Commercialization
Internal Services**



1. Process for Receiving Service Request and Other Correspondence

The unit facilitates the receiving of endorsement from Office of the President, application, and other documents and receiving of the approved and notification of approval of application.

Office or Division:	Office of Technology and Development Transfer & Commercialization (OTDTC)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Service Request Form <i>TSU-TTO-SF-01</i> (1 Original Copy) <i>*in lieu of letter</i>		Office of Technology Development, Transfer or Commercialization or download at https://tinyurl.com/OTDTCServiceRequest		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Form or Letter of Request to the Office of the University President.	1.1 Receives correspondence and acknowledges receipt.	None	20 minutes	<i>Clerk/Staff</i> Records and Archives Unit
	1.2 Forwards the request to Office of the University President and endorses to OTDTC	None	1 working day	<i>Clerk/Staff</i> Records and Archives Unit <i>Clerk/Staff</i> Office of the University President
	1.3 Stamps and logs of Request (Includes Received by: and Date Receipt)	None	20 Minutes	<i>Clerk/Staff</i> Office of Technology and Development Transfer & Commercialization
	1.4 Forwards the correspondence to the appropriate Unit	None	10 Minutes	<i>Director</i> Office of Technology and Development Transfer & Commercialization
TOTAL:		None	1 Working Day & 50 Minutes	



2. Processing of Requests for Trademark Application Assistance

This service allows clients to avail the trademark application assistance of the office.

Office or Division:	Office of Technology and Development Transfer & Commercialization (OTDTC)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Service Request Form <i>TSU-TTO-SF-01</i> (1 Original Copy) <i>*in lieu of letter</i>		Office of Technology Development, Transfer or Commercialization or download at https://tinyurl.com/OTDTCServiceRequest		
2. Mark to be Registered (1 Electronic Copy)		The client will provide		
3. For External Clients , Notarized Memorandum of Agreement (3 Original Copies)		Office of Technology Development, Transfer or Commercialization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit request for trademark application assistance and trademark application form addressed to the Office of the University President.	1.1 Receives Correspondence & acknowledges receipt and forwards it to the Office of the University President.	None	20 minutes	<i>Clerk/Staff</i> Records and Archives Unit
	1.2 Endorses the request to Office of Technology and Development Transfer & Commercialization.	None	1 working day	<i>Clerk/Staff</i> 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	<i>Personnel</i> 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	<i>Staff</i> 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	<i>Client</i>
	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	<i>Personnel</i> 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 Division:	Office of Technology and Development Transfer & Commercialization (OTDTC)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Service Request Form <i>TSU-TTO-SF-01</i> (1 Original Copy) <i>*in lieu of letter</i>		Office of Technology Development, Transfer or Commercialization or download at https://tinyurl.com/OTDTCServiceRequest		
2. For Internal Clients , Notarized Waiver (1 Original Copy)		Office of Technology Development, Transfer or Commercialization		
3. Notarized Intellectual Property Office of the Philippines Form (3 Original Copies)		Intellectual Property Office of the Philippines Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Form or letter addressed to the Office of the University President	1.1 Receives the request and forwards it to the Office of the University President for endorsement.	None	20 minutes	<i>Clerk/Staff</i> Records and Archives Unit
	1.2 Endorses the request to Office of Technology and Development Transfer & Commercialization.	None	1 working day	<i>Clerk/Staff</i> Office of the University President
	1.3 Forwards the form to the client.	None	10 minutes	<i>Staff</i> Office of Technology and Development Transfer & Commercialization
2. For External Client: Accomplish and submit the forms to the Office of Technology and Development Transfer & Commercialization through e-mail or personally.	2.1 Facilitates the notarization of the forms for internal clients.	None	1 working day	<i>Client</i>
	2.2 Files application to the Intellectual Property Office of the Philippines.	Php 560.00	20 minutes	<i>Personnel</i> 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	<i>Personnel</i> Office of Technology and Development Transfer & Commercialization
TOTAL:		PHP 560.00	1 Month, 3 Working Days, 1 Hour & 10 Minutes	

** Note: This service is a multi-stage process. The timeliness of the release of the Copyright Deposit Certificate depends on the Intellectual Property Office of the Philippines (IPOP HL). OTDTC only facilitates the acceptance of requirements and filing of application at IPOP HL. The responsibility of OTDTC shall resume once the Copyright Deposit Certificate has been received.*

**Copyright deposit assistance is covered under RA 8293.*



4. Process for Technology Transfer and Commercialization Assistance

This service allows clients to avail technology transfer and commercialization assistance of the office.

Office or Division:	Office of Technology and Development Transfer & Commercialization (OTDTC)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Service Request Form <i>TSU-TTO-SF-01</i> (1 Original Copy) <i>*in lieu of letter</i>		Office of Technology Development, Transfer or Commercialization or download at https://tinyurl.com/OTDTCServiceRequest		
2. Notarized Memorandum of Agreement (3 Original Copies)		Office of Technology Development, Transfer or Commercialization		
3. Non-Disclosure Agreement (1 Original Copy)		Office of Technology Development, Transfer or Commercialization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Form or letter addressed to the Office of the University President	1.1 Receives the request and forwards it to the Office of the University President for endorsement.	None	20 minutes	<i>Clerk/Staff</i> Records and Archives Unit
	1.2 Endorses the request to Office of Technology and Development Transfer & Commercialization.	None	1 working day	<i>Clerk/Staff</i> Office of the University President
2. Receive notification.	2.1 Notifies the client of the result through the available platform after receiving the endorsement.	None	3 working days	<i>Staff</i> Office of Technology and Development Transfer & Commercialization
	2.2 Negotiates and completes the license agreements once a licensee has been identified.	Licensing fees will depend on the negotiated licensing agreement	1 working day	<i>Personnel & Director</i> Office of Technology and Development Transfer & Commercialization
3. Receives assistance.	3. Facilitates IP Transfer and license agreement; or technology transfer	None	3 hours	<i>Personnel & Director</i> Office of Technology and Development Transfer & Commercialization



	arrangement with the client.			
	TOTAL:	Depends on the Negotiated Licensing Agreement	5 Working Days, 3 Hours & 20 Minutes	

**Technology Transfer and commercialization Assistance is covered under RA 10055*



5. Process for Request to Use University Marks Assistance

This service allows clients to use the University Marks Assistance of the office.

Office or Division:	Office of Technology and Development Transfer & Commercialization (OTDTC)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request to Use University Trademarks Form <i>TSU-TTO-SF-20</i> (1 Original Copy)		Office of Technology Development, Transfer or Commercialization or download at https://tinyurl.com/RequestToUseMarks		
2. Letter of Intent Addressed to the University President (1 Original Copy)		The client will provide		
3. Mock-Up for Each Design (1 Original Copy)		The client will provide		
4. Licensing Agreement (3 Original Copies)		Office of Technology Development, Transfer or Commercialization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request Form or Letter of Intent addressed to the Office of the University President	1.1 Receives the request and forwards it to the Office of the University President for endorsement.	None	20 minutes	<i>Clerk/Staff</i> Records and Archives Unit
	1.2 Endorses the request to Office of Technology and Development Transfer & Commercialization.	None	1 working day	<i>Clerk/Staff</i> Office of the University President
2. Receive notification.	2.1 Notifies the client of the result through the available platform after receiving the endorsement. .	None	3 working days	<i>Staff</i> Office of Technology and Development Transfer & Commercialization
	2.2 Negotiates and completes the license agreements with the client.	For Student Councils and University-based Organizations: a. 3% for the 1st Php50,000 net sales; b. 2% for the next	4 working days	<i>Personnel & Director</i> Office of Technology and Development Transfer & Commercialization



		<p>Php25,000 net sales, and</p> <p>c. 1% for the succeeding net sales.</p> <p>Licensing and Use of University Trademarks by External Entities:</p> <p>The licensee shall pay a license fee of 5% per annum of the net sale of the item bearing the trademark.</p> <p><i>Note: As per OTDTC Manual Chapter 9 University Trademark Policy</i></p>		
3. Receives assistance.	3. Facilitates the use of university marks and facilitated the notarization of the licensing agreement.	None	1 working day	<i>Personnel & Director Office of Technology and Development Transfer & Commercialization</i>
TOTAL:		Depends on the Negotiated Licensing Agreement	9 Working Days & 20 Minutes	

* Request to University Trademark Assistance is covered under RA 10055



Center for Food Technology and Research

External Services



1. Processing of Center for Food Technology and Research Service Requests

This allows the clients to request services on technical training, technical advisory, shared facility, analytical laboratory, research and development, and product standardization which will be delivered through the facilities, equipment, and technical service provider of the Center for Food Technology and Research.

Office or Division:	Center for Food Technology and Research (CFTR)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished FTRC Service Request Form <i>TSU-FTRC-SF-01</i> (1 Original Copy or 1 Electronic Copy)		Center for Food Technology and Research or download at https://www.tsu.edu.ph/media/figpvtvh/tsu-ftr-sf-01-ftrc-service-request-form-rev-0.docx		
2. Approved Request Letter or Endorsement from the TSU President, <i>if any.</i>		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu.edu.ph .	1.1. Receives Service Request and endorsement to Office of the University President.	None	1 working day	<i>Staff</i> Records and Archives Unit
	1.2 Endorses Request to Center for Food Technology and Research.	None	1 working day	<i>University President</i> Office of the University President
	1.3 Assesses Request Form as to the availability of service and endorsement to Center for Food Technology and Research Unit Head.	None	15 minutes	<i>Director</i> Center for Food Technology and Research Office
	1.4 Reviews the submitted Request Form as to the availability of resources (e.g. schedule of facility use, and service provider/ food specialists).	None	30 minutes	<i>Unit Head</i> Center for Food Technology and Research Office



	<p>1.5 Sends Notice of Receipt of Service Request (NRSR) through email and mobile number.</p> <p><i>Note: NRSR contains proposed schedule of initial consultation meeting.</i></p>	None	15 minutes	<i>Unit Head</i> Center for Food Technology and Research Office
2. Confirm available schedule and attendance to the initial consultation meeting.	<p>2.1 Organizes and conducts the initial consultation meeting.</p> <p>2.2 Drafts and finalizes the relevant document to the service requested.</p> <p>2.3 Delivers the service activities depending on the agreed terms and conditions.</p>	None	30 minutes	<i>Director, Unit Head, Staff</i> 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	<i>Director, Unit Head, Staff</i> Center for Food Technology and Research Center
	3. Delivers service activities.	None	10 working days	<i>Staff, Service Providers</i> Center for Food Technology and Research Center
3. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.				
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 and co-working space.

Office or Division:	Center for Food Technology and Research - Production Services Unit (CFTR-PSU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	MSMEs, Students, Faculty and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Internal Client - Accomplished Shared Facility Services Request Form <i>TSU-FTR-SF-06</i> (1 Original Copy or 1 Electronic Copy)		Center for Food Technology and Research or download at https://www.tsu.edu.ph/media/jmmhsy4l/tsu-ftrc-sf-06-shared-facility-services-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		
3. For External Client - Accomplished Shared Facility Services Request Form <i>TSU-FTR-SF-13</i> (1 Original Copy or 1 Electronic Copy)		Center for Food Technology and Research or download at https://www.tsu.edu.ph/media/jmmhsy4l/tsu-ftrc-sf-06-shared-facility-services-internal-client-request-form-rev-1.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For External Client: Submit the duly accomplished documents to the Center for Food Technology and Research Center	1.1 Receives and verifies the completeness of the submitted documents. <i>Note: If submitted documents are incomplete, return and inform the lacking.</i>	None	5 minutes	<i>Unit Head, Staff</i> Center for Food Technology and Research Center



<p>For Internal Client: Submit duly accomplished and signed documents and Certificate of Registration, if any, to the Center for Food Technology and Technology.</p>	<p>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.</p>	None	15 minutes	<i>Unit Head, Staff Center for Food Technology and Research Center</i>
	<p>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.</p>	None	15 minutes	<i>Unit Head, Staff Center for Food Technology and Research Center</i>
	<p>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.</p> <p><i>Note: Client must come on the scheduled time and date.</i></p>	None	15 minutes	<i>Unit Head, Staff Center for Food Technology and Research Center</i>
<p>2. Confirm the available schedule for the SFS Request</p>	<p>2.1.1 For External Client: Makes Quotation amounting the requested SFS services and the Production Project Assistant II sends quotation to the client as agreement for future payment.</p> <p>2.1.2 For Internal Client: Services for internal clients</p>	None	30 minutes	<i>Director, Unit Head, Staff Center for Food Technology and Research Center</i>



	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	<i>Director, Unit Head, Staff Center for Food Technology and Research Center</i>
3. Pay and submit the Official Receipt to the Center for Food Technology and Research Center	3. Receives the Official Receipt (OR).	<p>SFS Fees = Machine rate per hour x total number of hours used x discount (if applicable)</p> <p>Discount MSMEs = 15% External Student, Researcher, and Faculty = 10%</p> <p>*Please see SFS Brochure for the list of machine and equipment hourly rates</p>	15 minutes	<i>Director, Unit Head, Staff Center for Food Technology and Research Center</i>
4. Conform to agreed service terms and conditions, and requested activities as stipulated in the SFS Quotation.	4.1 Delivers the service activities and conducts SFS request with the assistance of the Production Supervisor / Laboratory Supervisor.	None	3 working days	<i>Staff Center for Food Technology and Research Center</i>
	4.2 Signs the Rendered Service Form as evidence that the services	None	15 minutes	<i>Staff Center for Food Technology and Research Center</i>



	have been rendered and finished.			Research Center
	TOTAL:	SFS Fees = Machine Rate Per Hour X Total Number of Hours Used X Discount (if applicable)	3 Working Days, 2 Hours & 19 Minutes	



Center for Food Technology and Research

Internal Services



1. Processing of Center for Food Technology and Research Service Requests

This allows the clients to request services on technical training, technical advisory, shared facility, analytical laboratory, research and development, and product standardization which will be delivered through the facilities, equipment, and technical service provider of the Center for Food Technology and Research.

Office or Division:	Center for Food Technology and Research (CFTR)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Accomplished FTRC Service Request Form <i>TSU-FTRC-SF-01</i> (1 Original Copy or 1 Electronic Copy)		Center for Food Technology and Research or download at https://www.tsu.edu.ph/media/figpvthv/tsu-ftr-sf-01-ftrc-service-request-form-rev-0.docx		
4. Approved Request Letter or Endorsement from the TSU President, <i>if any.</i>		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu.edu.ph .	1.1. Receives Service Request and endorsement to Office of the University President.	None	1 working day	<i>Staff</i> Records and Archives Unit
	1.2 Endorses Request to Center for Food Technology and Research.	None	1 working day	<i>University President</i> Office of the University President
	1.3 Assesses Request Form as to the availability of service and endorsement to Center for Food Technology and Research Unit Head.	None	15 minutes	<i>Director</i> Center for Food Technology and Research Office
	1.4 Reviews the submitted Request Form as to the availability of resources (e.g. schedule of facility use, and service provider/ food specialists).	None	30 minutes	<i>Unit Head</i> Center for Food Technology and Research Office



	<p>1.5 Sends Notice of Receipt of Service Request (NRSR) through email and mobile number.</p> <p><i>Note: NRSR contains proposed schedule of initial consultation meeting.</i></p>	None	15 minutes	<i>Unit Head</i> Center for Food Technology and Research Office
2. Confirm available schedule and attendance to the initial consultation meeting.	<p>2.1 Organizes and conducts the initial consultation meeting.</p> <p>2.2 Drafts and finalizes the relevant document to the service requested.</p> <p>2.3 Delivers the service activities depending on the agreed terms and conditions.</p>	None	30 minutes	<i>Director, Unit Head, Staff</i> 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	<i>Director, Unit Head, Staff</i> Center for Food Technology and Research Center
	3. Delivers service activities.	None	10 working days	<i>Staff, Service Providers</i> Center for Food Technology and Research Center
3. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.				
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 and co-working space.

Office or Division:	Center for Food Technology and Research - Production Services Unit (CFTR-PSU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	MSMEs, Students, Faculty and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Internal Client - Accomplished Shared Facility Services Request Form <i>TSU-FTR-SF-06</i> (1 Original Copy or 1 Electronic Copy)		Center for Food Technology and Research or download at https://www.tsu.edu.ph/media/jmmhsy4l/tsu-ftrc-sf-06-shared-facility-services-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		
3. For External Client - Accomplished Shared Facility Services Request Form <i>TSU-FTR-SF-13</i> (1 Original Copy or 1 Electronic Copy)		Center for Food Technology and Research or download at https://www.tsu.edu.ph/media/jmmhsy4l/tsu-ftrc-sf-06-shared-facility-services-internal-client-request-form-rev-1.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For External Client: Submit the duly accomplished documents to the Center for Food Technology and Research Center	1.1 Receives and verifies the completeness of the submitted documents. <i>Note: If submitted documents are incomplete, return and inform the lacking.</i>	None	5 minutes	<i>Unit Head, Staff</i> Center for Food Technology and Research Center



<p>For Internal Client: Submit duly accomplished and signed documents and Certificate of Registration, if any, to the Center for Food Technology and Technology.</p>	<p>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.</p>	None	15 minutes	<i>Unit Head, Staff Center for Food Technology and Research Center</i>
	<p>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.</p>	None	15 minutes	<i>Unit Head, Staff Center for Food Technology and Research Center</i>
	<p>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.</p> <p><i>Note: Client must come on the scheduled time and date.</i></p>	None	15 minutes	<i>Unit Head, Staff Center for Food Technology and Research Center</i>
<p>2. Confirm the available schedule for the SFS Request</p>	<p>2.1.1 For External Client: Makes Quotation amounting the requested SFS services and the Production Project Assistant II sends quotation to the client as agreement for future payment.</p> <p>2.1.2 For Internal Client: Services for internal clients</p>	None	30 minutes	<i>Director, Unit Head, Staff Center for Food Technology and Research Center</i>



	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	<i>Director, Unit Head, Staff Center for Food Technology and Research Center</i>
3. Pay and submit the Official Receipt to the Center for Food Technology and Research Center	3. Receives the Official Receipt (OR).	<p>SFS Fees = Machine rate per hour x total number of hours used x discount (if applicable)</p> <p>Discount MSMEs = 15% External Student, Researcher, and Faculty = 10%</p> <p>*Please see SFS Brochure for the list of machine and equipment hourly rates</p>	15 minutes	<i>Director, Unit Head, Staff Center for Food Technology and Research Center</i>
4. Conform to agreed service terms and conditions, and requested activities as stipulated in the SFS Quotation.	4.1 Delivers the service activities and conducts SFS request with the assistance of the Production Supervisor / Laboratory Supervisor.	None	3 working days	<i>Staff Center for Food Technology and Research Center</i>
	4.2 Signs the Rendered Service Form as evidence that the services	None	15 minutes	<i>Staff Center for Food Technology and Research Center</i>



	have been rendered and finished.			Research Center
	TOTAL:	SFS Fees = Machine Rate Per Hour X Total Number of Hours Used X Discount (if applicable)	3 Working Days, 2 Hours & 19 Minutes	