



TARLAC STATE UNIVERSITY

2025 CITIZEN'S CHARTER

HANDBOOK

IST EDITION



TARLAC STATE UNIVERSITY

CITIZEN'S CHARTER

2025 (1ST Edition)



I. Mandate:

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

II. Vision:

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

III. Mission:

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

IV. Core Values:

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

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

Strategic Directions:

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



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OFFICES UNDER THE OFFICE OF THE UNIVERSITY PRESIDENT



Anti-Red Tape Unit External Services



1. Processing of Request for a Copy of Documents and Various Reports

The service allows requesting colleges, offices, and units to receive a copy of documents or summary of reports such as copy of Citizen's Charter, Time and Motion Study reports, Zero Backlog reports, and others for updating, streamlining or reengineering purposes.

Office on Division	Anti Dad Tana Unit	(ADTII)		
Office or Division:	'	(ARTU)		
Classification:	Simple			
Type of	G2G – Government	ment to Government		
Transaction:				
Who may avail:	TSU Colleges, Office	es and Units	, and Other Gover	nment Agencies
CHECKLIST O	HECKLIST OF REQUIREMENTS WHERE TO SECURE			CURE
1. Accomplished ar	d Duly Signed	Anti-Red Tape Unit or download at		
Document Reque		https://www.tsu.edu.ph/media/cpzaxfta/tsu-art-		
TSU-ART-SF17	(1 Original Copy)	sf-17-rev00-document-request-form-1.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Face-to-	1.1 For Face-to-	None	2 minutes	Data Controller
Face Request:	Face			Anti-Red Tape
Proceed to the	Request:			Unit
office of Anti-	Receives the			
Red Tape Unit	submitted			
and submit the	document and			
needed	verifies its			
requirement.	completeness.			
For Online	For Online		3 minutes	
Request:	Request:		•	
Send an email	Receives,			
request,	downloads the			
including the	attachment, and			
scanned copy	verifies the			
of the needed	completeness of			
requirement to	the submitted			
artu@tsu.edu.p	document.			
<u>h</u> or via MS	N/ (=			
Teams.	Note: Forms			
	improperly filled out shall be returned to			
	the requester.			
	1.2 For Copy of	None	For Face-to-	Data Controller
	Citizen's Charter:	140110	Face:	Anti-Red Tape
	Prepares the		15 minutes	Unit
	requested			U
	documents and		For Online	
	fills out ARTU		Request:	
	portion of the		10 minutes	
	Document			
	Request Form.			
	For Time and		3 minutes	
	Motion Study, and		ว กาแกนเธอ	
	Zero Backlog			
	Reports:			



	Informs or responds to client to expect			
	receipt of the request on the following work day.			
2. Receive the requested document/s according to requested document type.	2.1 For Copy of Citizen's Charter: Issues or sends the requested document/s, including client's copy of Document Request Form — soft copy or hard copy depending on client's preference.	None	For Face-to- Face Request: 2 minutes For Online Request: 3 minutes	Data Controller Anti-Red Tape Unit
	For Time and Motion Study, and Zero Backlog Reports: Prepares the requested document/s or report/s, including the Transmittal Letter and fills out ARTU portion of the Document Request Form.		5 hours	
	2.2 For Time and Motion Study, and Zero Backlog Reports: Reviews and checks the set of requested document/s and report/s for outgoing.	None	5 hours	<i>Unit Head</i> Anti-Red Tape Unit
	2.3 Forwards or sends the requested document/s to the client - soft copy or hard copy depending on client's preference.	None	15 minutes	Data Controller Anti-Red Tape Unit
TOTAL FOR FA REQUEST OF C	CE-TO-FACE SITIZEN'S CHARTER:	None	19 Minutes	
TOTAL FOR ON CITIZEN'S CHA	LINE REQUEST OF RTER:	None	16 Minutes	



TOTAL FOR FACE-TO-FACE REQUEST OF OTHER DOCUMENTS:	None	1 Working Day & 20 Minutes	
TOTAL FOR ONLINE REQUEST OF OTHER DOCUMENTS:	None	1 Working Day & 21 Minutes	

^{*} In case of multiple document/s or report/s requested by a single client, the Anti-Red Tape Unit shall provide the document with lesser processing time first.



Anti-Red Tape Unit Internal Services



1. Processing of Request for a Copy of Documents and Various Reports

The service allows requesting colleges, offices, and units to receive a copy of documents or summary of reports such as copy of Citizen's Charter, Time and Motion Study reports, Zero Backlog reports, and others for updating, streamlining or reengineering purposes.

Office or Division:	Anti Dad Tana Unit	/ADTI I\		
	Anti-Red Tape Unit Simple	(AIXIU)		
Classification:	'	4- 0	- m4	
Type of	G2G – Government	to Governm	ent	
Transaction:	TOLLO !! 0.55		10"	
Who may avail:	TSU Colleges, Offic	es and Units	s, and Other Gover	nment Agencies
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE
1. Accomplished ar	nd Duly Signed	Anti-Red T	ape Unit or downl	oad at
Document Requ			<u>w.tsu.edu.ph/media</u>	
TSU-ART-SF17	(1 Original Copy)		<u>)-document-reque</u>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Face-to-Face Request: Proceed to the office of Anti-Red Tape Unit and submit the needed requirement. For Online Request: Send an email request, including the scanned copy of the needed requirement to artu@tsu.edu.ph or via MS Teams.	1.1 For Face-to-Face Request: Receives the submitted document and verifies its completeness. For Online Request: Receives, downloads the attachment, and verifies the completeness of the submitted document. Note: Forms improperly filled out shall be returned to the requester. 1.2 For Copy of Citizen's Charter: Prepares the requested documents and fills out ARTU portion of the Document Request Form.	None	2 minutes 3 minutes For Face-to-Face: 15 minutes For Online Request: 10 minutes	Data Controller Anti-Red Tape Unit Data Controller Anti-Red Tape Unit
	For Time and Motion Study, and Zero Backlog Reports: Informs or responds to client to expect receipt of the		3 minutes	



	request on the following workday.			
requested document/s	2.1 For Copy of Citizen's Charter: Issues or sends the	None	For Face-to- Face Request: 2 minutes	<i>Data Controller</i> Anti-Red Tape Unit
according to requested document type.	requested document/s, including client's copy of Document Request Form – soft copy or hard copy depending on client's preference.		For Online Request: 3 minutes	
	For Time and Motion Study, and Zero Backlog Reports: Prepares the requested document/s or		5 hours	
	report/s, including the Transmittal Letter and fills out ARTU portion of the Document Request Form.			
	2.2 For Time and Motion Study, and Zero Backlog Reports: Reviews and checks the set of requested document/s and report/s for outgoing.	None	5 hours	<i>Unit Head</i> Anti-Red Tape Unit
	2.3 Forwards or sends the requested document/s to the client - soft copy or hard copy depending on client's preference.	None	15 minutes	Data Controller Anti-Red Tape Unit
TOTAL FOR FA REQUEST OF C	CE-TO-FACE CITIZEN'S CHARTER:	None	19 Minutes	
TOTAL FOR ON CITIZEN'S CHA	ILINE REQUEST OF RTER:	None	16 Minutes	
TOTAL FOR FA REQUEST OF C	CE-TO-FACE THER DOCUMENTS:	None	1 Working Day & 20 Minutes	
TOTAL FOR ON OTHER DOCUM	ILINE REQUEST OF IENTS:	None	1 Working Day & 21 Minutes	

^{*}In case of multiple document/s or report/s requested by a single client, the Anti-Red Tape
Unit shall provide the document with lesser processing time first.



2. 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. 2019-002.

Office or Division:	Anti-Red Tape Uni	t (ARTU)		
Classification:	Simple	(/		
Type of	G2G – Governmer	G2G – Government to Government		
Transaction:				
Who may avail:	TSU Colleges, Offi	ces and Units		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
	OFFICE / COLLEGE /			
Existing Citizen's College / Office /	' Unit	The client wi		
·	ervice Request Form		pe Unit or downloa	
ISU-ART-SF-02	(1 Original Copy)		tsu.edu.ph/media/2 service-request-forn	
B. FOR NEW OFF	ICE / COLLEGE / UNIT		service-request-ion	II.docx
	ervice Request Form		pe Unit or downloa	ad at
	(1 Original Copy)	https://www.	tsu.edu.ph/media/2	2hrbefex/tsu-art-
		sf-02-rev01-service-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Online Request: Send an email request to artu@tsu.edu.p h or via MS Teams for Coaching and Mentoring	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 requests to resend the same to the office's email.	None	5 minutes	Unit Head & Data Controller Anti-Red Tape Unit
For Face-to- Face Request: Visit the Anti- Red Tape Unit and fill out the Service Request Form. Note: If with existing Citizen's Charter, submit as required.	For Face-to-Face Request: Receives the request including the existing Citizen's Charter, if any and proceed to Agency Action No. 1.3. 1.2 For Online Request: Downloads the	None	5 minutes	Unit Head & Data Controller Anti-Red Tape
	filled-out service request.			Unit



				1908
	1.3 Reviews submitted Citizen's Charter, if any.	None	3 hours	Unit Head & Data Controller Anti-Red Tape Unit
2. Receive update regarding the schedule of the coaching and	2.1 Checks available schedule and updates the client.	None	1 hour	Unit Head & Data Controller Anti-Red Tape Unit
mentoring session and confirm availability.	2.2 Prepares presentation aids.	None	2 working days	Unit Head & Data Controller Anti-Red Tape Unit
3. Attend the scheduled coaching and mentoring session.	3.1 Conducts coaching and mentoring regarding the requirements of RA 11032.	None	3 hours	<i>Unit Head</i> Anti-Red Tape Unit
	3.2 For Clients with Existing Citizen's Charter: Informs client about the corrections and suggestions on their existing Citizen's Charter.	None		Unit Head & Data Controller Anti-Red Tape Unit
4. Accomplish Customer Satisfaction Measurement (CSM) tool according to the service provided.	4. Issues Customer Satisfaction Measurement (CSM) tool to be answered by the client.	None	2 minutes	Data Controller Anti-Red Tape Unit
TOTAL FOR	R ONLINE REQUEST:	None	2 Working Days, 7 Hours & 12 Minutes	
TOTAL	FOR FACE-TO-FACE REQUEST:	None	2 Working Days, 7 Hours & 7 Minutes	



3. 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.

Office or Division:	Anti-Red Tape Unit (AF	RTU)			
Classification:	Highly Technical				
Type of Transaction:	G2G - Government to	Government			
Who may avail:	TSU Colleges, Offices	and Units			
CHECKLIST O	F REQUIREMENTS		WHERE TO SEC	CURE	
1. Latest Citizen's (Charter/s	The client w	The client will provide		
(1 Original Copy or	1 Electronic Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. For Traditional Submission: Submit the latest Citizen's Charter/s to Anti-Red Tape Unit. For Online Submission: Send the	1.1 For Traditional Submission: Receives the submitted Citizen's Charter/s. For Online Submission: Acknowledges receipt of the email and downloads the Citizen's Charter/s.	None	2 minutes	Data Controller Anti-Red Tape Unit	
latest Citizen's Charter/s via MS Teams artu@tsu.edu.p h.	1.2 Conducts first- level review of the Citizen's Charter/s according to the requirements stated on the Reference B of ARTA MC 2019-002A.	None	5 working days	Data Controller Anti-Red Tape Unit	
	1.3 Fills out the Citizen's Charter Evaluation Form/s for the corrections found and additional remarks.	None		Data Controller Anti-Red Tape Unit	
	1.4 For Citizen's Charter with New Services: Forwards the Citizen's Charter/s and Citizen's Charter Evaluation Form/s for second-	None	2 minutes	Data Controller Anti-Red Tape Unit	



level review and signature. Note: Citizen's Charter with no new services will no longer undergo 2 nd level review.			
1.5 Conducts second level review on the Citizen's Charter/s and affixes signature on the Citizen's Charter Evaluation Form/s.	None	5 working days	<i>Unit Head</i> Anti-Red Tape Unit
Note: Citizen's Charter with no new services will no longer undergo 2 nd level review.			
2. For Citizen's Charter/s with Major Concerns: Seeks confirmation, from the office concerned, on the suggested inputs during a series of reviews thru coaching and mentoring session.	None	1 hour	Unit Head & Data Controller Anti-Red Tape Unit
For Citizen's Charter/s with Minor Concern/s: Returns reviewed Citizen's Charter/s and informs the client of the minimal concerns.	None	10 minutes	Data Controller Anti-Red Tape Unit
3.1 For Traditional Submission: Receives the submitted revised Citizen's Charter/s.	None	5 working days	Data Controller Anti-Red Tape Unit
	signature. Note: Citizen's Charter with no new services will no longer undergo 2nd level review. 1.5 Conducts second level review on the Citizen's Charter/s and affixes signature on the Citizen's Charter Evaluation Form/s. Note: Citizen's Charter with no new services will no longer undergo 2nd level review. 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. For Citizen's Charter/s with Minor Concern/s: Returns reviewed Citizen's Charter/s and informs the client of the minimal concerns. 3.1 For Traditional Submission: Receives the submitted revised	signature. Note: Citizen's Charter with no new services will no longer undergo 2nd level review. 1.5 Conducts second level review on the Citizen's Charter/s and affixes signature on the Citizen's Charter Evaluation Form/s. Note: Citizen's Charter with no new services will no longer undergo 2nd level review. 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. For Citizen's Charter/s with Minor Concern/s: Returns reviewed Citizen's Charter/s and informs the client of the minimal concerns. 3.1 For Traditional Submission: Receives the submitted revised	signature. Note: Citizen's Charter with no new services will no longer undergo 2nd level review. 1.5 Conducts second level review on the Citizen's Charter/s and affixes signature on the Citizen's Charter Evaluation Form/s. Note: Citizen's Charter with no new services will no longer undergo 2nd level review. 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. For Citizen's Charter/s with Minor Concern/s: Returns reviewed Citizen's Charter/s and informs the client of the minimal concerns. 3.1 For Traditional Submission: Receives the submitted revised



For Online Submission: Send the latest Citizen's Charter/s via MS Teams artu@tsu.edu.p h.	For Online Submission: Acknowledges receipt of the email and downloads the revised Citizen's Charter/s.			
	3.2 Reviews revised Citizen's Charter/s for finality.	None	3 hours	Data Controller Anti-Red Tape Unit
	3.3 Transmits a PDF copy of the final Citizen's Charter/s for compilation.	None		Data Controller Anti-Red Tape Unit
	OCESSING TIME FOR ARTER WITH MAJOR CONCERNS:	None	15 Working Days, 4 Hours & 4 Minutes	
	OCESSING TIME FOR HARTER WITH MINOR CONCERNS:	None	15 Working Days, 3 Hours & 14 Minutes	

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 the first and second level review of the office's / unit's or college's Citizen's Charter/s.

^{*} 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.



Hardware Maintenance Unit Internal Services



1. 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 Managem	ent Informati	on Systems –		
Classification:		Hardware Maintenance Unit (OMIS-HMU) Simple			
Type of	G2G - Governmen	t to Governm	ent		
Transaction:	OZO GOVERNINEN	t to Governin	Ont		
Who may avail:	All Permanent Emp	oloyees			
	REQUIREMENTS		WHERE TO SE	CURE	
1. Accomplished IC	T Equipment	Office of Ma	nagement Inform	nation Systems	
Inspection Form					
` •	and 1 Duplicate Copy)				
2. Property Acknow (1 Original Copy	ledgement Receipt and 1 Duplicate Copy)		Property Manage	ement Unit	
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) to request the technical inspection officer for the inspection of the ICT device.	1. Assesses the ICT device based on the Property Acknowledgeme nt Receipt.	None	4 hours	Inspection Officer Office of Management Information Systems	
2. Sign the ICT Equipment Inspection Form.	2. Presents the ICT Equipment Inspection Form to the client to be signed by the accountable personnel.	None	5 minutes	Inspection Officer Office of Management Information Systems	
3. Present the ICT Equipment Inspection Form to the Supply & Property Management Unit (SPMU).	3. Coordinates with the Supply & Property Management Unit (SPMU) for validation of the inspection.	None	5 minutes	Inspection Officer Office of Management Information Systems Staff Supply and Property Management Unit	
	TOTAL:	None	4 Hours & 10 Minutes		



2. 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 Maintena	ance Unit (O	MIS-HMU)	
Classification:	Simple			
Type of Transaction:				
Who may avail:	Supply and Propert	y Managem		NIDE.
	REQUIREMENTS	The client	WHERE TO SEC	URE
1. Accomplished Ins	•	The client	wiii provide	
Acceptance Repo (1 Original Copy)				
2. Accomplished Re				
Form (1 Original (•			
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) regarding the request for inspection of new ICT devices from the inspection officer.	Proceeds with the inspection of the equipment.	None	1 hour	Inspection Officer Office of Management Information Systems
2. Present the Request for Inspection form and Inspection, and Acceptance Report to the inspection officer for filling out.	2. Fills out the Request for Inspection form and signs the Inspection and Acceptance Report.	None	10 minutes	Inspection Officer Office of Management Information Systems
	TOTAL:	None	1 Hour & 10 Minutes	

Minutes



3. 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 Manageme	Office of Management Information Systems – Hardware Maintenance Unit (OMIS-HMU)		
Classification:	Simple			
Type of	G2G - Government	G2G - Government to Government		
Transaction:				
Who may avail:	All TSU Employees			
	REQUIREMENTS		WHERE TO SEC	URE
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledges and consent to the computer preventive maintenance activities or call via telephone (#127) for further information.	1.1 Notifies client/s for the scheduled computer preventive maintenance. 1.2 Proceeds to the client/s office and perform computer preventive maintenance measures.	None None	5 minutes 2 hours	Hardware Technician Hardware Maintenance Unit Hardware Technician Hardware Maintenance Unit
Fill out and sign the Technical Services Logbook.	2. Have the client to fill out and sign the Technical Services Logbook	None	5 minutes	Hardware Technician Hardware Maintenance Unit
	TOTAL:	None	2 Hours & 10 Minutes	



4. Process for Software Installation

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

Office on Divisions	Off: f M		04		
Office or Division:	Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)				
Classification:	Simple				
Type of	G2C - Government to Citizen				
Transaction:	G2G - Government to Government				
Who may avail:	All TSU Employees	All TSU Employees and Student Organizations			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
None		None			
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 request for software installation.	1.1 Proceeds to the client's office and performs the software installation. 1.2 Downloads necessary installation files and install the software	None	5 minutes 1 hour	Hardware Technician Hardware Maintenance Unit Hardware Technician Hardware Maintenance Unit	
2. Fill out and sign the Technical Services Logbook.	2. Have the client to fill out and sign the Technical Services Logbook.	None	3 minutes	Hardware Technician Hardware Maintenance Unit	
	TOTAL:	None	1 Hour & 8 Minutes		



5. 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	Simple		
Type of	G2G - Government	G2G - Government to Government		
Transaction:				
Who may avail:	All TSU Employees and Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Office of	1.1 Receives and	None	3 minutes	Personnel

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	Personnel Hardware Maintenance Unit
	1.2 Proceeds to the client's office or college and performs the needed technical assistance.	None	1 working day	Personnel Hardware Maintenance Unit
2. Fill out and sign the Technical Services Logbook.	2. Have the client to fill out and sign the Technical Services Logbook.	None	3 minutes	Personnel Hardware Maintenance Unit
TOTAL:		None	1 Working Day & 6 Minutes	



6. 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 –			
Classification:	Hardware Maintenance Unit (OMIS-HMU)			
	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All TSU Employees and Student Organizations			
	REQUIREMENTS WHERE TO SECURE			
None	NEQUINEMENTS	None		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Office of Management Information Systems or call the Office of	1.1 Proceeds to the client's office to assess the problem encountered with the equipment.	None	10 minutes	Hardware Technician Hardware Maintenance Unit
Management Information Systems Clerk via phone call (#127) regarding the problem encountered on the hardware.	1.2 Performs the necessary actions or troubleshooting.	None	1 working day	Hardware Technician Hardware Maintenance Unit
2. Fill up Technical Services Logbook to be provided by the Hardware Technician and submit the accomplished form.	2. Provides the Technical Services Logbook and secures after the client finished filling it out.	None	3 minutes	Hardware Technician Hardware Maintenance Unit
	TOTAL:	None	1 Working Day & 13 Minutes	



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	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Accomplished and Approved Travel Order TSU-ASU-SF-23 (1 Original Copy)		Downloadable at https://www.tsu.edu.ph/media/id5dfzr5/tsu-asu-sf-23-travel-order.docx			
	Accomplished Trip Ticket (4 Original Copies)		From Motorpool Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit Approved Travel Order.	1.1 Checks the important details of Travel Order.	None	2 minutes	Clerk/Staff Motorpool Unit	
	1.2 Checks the availability of service vehicle and driver based on the date and time of travel.	None	3 minutes	Clerk/Staff 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. Note: If trip is rescheduled, check if there are available university vehicle and driver and inform the client on the details.	None	2 minutes	Clerk/Staff Motorpool Unit	
	TOTAL:	None	7 Minutes		



Network Unit Internal Services



1. Process for Creation of Domain Accounts

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

Office or Division:	(OMIS-NU)				
Classification:	Simple	_			
Type of Transaction	G2G – Government	to Governm	ent		
Who may avail:	All TSU Employees				
CHECKLIST OF	EQUIREMENTS WHERE TO SECURE				
Accomplished Request to Create/ Reset Domain User Account Form (1 Duplicate Copy)		Office of M	anagement Inforn	nation Systems	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Get Request to Create / Reset User Account Form and fill out properly.	Provides Request to Create/Reset User Account Form to client.	None	3 minutes	<i>Staff</i> Network Unit	
Give filled out form to Network Unit Staff.	2.1 Creates the Domain Accounts.	None	5 minutes	Staff Network Unit	
	2.2 After an account is created, gives the user credentials needed to log into the TSU Network.	None	3 minutes	Staff Network Unit	

TOTAL:

None

11 Minutes



2. 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 G2G - Government to	C 0.) (0 Kin in 0 0 in	.4	
Type of Transaction:	G2G - Government to	Governmen	ıL	
Who may avail:	All TSU Employees			
	REQUIREMENTS		WHERE TO SEC	CURE
1. VPN Access Form (1 Original Copy)		download a	anagement Inform at v.tsu.edu.ph/media pn-access-form.do	a/3oknimg1/tsu-
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Acquire or download VPN Access Form from the office or website.	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</i> <i>Technician</i> Network Unit
4. Bring the computer machine for the installation of VPN software.	4. Installs the VPN software to the client's machine and provide orientation in using the software.	None	1 hour	<i>Network Technician</i> Network Unit
	TOTAL:	None	2 Working Days, 1 Hour & 6 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 SEC	CURE	
Accomplished Req Domain User Acco (1 Original Copy)		Office of M	anagement Inform	nation Systems	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
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	<i>Staff</i> 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 Managemer (OMIS-NU)	Office of Management Information Systems – Network Unit (OMIS-NU)			
Classification:	Simple	Simple			
Type of Transaction:	G2G - Government to	G2G - Government to Government			
Who may avail:	All TSU Employees				
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	CURE	
Accomplished Unblo (1 Original Copy)	ock Website Form	Office of Ma	anagement Inform	nation Systems	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Get Unblock Website Form and fill out properly.	Provides the Unblock Website Form to the client.	None	3 minutes	<i>Network</i> <i>Technician</i> Network Unit	
2. Give duly filled out form to a Network Unit Staff.	2.1 Unblocks the websites requested for the user indicated on the form.	None	15 minutes	<i>Network</i> <i>Technician</i> Network Unit	
	2.2 Notifies the client that their request is done.	None	3 minutes	Network Technician Network Unit	
	TOTAL:	None	21 Minutes		



5. 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	G2C - Government	to Citizen			
Transaction:	G2G - Government		ent		
Who may avail:	All TSU Employees				
	REQUIREMENTS		WHERE TO SEC	CURE	
1. Accomplished Wi-		Office of M	anagement Inforn		
Registration Form			9	,	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Get Wi-Fi Access Registration Form and fill out properly.	Provides the Wi-Fi Access Registration Form.	None	3 minutes	Network Technician 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</i> <i>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	Network Technician Network Unit	
i a a mile a i	TOTAL:	None	11 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 Manageme (OMIS-NU)	Office of Management Information Systems – Network Unit			
Classification:	Complex				
Type of Transaction:	-	to Governme	ent		
Who may avail:	All TSU Employees				
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE	
1. Request for Wi-fi Se Form (1 Original Co		download a		nation Systems or a/qy1atebw/tsu- ent.docx	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Get Request for Wi-fi Setup / Deployment Form and fill out properly.	Provides the Request for Wi-fi Setup / Deployment Form to the client.	None	3 minutes	<i>Network Technician</i> Network Unit	
	2.1 After processing the form, the request is upon the availability of equipment. If equipment is available, it will be configured and deployed before the event. Note: If there is no equipment available the client will be informed of the matter.	None	4 working days	Network Technician Network Unit	
	2.2 Once equipment is configured, deploys to the request location and notifies the client once deployed.	None	2 hours	Network Technician Network Unit Hardware Technician Hardware Maintenance Unit	
3. Inform Management Information System Staff that the event is finished.	3. Office of Management Information Systems technical staff retrieves the equipment once the event is done.	None	1 hour	Network Technician Network Unit Hardware Technician	



			Hardware Maintenance Unit
TOTAL:	None	4 Working Days, 3 Hours & 3 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 Manageme (OMIS-NU)	Office of Management Information Systems – Network Unit (OMIS-NU)			
Classification:	Complex				
Type of	G2C - Government t	to Citizen			
Transaction:	G2G – Government	to Governm	ent		
Who may avail:	All TSU Employees	All TSU Employees and Student Organizations			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
1. Technical Service	Request Form	Office of M	anagement Inform	ation Systems	
(1 Original Copy)	•	(OMIS)	•	•	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits request cabling for network connection for the office.	Receives, Acknowledges and verifies the request.	None	3 minutes	Network/ Computer Technician Network Unit	
2. Coordinate with the network staff or technician for the cabling activity.	2. Schedules the request and check if there are available supplies.	None	30 minutes	Network/ Computer Technician Network Unit	
3. Designate or layout proper workstations area and coordinate with technician.	3. Performs cabling activities at the client's office / college.	None	3 working days	Network/ Computer Technician Network Unit	
4. Fill up the Technical Service Request Form.	4. Gets the signed form.	None	5 minutes	Network/ Computer Technician Network Unit	
	TOTAL:	None	3 Working Days & 38 Minutes	_	



Office of Alumni Affairs External Services



1. Processing of Request for Alumni ID Card of Active Members

The service allows the active alumni of the University, with paid membership dues, to secure Alumni Identification Card for the first time.

Office or Division:	Office of Alumni At	fairs (OAA)		
Classification:	Simple			
Type of Transaction:	G2C – Governmer	nt to Citizen		
Who may avail:	Active TSU Alumn	i Member		
	REQUIREMENTS		WHERE TO SEC	
1. Accomplished Re	•	Office of Alumni Affairs or download at		
Form <i>TSU-AAO</i> - (1 Original Copy)		https://www.tsu.edu.ph/media/jmvokult/request-for-alumni-id.doc		
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. For Face-to-Face Transaction: Submit the accomplished Request for Alumni ID Form to Office of Alumni Affairs. For Online Transaction: Send the requirement/s to tsualumniassoc iation@gmail.com.	1.1 For Face-to-Face Transaction: Receives, checks and verifies the identity of the client via Alumni Database. For Online Transaction: Downloads and checks the submitted form and verifies the identity of the client via Alumni Database.	None	2 Working Days & 5 minutes	Staff Office of Alumni Affairs
	Note: If the submitted form is improperly filled out, return to client. 1.2 Assigns Alumni	None	5 minutes	Clerk
	Number.			Office of Alumni Affairs
	1.3 Processes the Alumni ID Card for releasing.	None	2 minutes	Clerk Office of Alumni Affairs
2. Receive notification from the Office of Alumni Affairs regarding the availability of the Alumni ID Card.	2. Sends notification on the availability of the Alumni ID card via phone call, text message or email.	None	2 minutes	Clerk Office of Alumni Affairs



3. Receive the Alumni ID Card.	3. Releases the Alumni ID Card.	None	2 minutes	Clerk Office of Alumni Affairs
	TOTAL:	None	2 Working Days & 16 Minutes	

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



2. Processing of Request for Alumni ID Card of Inactive Alumni

The service allows the inactive alumni of the University, without paid membership dues, to secure Alumni Identification Card for the first time.

Office or Division:	Office of Alumni At	fairs (OAA)			
Classification:	Simple				
Type of Transaction:	G2C – Governmer	nt to Citizen			
Who may avail:	Inactive TSU Alum	ni			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	CURE	
1. Accomplished Request for Alumni Form TSU-AAO-SF-04		_	Office of Alumni Affairs or download at https://www.tsu.edu.ph/media/jmvokult/reques		
(1 Original Copy)		t-for-alumn			
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 Face-to- Face Transaction: Receives, checks and verifies the identity and payment status of the client via Alumni Database.	None	2 Working Days & 5 minutes	Staff Office of Alumni Affairs	
For Online Transaction: Send the requirement/s to tsualumniassoc iation@gmail.c om	For Online Transaction: Downloads and checks the submitted form and verifies the identity of the client via Alumni Database Note: If the submitted form is improperly filled out, return to				
2. For Face-to-Face Transaction: Pay for the TSU Alumni Fee at the Office of Alumni Affairs.	client. 1 For Face-to-Face Transaction: Acknowledges the payment and provides receipt.	PHP 500.00	7 minutes	Clerk Office of Alumni Affairs	
For Online Transaction: Send the payment via Gcash or Bank	For Online Transaction: Sends a confirmation email acknowledging the				



Transfer (Gcash: 09459772433 /	receipt of payment of the client.			
DBP Bank: 00-	2.2Assigns Alumni Number	None	7 minutes	Clerk Office of Alumni
0-05844-550-0)	Number			Affairs
	2.3Processes the	None	2 minutes	Clerk
	Alumni ID Card			Office of Alumni
	for releasing.			Affairs
3. Receive the	3. Releases the	None	2 minutes	Clerk
Alumni ID Card	Alumni ID Card			Office of Alumni
				Affairs
		PHP	2 Working	
	TOTAL:	500.00	Days & 23 Minutes	

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



3. Processing of Request for Reissuance of Alumni ID Card

The service allows the active alumni of the University to avail the reissuance of Alumni ID due to worn-out, damaged, and lost Alumni Identification Cards.

Office or Division: Office of Alumni Affairs (OAA				
· ·	Office of Alumni Affairs (OAA) Simple			
Type of	·			
Transaction: G2C – Government to Citizer	G2C – Government to Citizen			
Who may avail: Active TSU Alumni Member				
CHECKLIST OF REQUIREMENTS	WHERE TO SEC			
	Alumni Affairs or do			
	<u>w.tsu.edu.ph/media</u>	a/jmvokult/request		
(1 Original Copy) <u>-for-alumn</u> 2. <i>For Replacement of Existing</i> The client	: will provide			
Alumni ID: Old Alumni ID	. wiii provide			
(1 Original Copy)				
CLIENT STEPS AGENCY FEES TO	PROCESSING	PERSON		
ACTIONS BE PAID	TIME	RESPONSIBLE		
1. Submit the 1.1 Receives the None	15 minutes	Staff-in-Charge		
accomplished requirements,		Office of Alumni		
Request for checks and Alumni ID verifies the status		Affairs		
Form and and information				
Alumni ID (if details of the				
any) to the client via Alumni				
Office of Database				
Alumni Affairs.				
Note: If the				
submitted form is				
improperly filled				
out, return to				
client.				
1.2Assesses the None	7 minutes	Clerk		
status of the		Office of Alumni		
initial Alumni		Affairs		
Identification Card for				
appropriate				
payment.				
2. Pay the 2. Receives the With	5 minutes	Clerk		
corresponding payment and Existing		Office of Alumni		
amount. processes the Alumni		Affairs		
printing of the ID Card:				
new Alumni PHP				
Identification 100.00				
Card.				
Without				
Existing				
Alumni				
ID Card:				
PHP 150.00				
3. Receive the 3. Releases the None	2 minutes	Clerk		
Alumni ID Card. Alumni ID Card.	_ IIIII003	Office of Alumni		
		Affairs		



TOTAL IF WITH EXISTING ALUMNI ID CARD:	PHP 100.00	00 Minutes	
TOTAL IF WITHOUT EXISTING ALUMNI ID CARD:	PHP 150.00	29 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 Culture, Arts, and Languages External Services



1. Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group

This service allows the clients to request the performance of the Culture and Arts Dance Troupe and/or Chorale Group.

Office or Division:	Office of Culture, Arts and Languages (OCAL)			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	TSU Colleges, Offices	Units and	Other Governmen	nt Agency/ies
	REQUIREMENTS	o, ormo, arra	WHERE TO SEC	
A. FOR CLIENT				<u> </u>
Official letter of in the University Pr (1 Original Copy)	resident)	The client	will provide	
B. FOR STUDENT		r 		
Certificate of Officially Registered (COR) (1 Original copy and/or 1 Photocopy) Identification Card with three specimen (1 Photocopy) Parental consent with a photocopy of the parent or guardians Identification card with three specimens		The student performers will provide		
(1 Original copy)				
4. If the event/ ver Medical certificat (1 Original copy)	e	Medical Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
Submit the official letter of invitation to the Records and Archives Unit	1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President.	None	TIME 1 working day	Staff Records and Archives Unit
	1.2 Endorses Request to the Office of Culture, Arts and Languages.	None	1 working day	President Or Officer-in- Charge, Or Representative Office of the University President
	1.3 Receives and assesses the endorsed letter of invitation.	None	1 hour	Clerk and Director Office of Culture, Arts and Languages



2. Receive a notification regarding the approval/ disapproval of the invitation	2.1 Informs the student performers and coaches regarding the invitation and the requirements needed to submit. 2.2 Notifies the	None	30 minutes 30 minutes	Clerk Office of Culture, Arts and Languages
	client of the approval or disapproval of the request via email, including details such as date and time, venue, mode of transportation and accommodation.			Office of Culture, Arts and Languages
	2.3 Gathers the required documents needed for the students, coaches, and OCAL Director	None	3 working days	Clerk Office of Culture, Arts and Languages
	2.4 Reviews the gathered documents	None	1 working day	Clerk Office of Culture, Arts and Languages
	2.5 Files a travel order and books an advance reservation of vehicles to be used in Motor pool Unit	None	2 hours and 25 minutes	Clerk Office of Culture, Arts and Languages
	2.6 Deploys the coaches, student performers, and Office of Culture, Arts, and Languages Director	None	1 working day	Staff-in-Charge Office of Culture, Arts and Languages
	TOTAL:	None	7 Working Days, 4 Hours, & 25 Minutes	



Office of Culture, Arts, and Languages Internal Services



1. Process for Request for Performance of TSU Culture and Arts Dance Troupe and/or Chorale Group

This service allows the clients to request the performance of the Culture and Arts Dance Troupe and/or Chorale Group.

Office or Division:	Office of Culture, Arts and Languages (OCAL)			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	TSU Colleges, Offices	s, Units, and	Other Governmen	nt Agency/ies
	REQUIREMENTS	REQUIREMENTS WHERE TO SECURE		
A. FOR CLIENT				
Official letter of ir the University Pr (1 Original Copy)	esident	The client v	will provide	
B. FOR STUDENT I		The studen	at norformoro will r	aroviido
Certificate of Officially Registered (COR) (1 Original copy and/or 1 Photocopy) Identification Card with three specimen (1 Photocopy) Parental consent with a photocopy of the parent or guardians Identification card with three specimens (1 Original copy)		The student performers will provide		
If the event/ ven Medical certificat (1 Original copy)	e	Medical Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the official letter of invitation to the Records and Archives Unit	1.1 Logs and maintains a copy of the received Official letter of Invitation and forwards it to the Office of the University President.	None	1 working day	Staff Records and Archives Unit
	1.2 Endorses Request to the Office of Culture, Arts and Languages.	None	1 working day	President Or Officer-in- Charge, Or Representative Office of the University President
	1.3 Receives and assesses the endorsed letter of invitation.	None	1 hour	Clerk and Director Office of Culture, Arts and Languages

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2. Receive a	2.1 Informs the	None	30 minutes	Clerk
notification	student	None	30 minutes	Office of
regarding the	performers and			Culture, Arts
approval/	coaches			and Languages
disapproval of	regarding the			3 3
the invitation	invitation and the			
	requirements			
	needed to			
	submit.			
	2.2 Notifies the	None	30 minutes	Clerk
	client of the			Office of
	approval or			Culture, Arts
	disapproval of			and Languages
	the request via email, including			
	details such as			
	date and time,			
	venue, mode of			
	transportation			
	and			
	accommodation.			
	2.3 Gathers the	None	3 working days	Clerk
	required			Office of
	documents			Culture, Arts
	needed for the			and Languages
	students, coaches, and			
	OCAL Director			
	2.4 Reviews the	None	1 working day	Clerk
	gathered			Office of
	documents			Culture, Arts
				and Languages
	2.5 Files a travel	None	2 hours and 25	Clerk
	order and books		minutes	Office of
	an advance			Culture, Arts
	reservation of vehicles to be			and
	used in Motor			Languages
	pool Unit			
	2.6 Deploys the	None	1 working day	Staff-in-Charge
	coaches, student		9,	Office of
	performers, and			Culture, Arts
	Office of Culture,			and Languages
	Arts, and			
	Languages			
	Director		7 Working	
	TOTAL:	None	Days, 4 Hours,	
			& 25 Minutes	



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 Au	Office of Internal Audit Service (OIAS)			
Classification:	Simple	Simple			
Type of	G2G - Government	G2G - Government to Government			
Transaction:					
Who may avail:	Commission on Aud	lit and Colle			
CHECKLIST OI	REQUIREMENTS		WHERE TO SE	CURE	
	est Letter to Obtain a port (1 Original Copy)		e University Presion will provide	dent and/ or	
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	1.1 Receives approved request letter and records it in the logbook.	None	1 minute	Clerk Office of Internal Audit Service	
approval.	1.2 Sends the approved request letter to the Office of Internal Audit Service Director.	None	1 minute	Clerk Office of Internal Audit Service	
	1.3 Locates needed report and reproduces it.	None	1 hour	Clerk Office of Internal Audit Service	
	1.4 Records the distribution of the requested report.	None	1 minute	Clerk Office of Internal Audit Service	
2. Receive the requested report.	2. Sends the requested report to the recipient.	None	1 minute	Clerk Office of Internal Audit Service	
	TOTAL:	None	1 Hour & 4 Minutes		



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	Office Of International Affairs and Linkages (OIAL)			
Division: Classification:	Simple			
Type of	G2G – Government to	Governmen	ıt	
Transaction:	GEO GOVERNMENT OF GOVERNMENT			
Who may avail:	Various Government Agencies and State Universities and Colleges			
	REQUIREMENTS WHERE TO SECURE			
1. Endorsement from	n the University	Office of the	University President	dent
	nal or 1 Photocopy)			
2. Invitation Letter, F		Host Univer	sity/Institution/Org	ganization
Pertinent Attachm Travel Abroad (1				
Photocopy)	Original of 1			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Sends an official	1.1 Receives the	None	5 minutes	Protocol Affairs
letter to the Office of the	endorsement from the Office of			Officer Office of
University	the President.			International
President to	tho i rooldont.			Affairs and
conduct a				Linkages
benchmarking				_
activity / visit	1.2 Communicates /	None	10 minutes	Protocol Officer
with Tarlac State University.	informs offices to be visited during			Office of International
Offiversity.	the			Affairs and
	benchmarking			Linkages
	activity.			
2. Receive email	2. Sends an email	None	10 minutes	Protocol Officer
with attachment	with attached			Office of
(request form).	form to confirm / inquire about the			International Affairs and
	scope and details			Linkages
	of the activity /			9
	visit.			
3. Send back the	3.1 Receives and	None	5 hours	Protocol Affairs
request form with the	download			Officer Office of
required/	service request form.			International
needed details	IOIII.			Affairs
via email				
	3.2 Communicates /	None	1 hour	Protocol Affairs
	coordinate to			Officer
	office/s to be			Office of International
	visited during the benchmarking			Affairs and
	activity.			Linkages
	,.			
	Note: If two (2) or			
	more offices are			
	to be visited,			



<u></u> _				
	prepare logistics and other materials needed for the activity (program, venue, food, token, vehicle, etc).			
	Note: If one (1) office will be visited, the office to be visited will prepare all the materials and logistics needed during the visit.			
4. Attend the benchmarking activity.	Facilitates the benchmarking activity.	None	1 day	Protocol Affairs Officer Office of International Affairs and Linkages
	TOTAL:	None	1 day, 6 hours, and 25 minutes	



Office of International Affairs and Linkages Internal Services



1. Processing of CHED Endorsement for Legitimacy of Travel Abroad

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

Office or	Office Of International Affairs and Linkages (OIAL)			
Division: Classification:	Highly Technical			
Type of	G2G – Government to Government			
Transaction:	G2C – Government to Citizens			
Who may avail:	Offices/Colleges of the University			
	REQUIREMENTS		WHERE TO SEC	CURE
1. Endorsement from	n the University	Office of the	e University Presi	dent
President (1 Photo	осору)		•	
2. Accomplished Inte		CHED IAS	Website:	
	- Evaluation Form for	•	<u>cationphl.ched.go</u>	v.ph/beta/travel-
the Necessity of T	ravel for SUC	endorseme	<u>nt/</u>	
(1 Photocopy)	1.00	11411-5	:4/ 4:44:/0	: t:
3. Invitation Letter, P		Host Univer	rsity/Institution/Or	ganization
Pertinent Attachm Travel Abroad (1 F				
	1 3 7	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit	1.1 Receives,	None	5 minutes	Staff
documents to the	reviews, and			Office of
Office of	evaluates the			International
International	submitted			Affairs and
				Linkages
travel abroad.				
		None	10 minutes	Staff
		140110	To minutes	
	forms to be			International
	submitted to			Affairs and
	Commission on			Linkages
				. .
				_
	Services.			
	1.3 Schedules a	None	20 days	
	=	140110	•	Office of
	Commission on		travel and 19	International
	Higher Education,		working days	Affairs and
	Central Office,		for release)	Linkages
	and submit all			
	pertinent			
	_			
_	submitted documents and advises the client if the documents submitted are insufficient. 1.2 Prepares all the documents and forms to be submitted to Commission on Higher Education - International Affairs and Services. 1.3 Schedules a travel to the Commission on Higher Education, Central Office, and submit all	None	working days	Staff Office of International Affairs and Linkages Clerk Office of the University President Staff Office of International Affairs and



2. Receive	2. Notifies the client		10 minutes	Staff
notification	about the status of			Office of
regarding the	the request and			International
status of their	takes a copy after			Affairs and
request after the	handing the			Linkages
official travel.	apostilled copy to			
	the client.			
			20 days, 0	
	TOTAL:	None	hour/s, 25	
			minutes	

Note: This is a multi-stage process. The Commission on Higher Education (CHED) is the agency that facilitates the verification and evaluation of the legitimacy of the travel. The Office of International Affairs and Linkages (OIAL) is the arm of the university that facilitates the collection and submission of the travel applications to the Commission on Higher Education (CHED). The turnaround time for Commission on Higher Education (CHED) may vary due to the additional requested documents and the number of requests Commission on Higher Education International Affairs Service (CHED IAS) receives per month, as stipulated in the Memorandum Order dated July 24, 2019, titled "Guidelines for Securing Authority to Travel Abroad for State Universities and Colleges (SUCs)".



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

This service aims to process CHED endorsements for the legitimacy of travel abroad by faculty, non-teaching personnel, and officials with official travel as part of their requirements.

Office or Division:	Office Of International Affairs and Linkages (OIAL)					
Classification:	For Employee Mobility: Complex For Student Mobility: Highly Technical					
Type of	G2G – Government to Government					
Transaction:	G2C – Government to Citizens					
Who may avail:	TSU Students, and TSU Offices/Colleges					
	F REQUIREMENTS		WHERE TO SE			
1. Endorsement from (1 Original or 1 Pho	the University President otocopy)	Office of the University President				
	ete Staff Work (CSW)	The client will provide				
3. Budget Proposal a	nd Certificate of	Budget Office				
Availability of Fund						
4. Invitation Letter, Pr		Host Unive	ersity/Institution/O	rganization		
	ents Regarding Travel		•			
5. BOR Approval (1 C		Office of th	ne Board Secretar	٧		
FOR STUDENT MOE		<u> </u>		,		
Notarized Parenta ID (1 Original or 1	l Consent with Parent's Photocopy)	The client will provide				
2. Notice of Acceptai	Notice of Acceptance/Invitation (1 Original or 1 Photocopy)					
3. Accomplished Red		Office of Student Affairs and Services or				
	y TSU-SOU-SF-08	downloadable at				
(1 Original or 1 Pr	, , , , ,			https://www.tsu.edu.ph/media/4eldqmc2/tsu-		
		sou-sf-08-request-letter-on-the-conduct-of-				
4 0 1:5 1 5 4			activity-new.docx The client will provide			
4. Certificate of Accompaniment		i ne client	wiii proviae			
(1 Original or 1 Photocopy) 5. Travel order for Accompanying Faculty						
(1 Original or 1 Ph						
, o		FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
Submit requirements to the Office of International	1.1 Receives, reviews, and evaluates the submitted documents. and	None	For Employee Mobility: 5 minutes	Staff Office of International Affairs and		
Affairs and Linkages	advise the client if the documents			Linkages		
regarding travel	submitted are					
abroad.	insufficient.		For Student			
G.5. 5 G. G.			Mobility:			
For Student			2 working days			
Mobility:						
Submit	1.2 Prepares all the	None	10 minutes	Protocol Officer		
requirements for	documents and forms			Office of		
student mobility in	to be submitted to			International		
Office of	CHED International			Affairs and		
International	Affairs and Services.			Linkages		
i	Then, instructs the			1		



A. EE	-1:			O1-4
Affairs and	client to proceed to			<i>Staff</i> Office of
Linkages.	TSU-Medical Unit for their Medical			International
	Clearance.			Affairs and
	Clearance.			
				Linkages
				Clerk
				Office of the
				University
				President
2. Undergo a	2. Assesses the client	None	2 working days	Staff
Medical Exam for	and issue medical		3 ,	Medical
the medical	clearance/certificate.			Services Office
clearance issued				
by the TSU-				
Medical Unit.				
3. Apply for	3.1 Furnishes Human	None	2 working days	Staff
Authority to	Resource			Office of
Travel to waive	Development and			International
travel tax in Office	Management Office			Affairs and
of International	& Office of the Vice			Linkages
Affairs and	President for			
Linkages.	Academic Affairs'			
	copies of travel			
	requirements.	NI	0	04-#
	3.2 Prepares	None	2 working days	<i>Staff</i> Office of
	necessary travel arrangements such			International
	as booking of flights			Affairs and
	(inclusive of food			Linkages
	and baggage),			Liimagoo
	airline/travel			
	insurance, & Travel			
	Order for Departure			
	and Arrival.			
	3.3 Informs the	None	10 minutes	Staff
	International Higher			Office of
	Education Institution			International
	partner regarding the			Affairs and
	arrival logistics of the			Linkages
4.44	faculty/student/staff.		<u> </u>	
4. Attend the pre-	4. Conducts a pre-	None	45 minutes	Staff
departure	departure orientation			Office of
orientation.	to the faculty /			International
	student / staff.			Affairs and
				Linkages
			6 Working	
TOTAL FOR EMPLOYEE MOBILITY:		None	Days, 1 Hour	
			& 10 Minutes	
			8 Working	
TOTAL FO	R STUDENT MOBILITY:	None	Days, 1 Hour	
			& 5 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	G2C - Government to Citizen			
Transaction:	G2G – Government to	Government		
Who may avail:	All TSU Employees ar	nd Students		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
Accomplished and Duly Signed System Access and Privilege Request Form TSU-MIS-SF-26 (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.p h.	1.1 Receives and verifies the submitted form. Note: If with incomplete detail/s, return the form and inform the missing detail/s.	None	3 minutes	Software Unit Staff/Clerk Office of Management Information Systems
	1.2 Creates an account and assigns the necessary privileges.	None	7 minutes	Software Unit Staff/Clerk Office of Management Information Systems
2. Receive notification of account creation or privilege assignment.	2. Notifies the client once the account has been created or privilege has been assigned.	None	2 minutes	Software Unit Staff/Clerk Office of Management Information Systems
	TOTAL:	None	12 Minutes	



2. 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 Managem	Office of Management Information Systems (OMIS)				
Classification:	Simple	· · · · · · · · · · · · · · · · · · ·				
Type of	G2C - Government to Citizen					
Transaction:	G2G – Governmen	G2G – Government to Government				
Who may avail:	All TSU Employees	II TSU Employees and Students				
CHECKLIST O	CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
	Office 365 Assistance		Office of Management Information Systems or			
Request Form 7		download at				
(1 Original Copy	/)	https://www.tsu.edu.ph/media/tnvn3d0w/tsu-				
		mis-sf-66-office-365-assistance-request-				
		form.docx FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit the	1.1 Receives and	None	2 minutes	Staff		
accomplished	verifies the			Office of		
form to the	submitted			Management		
Office of	Torm.	form. Information				
Management Information	Note: If with	Note: If with				
Systems or	incomplete					
send it via	detail/s return the					
email or MS	form and inform					
Teams at	the missing					
miso@tsu.edu	detail/s.					
<u>.ph</u> .	1.2 Creates an Office	None	8 minutes	Staff		
	365 account.			Office of		
				Management		
				Information		
				Systems		
2. Receive	2. Gives the	None	2 minutes	Staff		
temporary	credentials to the			Office of		
login credentials.	user. If the request is done			Management Information		
Gederillais.	online, the			Systems		
	credentials will be			Cyolomo		
	given via email.					
	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.



3. 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	Simple			
Type of Transaction:	G2G - Government	G2G - Government to Government			
Who may avail:	All Faculty and Coll	ege Clerks			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
Accomplished and Duly Signed Request to Tag or Untag Faculty / Room / Schedule Form TSU-MIS-SF-19 (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	1.1 Receives and verifies the submitted form. Note: If with incomplete detail/s return the form and inform the missing detail/s.	None	3 minutes	Clerk Office of Management Information Systems	
miso@tsu.edu. ph.	1.2 Tags or untags the faculty, room, or schedule.	None	10 minutes	Staff Office of Management Information Systems	
2. Receive notification update on the request.	2. 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.



4. 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	G2G - Government to	G2G - Government to Government			
Transaction:					
Who may avail:		All Faculty and College Clerks			
	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
1. Accomplished an	Office of Management Information Systems or				
Tagging of Honor		download at			
TSU-MIS-SF-20 (i Original Copy)	(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	1.1 Receives and	None	3 minutes	Clerk	
accomplished	verifies the	110110	o minutes	Office of	
form to the	submitted form.			Management	
Office of				Information	
Management	Note: If with			Systems	
Information	incomplete				
Systems or	detail/s				
send it via email	return the				
or MS Teams at	form and				
miso@tsu.edu.p h.	inform the missing detail/s.				
ш.	1.2 Processes the	None	3 working days	Clerk	
	tagging or	110110	o working days	Office of	
	untagging of			Management	
	honorarium			Information	
	class.			Systems	
2. Receive	2. Notifies the client	None	2 minutes	Clerk	
notification	once the request			Office of	
update on the	has been finished			Management	
request.	via Phone Call,			Information	
	Messenger or MS Teams.			Systems	
	3 Working				
	TOTAL:	None	Days & 5		
			Minutes		

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



5. Process of Changing Posted Schedule

The service allows the official rectification of posted class schedule.

The service allov	vs the official rectification	on of posted	class schedule.				
Office or Division	Office of Managem	Office of Management Information Systems (OMIS)					
Classification:	Complex						
Type of	G2G – Governmen	t to Governn	nent				
Transaction:							
Who may avail:	All TSU Faculty and	d College Cl					
CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE					
1. Accomplished a	ind Duly Signed	Office of M	anagement Inform	nation Systems or			
	nge Posted Schedule	download	at				
Form TSU-MIS-			<u>v.tsu.edu.ph/media</u>				
(1 Original Copy	')		<u>equest-change-po</u>	sted-			
		schedule.d					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON			
4. Ondere it the	4.4.Danainan and	BE PAID	TIME	RESPONSIBLE			
1. Submit the	1.1 Receives and	None	3 minutes	Clerk			
accomplished	verifies the			Office of			
form to the Office of	submitted form.			Management Information			
_	101111.						
Management Information	Note: If with	Syste					
Systems or	incomplete						
send it via	detail/s return						
email or MS	the form and						
Teams at	inform the						
miso@tsu.edu	missing detail/s.						
.ph.	1.2 Changes the	None	3 working days	Clerk			
	posted			Office of			
	schedule as			Management			
	requested.			Information			
				Systems			
2. Receive	2. Notifies the client	None	2 minutes	Clerk			
notification of	once the request			Office of			
successful	has been finished.			Management			
change in				Information			
posted	Note: If there is a			Systems			
schedule or	conflict and the						
failure in		schedule cannot					
changing and	be updated,						
updating of	inform the client						
posted	via MS Teams,						
schedule.	Telephone, or						
	Email.		2 \\/ 0 -=\-\-\				
	TOTAL -	Ness	3 Working				
	TOTAL:	None	Days & 5				

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

Minutes



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 Colleg	e Clerks			
	REQUIREMENTS		WHERE TO SEC		
Accomplished and Duly Signed Transfer of Students Form <i>TSU-MIS-SF-38</i> (1 Original Copy)		Office of Management Information Systems of 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.p h.	1.1 Receives and verifies the submitted form. Note: If with incomplete detail/s return the form and inform the missing detail/s.	None	3 minutes	Clerk Office of Management Information Systems	
<u></u>	1.2 Processes the transfer of students.	None	3 working days	Clerk Office of Management Information Systems	
2. Receive notification update on the request.	2. Notifies the client once the request has been finished via Phone Call, Messenger, or MS Teams.	None	2 minutes	Clerk Office of Management Information Systems	
	TOTAL:	None	3 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.



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	G2G - Government to	Government		
Transaction:				
Who may avail:	Offices, Units, and Colleges of the University			
CHECKLIST OF	OF REQUIREMENTS WHERE TO SECURE			
4 5 (1 () (
1. Request Letter to	r Office/Unit/College	The client will provide		
1. Request Letter for Planning (1 Origin		The client will provide		
•	nal Copy)	The client will provide		
Planning (1 Origin 2. Proposed Budget	nal Copy)	The client will provide		

3. I Togram of Activi	iles (1 Original Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete pre- planning requirements to Office of Planning.	1.1 Receives, reviews, and validates submitted pre- planning requirements. Note: If with incomplete requirements, relay feedback to the concerned office/ unit/ college for completion/ proper action.	None	15 minutes	Staff & Director Office of Planning
	1.2 Endorses complete pre- planning requirements to Planning Director for signature and approval.	None	10 minutes	Staff & Director Office of Planning
	1.3 Records details of the office / unit / college planning activities for monitoring purposes.	None	5 minutes	Staff Office of Planning
2. Receive a notification on the approval of the request.	2. Notifies the requesting Office / Unit / College of the approval of the request.	None	5 minutes	Staff Office of Planning
	TOTAL:	None	35 Minutes	



Office of Public Affairs External Services



1. Process for Addressing Client's Concerns via Email

The service allows the individuals to email the Office of Public Affairs for any request or concerns.

Office or Division:	Office of Public Affairs (OPA)			
Classification:	Simple			
Type of	G2C - Government to	o Citizen		
Transaction:	G2G - Government to	o Governme	ent	
Who may avail:	All			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE
1. Concerns/Reques	sts	The client	will provide	
(1 Electronic Copy)				
2. File Attachment, i	f any			
(1 Electronic Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
4.0	4.5	BE PAID	TIME	RESPONSIBLE
1. Send concerns or requests to the Office of Public Affairs email at heldesk@tsu.ed u.ph and opai@tsu.edu.p h Note: Attach file/s, if any.	1.Receives and reviews the content of email and attachments, if there are any.	None	4 minutes	Technical Staff Office of Public Affairs
2. Receive email acknowledgeme nt and response regarding the concern/s.	2. Acknowledges the receipt of email and takes appropriate action/s on concern/s.	None	4 minutes	Technical Staff Office of Public Affairs
	TOTAL:	None	8 Minutes	

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



2. 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 Divisio		Office of Public Affairs (OPA)			
Classification: Type of	Highly Technical G2C - Government				
Transaction:	G2B - Government G2G - Government	to Business Entity/ies to Government			
Who may avail:	TSU Students, Emp	ployees and Stakeholders			
	OF REQUIREMENTS		WHERE TO SEC	CURE	
1. Details of Even	•	The client	will provide		
(if any) or News (1 Original Cop					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
Fill out the TSU Bulletin	1.1 Proofreads the received file for	None	9 working days	Technical Staff Office of Public	
Receiving	write-up or revision.			Affairs	
Log and	Willo up of roviolori.			, mano	
Submit					
Information /					
news article and details					
to Office of	1.2 Checks the	None	5 hours	Director & Unit	
Public Affairs	article/s.			Head Office of Public	
for write-up				Affairs	
or proofreading	1.3 Forwards the final	None	5 working	Technical Staff	
production .	layout of the TSU		days	Office of Public	
	Bulletin to Business Affairs and Auxiliary			Affairs	
	Services Office for				
	printing.				
	1.4 Conducts final	None	1 working	Director and	
	inspection of printed TSU Bulletin		day	Technical Staff Office of Public	
	copies			Affairs	
2. Receives	2. Distributes TSU	None	1 working	Technical Staff	
TSU Bulletin. Bulletin.			day	Office of Public	
			16 Working	Affairs	
	TOTAL:	None	16 Working Days & 5		
		110110	Hours		

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



Office of Public Affairs Internal Services



1. Process for Addressing Client's Concerns via Email

The service allows the individuals to email the Office of Public Affairs for any request or concerns.

Office or Division:	Office of Public Affair	Office of Public Affairs (OPA)			
Classification:	Simple				
Type of	G2C - Government to				
Transaction:	G2G - Government to	o Governme	ent		
Who may avail:	All				
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE				
1. Concerns/Request (1 Electronic Copy		The client	will provide		
2. File Attachment, if (1 Electronic Copy	any	_			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Send concerns or requests to the Office of Public Affairs email at heldesk@tsu.edu .ph and opai@tsu.edu.ph Note: Attach file/s, if any.	1. Receives and reviews the content of email and attachments, if there are any.	None	4 minutes	Technical Staff Office of Public Affairs	
2. Receive email acknowledgeme nt and response regarding the concern/s.	2. Acknowledges the receipt of email and takes appropriate action/s on concern/s.	None	4 minutes	Technical Staff Office of Public Affairs	
TOTAL: None 8 Minutes					

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



2. Process for Posting of Print/Social Media/TSU Website Materials

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

Office or Division	Office of Public Affa	airs (OPA)		
Classification:	Simple			
Type of	G2C - Government			
Transaction:	G2G - Government	to Government		
Who may avail:	TSU Students and	Employees		
	F REQUIREMENTS		WHERE TO SEC	CURE
1. Material for Pos	ting (1 Original Copy)		will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the necessary requirements to the Office of Public Affairs.	1.1 Receives and reviews the content of material/s for posting.	None	4 minutes	Technical Staff Office of Public Affairs
	1.2. If the Material/s for Posting is Approved: Posts through the preferred platform (bulletin boards, social media, TSU website, or can be both). If the Material/s for Posting is Subject to Revision: Notifies the client to revise the content.	None	10 minutes	Technical Staff Office of Public Affairs
2. Receive Notification that material/s is/are already posted.	2. Notifies the client if material/s is/are already posted.	None	3 minutes	Technical Staff Office of Public Affairs
	TOTAL:	None	17 Minutes	



3. Process for Publication of Online News

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

Office or Division:	Office of Public Affai	Office of Public Affairs (OPA)				
Classification:	Highly Technical	Highly Technical				
Type of		G2C - Government to Citizen G2G - Government to Government				
Transaction: Who may avail:	TSU Students and E					
	REQUIREMENTS	.mpioyees	WHERE TO SE	CURE		
	Program Flow <i>(if any)</i>		nt will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit information or news article to Office of Public Affairs.	1.1 Receives and proofreads the received file for write-up or revision.	None 3 working days Technical Office of P				
	1.2 Deploys staff to cover the event/activity and writes an article afterwards.		6 working days			
	1.3 Finalizes the output.	None	2 hours	Director Office of Public Affairs		
	1.4 Uploads the article to TSU website and social media platform. None 13 minutes Technical S Office of Pu Affairs					
TOTAL:		None	9 Working Days, 2 Hours & 13 Minutes			

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



4. Process for Requesting 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 Divisio	Offic	oo of Dublic Aff	foire (ODA)			
Office or Division Classification:	Sim	ce of Public Aff	alis (OPA)			
			1 to O:ti-o-			
Type of		C - Governmen G - Governmen		ont		
Transaction:				ieni.		
Who may avail: CHECKLIST O		Students and	Employees	WHERE TO SEC	NIDE	
	Ţ					
1. Accomplished Copy of Photo TSU-PAI-SF-0	s/Videos		_	s.office.com/r/UWr		
(1 Original Co	~	tronic Copy)				
CLIENT STEPS	AGENC	Y ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Send request for photos / videos or files through online (email at heldesk@tsu. edu.ph and opai@tsu.edu.ph) or logbook.	1. Recei review submi	s the form	None	5 minutes	Technical Staff Office of Public Affairs	
2. Receive notification on the status of request.	is App Sends throug MS Te If the is Dis Inform reques or MS the res	Request approved:	None	6 minutes 6 minutes	Technical Staff Office of Public Affairs	
	•	TOTAL:	None	11 Minutes		



5. 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 Affa	ire (ODA)		
Classification:	Complex	113 (OI A)		
	G2C - Government	to Citizen		
Type of Transaction:	G2G - Government		ent	
Who may avail:	TSU Students and E			
	REQUIREMENTS	Inployees	WHERE TO SE	CLIDE
Accomplished Request Form Coverage of Events or Activities		_	านblic Alialis of Fil ns.office.com/r/yxใ	
	(1 Original Copy)	111105.//1011	IIS.OIIICE.COIII/I/ y X C	<u>DIXIPIXTAL</u>
	Program Flow, <i>if any</i>	The client	will provide	
(1 Original Copy)	•			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1. Receives and	None	3 minutes	Technical Staff
accomplished	verifies submitted			and/or Director
request form to	request form.			Office of Public
Office of Public				Affairs
Affairs and	Note: If form is			
receive	improperly filled			
affirmation on	out, return and			
the request.	inform client.			
2. The client will	2. If the Request	None	7 minutes	Technical Staff
receive the	is Approved:			and/or Director
notification on	Sends notification			Office of Public
the status of	through email or			Affairs
the request via	MS Teams.			
email or Ms.				
Teams	If the Request			
	is Disapproved:			
	Informs the client via email			
	or MS Teams on			
	the reason/s for			
	the disapproval.			
3. Provide	3.1 Attends the	None	6 working	Technical Staff
program flow (if	activity or event.	. 10110	days	and/or Director
any).	- , -, -, -, -, -, -, -, -, -, -, -, -, -,		, -	Office of Public
				Affairs
	3.2 Uploads the	None	1 hour	Technical Staff
	photos/videos to			Office of Public
	available storage			Affairs
	for safekeeping.			
			6 Working	
	TOTAL:	None	Days, 1 Hour &	
			∞ 10 Minutes	

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



Office of the University Board Secretary Internal Services



1. Processing of Request for Copy of Administrative Council Resolutions, Board Resolutions, or Referendums

The service allows offices, units, and colleges of the university to secure administrative council resolution, board resolutions or board referendum to be informed on the matters the Administrative Council or Board of Regents voted on.

Office or Division:	Office of the Univers	Office of the University Board Secretary (OUBS)				
Classification:	Simple	Simple				
Type of Transaction	G2G – Government to Government					
Who may avail:	Concerned Units or Offices of the University					
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	CURE		
1. For Administrative	ve Council	The client wil	provide.			
Resolutions:						
Letter of Request						
Council Resolutio						
, ,	r 1 Certified True Copy					
or 1 xerox copy)						
2. For Board Resol						
Letter of Board Re						
` •	r 1 Certified True Copy					
or 1 xerox copy)						
3. For Board Refere						
Letter of Reference						
`	r 1 Certified True Copy	эру				
or 1 xerox copy)						
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		

(CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit a letter of request to the Office of the University Board Secretary.	Receives and reviews the request.	None	2 hours	Board Secretary V Board Secretary I Administrative Aide VI Staff Office of the University and Board Secretary
	Provide additional information about the administrative council resolution, board resolution or referendum request.	2.1 Conducts short interview to the client regarding the request. 2.2 Prepares the requested resolutions (either Administrative, or Board Resolution, or referendum)	None	4 hours	Board Secretary V Board Secretary I Administrative Aide VI Staff Office of the University and Board Secretary
3.	Receives the requested administrative council resolution, board	3. Releases the requested administrative council resolution,	None		Board Secretary I Administrative Aide VI Staff



resolution or referendum.	board resolution or referendum.			Office of the University and Board Secretary
If disapproved: Receives notification about the disapproval of the request.	If disapproved: Informs the client that the agenda is deferred and discontinued.			Board Coordiary
	TOTAL:	None	6 Hours	



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

The service allows colleges, offices, and units of the university to accomplish the Complete Staff Work (CSW) 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					
	REQUIREMENTS		WHERE TO S	ECURE		
Accomplished Co (CSW) Form or A (1 Original Copy)		The client will provide				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit fully accomplished Complete Staff Work (CSW) or Agendas to the University	1.1 Pre-assesses the submitted Complete Staff Work or Agenda.	Non e	4 working days	Board Secretary V Board Secretary I Administrative Aide VI Staff Office of the University and Board Secretary		
the University Board Secretary.	1.2 Schedules a special / pre-board or board meeting, with the participation of Board of Regents.	Non e	1 working day	Board Secretary V Office of the University Board Secretary President Office of the University President Board of Regents		
	1.3 Discusses the submitted agenda.	Non e	1 working day	Board Secretary Office of the University Board Secretary President Office of the University President Board of Regents		
	1.4 Approves or disapproves the agenda by the Board of Regents.	Non e	1 working day	Board Secretary Office of the University Board Secretary President		

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				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	Board Secretary I Administrative Aide VI Staff Office of the University Board Secretary
If disapproved: Receives notification about the disapproval of the agendas or board resolutions.	If disapproved: Informs the client that the agendas or board resolutions are deferred and discontinued.			
	TOTAL:	None	8 Working Days	



3. Submission of the Agenda to the University's Administrative Council Meetings

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.

			(01100)		
Office or Division:		Office of the University Board Secretary (OUBS)			
Classification:	Highly Technical				
Type of Transaction:	G2G – Governmen				
Who may avail:		r Officer-In-C		arge of the University	
	REQUIREMENTS		WHERE TO SE	CURE	
1. List of Agendas (The client v			
Administrative Co (1 Original Copy)			e University Board	,	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the Agendas to the Office of the University Board Secretary.	1.1 Pre-assesses the submitted agenda/s.	None	4 working days	Board Secretary V Board Secretary I Administrative Aide VI Staff Office of the University and Board Secretary	
	1.2 Schedules the Administrative Meeting	None	1 working day	Board Secretary Office of the University Board Secretary President Office of the University President Vice Presidents for Administration, Academic Affairs, Research, Development, and Extension Administrative Council	
	1.3 Discusses the agendas with the Administrative Council	None	1 working day	Board Secretary Office of the University Board Secretary President Office of the University President	



				Vice Presidents for Administration, Academic Affairs, Research, Development, and Extension Administrative Council
	1.4 Approves the agenda.	None	1 working day	Board Secretary Office of the University Board Secretary President Office of the University President Vice Presidents for Administration, Academic Affairs, Research, Development, and Extension Administrative Council
2. Receive the approved agenda, and Administrative Council Resolution If disapproved: Receives notification about the disapproval of the agenda.	2. Releases the approved agenda, and Administrative Council Resolution If disapproved: Informs the client that the agenda is deferred and discontinued.	None	1 working day	Board Secretary I Administrative Aide VI Staff Office of the University Board Secretary
	TOTAL:	None	8 Working Days	



Office of the University Legal Counsel Internal Services



1. Processing of Request for Document Review

The process of document review is to ensure that the contracts and agreements are consistent with the university's policies and standards, as well as applicable laws and regulations.

Office or Division:	Office of the University Legal Counsel (OULC)				
Classification:		If the Document is in Order: Complex If the Document is for Revision: Highly Technical			
Type of Transaction:	G2G – Government to	G2G – Government to Government			
Who may avail:	Who may avail: TSU Colleges, Offices and Units				
CHECKLIST OF I	REQUIREMENTS	WHERE TO SECURE			
Letter of Reques (1 Original Copy)	t, <i>if available</i>	The client will provide			
2. Document for rev	view (1 Photocopy)	The client will provide			
Accomplished and Duly Signed Document Review Request Form TSU-LEG-SF-03 (1 Original Copy)		0 (1) 11: 11 10 1 0 (1)			
Review Request F	form TSU-LEG-SF-03	Office of the University Legal Counsel or Office of the University President			

or moorporation, it applicable,	i
(1 Original Copy)	
 b. Authority of the Representative to 	
enter into a contract;	
(1 Original Copy)	
c. Government-issued identification card	
with three (3) specimen signature of	
the authorized representative.	
(1 Original Copy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely all the needed requirements to the Office of the University President for the endorsement of review.	1.1 Receives and verifies the submitted request and requirements. Note: If submitted requirements are incomplete, return them to the client and inform them about the lacking.	None	1 working day	Staff Office of the University President
	1.2 Endorses the request for review to the Office of the University Legal Counsel.	None	1 working day	Staff Office of the University President
	1.3Receives and records the	None	10 minutes	Staff Office of the

receipt of the request in the electronic database and in the physical logbook.			University Legal Counsel
1.4 Forwards the request to the legal assistant for review.	None	5 minutes	Staff Office of the University Legal Counsel
1.5 Reviews the document if it conforms with the University policies and standards, as well as applicable laws and regulations.	None	2 working days	Legal Assistant Office of the University Legal Counsel
If the document doesn't conform with the University policies, standards, laws and regulations, indicates comments regarding the same.			
1.6 Records the comments in the document review form (TSU-LEG-SF-02) and signs the same.	None		Legal Assistant Office of the University Legal Counsel
1.7 Forwards the document and the document review form to the University Legal Counsel for conformity.	None	15 minutes	Legal Assistant Office of the University Legal Counsel
1.8 If the University Legal Counsel has comments, incorporates the same in the document review form.	None	1 working day	Legal Counsel Office of the University Legal Counsel
If the University Legal Counsel conforms with comments of the legal assistant, signs the document			

	review form.			1906
2. If the document in for revision Receive empthrough MS Teams containing the document for revision and revise the document in	response in the scanned copy of the document with the comments to the end-user / concerned office for revision through MS	None	3 working days	Staff Office of the University Legal Counsel
accordance with the comment of Office of University Legal Couns	is in order: Forwards the document with the comments in TSU-LEG-SF-02 to the Office of the University President.	None	15 minutes	Staff Office of the University Legal Counsel
	2.2 Notifies the end- user/client through MS Teams that the document has been forwarded to the Office of the University President	None	15 minutes	Staff Office of the University Legal Counsel
	2.3 Requests the end-user/client to accomplish and submit the client satisfaction measurement online.	None	15 minutes	Staff Office of the University Legal Counsel
3. If the document i for second review:	documents and records the same	None	15 minutes	Staff Office of the University Legal Counsel
revised document to the Office of the Universi Legal Couns for checking	assistant for verification of comments and	None	15 minutes	Staff Office of the University Legal Counsel
compliance with the comments through MS	3.3 Reviews the revised document	None	1 working day	Legal Assistant Office of the University Legal Counsel
Teams	3.4 Forwards the revised document and the document	None	15 minutes	Legal Assistant Office of the University Legal Counsel

review form to the University Legal Counsel for conformity.			1908
3.5 If the University Legal Counsel conforms with comments of the legal assistant, signs the document review form	None	1 working day	Legal Counsel Office of the University Legal Counsel
3.6 If the document is in order, forwards the document with the comments in TSU-LEG-SF-02 to the Office of the University President	None	15 minutes	Staff Office of the University Legal Counsel
3.7 Notifies the end- user/client that the document has been forwarded to the Office of the University President	None	15 minutes	Staff Office of the University Legal Counsel
3.8 Requests the client to accomplish and submit the client satisfaction measurement online	None	15 minutes	Staff Office of the University Legal Counsel
TOTAL IF THE DOCUMENT IS IN ORDER AND READY FOR EXECUTION:	None	6 Working Days & 15 Minutes	
TOTAL IF THE DOCUMENT IS FOR REVISION (SECOND REVIEW):	None	10 Working Days, 2 Hours & 15 Minutes	



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		G2C - Government to Citizen			
Transaction:	G2B – Government to		•		
	G2G – Government t				
Who may avail:	University Stakeholde	ers, Guests,			
	REQUIREMENTS		WHERE TO SE	CURE	
	or Related Document	The client	will provide		
(1 Original Copy)		Office of L	Iniversity Legal Ca	vunaal	
Review and Comments by The University Legal Counsel and The		Office of University Legal Counsel			
, , ,	ns (1 Original Copy)				
3. Revision of The		The client	will provide		
-	porating the Legal	THE SIGHT	Will provide		
Counsel's Recon					
(Triplicate Copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit the	1. Receives and	None	1 working day	Staff and	
pertinent	reviews the			President,	
documents to	Submitted			or Officer-in-	
the Office of	documents.			Charge, or	
the University President.				Representative Office of the	
i lesidelli.				University	
				President	
2. Follow up on	2. Approves or	None	1 working day	President,	
contract and	disapproves the		,	or Officer-in-	
pertinent	document.			Charge, or	
document.				Representative	
				Office of the	
				University	
3. Receive	0.0	None	1 working day	President Staff	
preliminary	3. Submits to the	None	1 working day	Office of the	
action on	Secretary of the Board of Regents			University	
contract or	if the latter's action			President	
agreement.	is needed.				
4. Receive final	4.1 Board Secretary	None	1 working day	Board Secretary	
action.	includes the	110110	i wonting day	Tarlac State	
	matter in the			University	
	Agenda of the			,	
	Regular/Special				
	Meeting of the				
	Board of				
	Regents.			D	
	4.2 Board of Regents			Board of	
	acts on the contract or			Regents	
				Tarlac State	
	agreement.			University	



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 Univers	Office of the University President (OUP)			
Classification:	Simple	Simple			
Type of	G2C - Government to Citizen				
Transaction:		G2B – Government to Business Entity/ies			
	G2G – Government to Government				
Who may avail:	University Stakeholders, Guests, and Visitors				
	REQUIREMENTS	WHERE TO SECURE			
Valid Identificatio		The client w	vill provide		
(1 Original Copy	,				
2. Letter of the Purp					
	sit with the University				
President (1 Orig	inai Copy)	FEECTO	DDOCESSING	DEDCON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the	1. Acknowledges	None	5 minutes	Staff	
identification	the valid	140110	o minutos	Office of the	
card to the	identification card.			University	
Office of the	raominioation oara.			President	
University					
President.					
2. For Walk-In:	2. For Walk-In:	None	15 minutes	Staff	
Show the letter	Reads letter/s of			Office of the	
of purpose (if	purpose or listens			University	
any) or mention	to verbal answers.			President	
the purpose of	Informs the				
the transaction	President, Officer-				
or visit.	in-Charge, or Representative				
	about the visitor				
	and purpose.				
	and purpose.				
With An	With An				
Approved	Approved				
Scheduled	Scheduled				
Appointment:	Appointment:				
Show an	Verifies Notice of				
appointment	Acceptance of				
letter or	appointment				
evidence of acceptance.					
3. Meet the	3. For Walk-In:	None	2 hours	President,	
President.	President or	13.13		or Officer-in-	
	Officer-in-Charge			Charge, or	
	meets the visitor.			Representative	
	Staff checks the			Office of the	
	availability of the			University	
	President or			President	
	Representative.				
	Set appointment				
	date and time.				



With An Approved Scheduled Appointment: Staff notifies President, or Officer-in- Charge and meets the guest or visitor.			
TOTAL:	None	2 Hours & 20 Minutes	



Quality Management Unit External Services



1. Processing of Requests 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 Managemen	t Unit (OMU	1	
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All			
	REQUIREMENTS		WHERE TO SEC	CURE
 Request letter addressed to the University President with the Following Information: (1 Original Copy or Electronic Copy) Full Name of the Client/Requestor Office/Unit/College Email Address Specific Document Requested Purpose(s) Signature of the Requestor 		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 Note: The processing time will start from the receipt of the Endorsement form from the Office of the	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	Staff-in-Charge Quality Management Unit



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



	pertinent document.			
	2.5 Logs the document/s to be issued in Releasing Log - Other Copy Holders and Requested Documents.	None	5 hours	Document Control Officer Quality Management Unit
3. For Walk-In: Review the completeness of the requested documents and receive the requested document and sign in the receiving column of the Logbook. For Online: Receive an	3.1 For Walk-In: Issues the requested document. For Online: Sends an email reply to the requesting party providing the document requested (if available) or notification on the unavailability of the document	None	2 hours	Document Control Officer Quality Management Unit
email reply from the Quality Management Unit regarding the requested data	3.2 Fills out the "Action Taken" portion of the Document Request Form and files the form	None	1 hour	Document Control Officer Quality Management Unit
	OTAL 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 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:	Ouglity Managaman	t I Init (ONII I	\	
Office or Division:	, ,			
Classification:	Simple			
Type of	G2G - Government to Government			
Transaction:	All TOLL Francisco			
Who may avail:	All TSU Employees REQUIREMENTS		WHERE TO SE	CHDE
		Ouglity Ma		
Properly Filled O Document Pegis	tration, Revision,	Quality Management Unit or Download at the		
and Abolition For		TSU Website https://www.tsu.edu.ph/media/lfspaguk/tsu-		
	1 (1 Original Copy)	gmu-sf-01-rev01-document-registration-		
100 91110 01 01	(1 Original Oopy)	revision-abolition-form.docx		
2. Duly Signed and	Updated Master List		nagement Unit or	Download at the
of Registered Do	•	TSU Webs		
_	4 (1 Original Copy)	https://wwv	v.tsu.edu.ph/media	a/2hldkgtg/tsu-
	()		rev01-masterlist-o	
		documents	-1.docx	-
3. Controlled Copy		The client v	will provide	
of Registered Do				
	4 (1 Original Copy)			
4. For Registration				
Documents , Dul				
	nent Following TSU's			
·	ate and Document			
Nomenclature (1 5. For Revision of				
	of the Old version or			
	sion of the Document			
(1 Original Copy)				
6. For Abolition of				
Controlled Copy				
Version of the Do				
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
	1.1 Reviews and	None	1 hour and 20	Document
necessary	evaluates the		minutes	Control Officer
requirements to the Quality	submitted documents.			Quality Management
Management	aucuments.			Unit
Unit (3 rd Floor	Note: If there			Offic
Mixed-Use	is/are problem/s,			
Building, Main	return the			
Campus).	submitted			



				1906
	documents for registration together with the attachment and discuss the concerns with the client and issue a Notification Slip.			
	1.2 Receives and logs the documented information to be registered in the Receiving, Retrieval, and Releasing Log, and Initial Processing of Documents for Registration, Revision and Abolition Log.	None	1 hour and 30 minutes	Document Control Officer Quality Management Unit
	1.3 Registers the Documented Information in the Database of Quality Management Unit Documents.	None	1 hour and 30 minutes	Document Control Officer Quality Management Unit
	1.4 Stamps the document with the "master copy" mark.	None	1 hour	Document Control Officer Quality Management Unit
	1.5 Scans and reproduces the master copy of the document and stamp the reproduced document with "controlled copy" mark.	None	1 hour and 30 minutes	Staff-in-Charge / Document Control Officer Quality Management Unit
	1.6 Informs clients that documents were registered, and controlled copies are available for pick up in the Quality Management Unit.	None	15 minutes	Document Control Officer Quality Management Unit
Receive the registered documents.	Issues the registered documents.	None	5 minutes	Staff-in-Charge / Document Control Officer



				Quality Management Unit
3. Sign in the Receiving, Retrieval and Releasing Log, and Initial Processing of Documents for Registration, Revision and Abolition Log.	3. Have the client sign in the receiving column of the logbook.	None	5 minutes	Staff-in-Charge / Document Control Officer Quality Management Unit
	TOTAL:	None	7 Hours & 15 Minutes	



2. 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 Managemen	nt Unit (QMU)		
Classification:	Simple	Simple			
Type of	G2G - Government	to Governme	ent		
Transaction:					
Who may avail:	All TSU Employees				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
 Full Name of the Office/Unit/Collins Email Address Type of Documing Specific Documing Purpose(s) 	c-SF-10 with the ation: or Electronic Copy) ne Client/Requestor lege/Visitor (for soft copy) nent(s) Requested nent Requested	https://www	nagement Unit or v.tsu.edu.ph/media rev00-document-re	<u>/mbid4jnh/tsu-</u>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	

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	Receives the Document Request Form and assigns its unique reference number then forward it to the officer in charge.	None	30 minutes	Staff-in-Charge Quality Management Unit
of the Document Request Form				
to <u>qms@tsu.edu.</u> <u>ph</u> via MS Teams.				



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2. For Walk-In: Get the receiving copy of the said form from the Quality Management Unit. For Online: Receive an email reply from Quality	2.1 For Walk-In: Returns the receiving copy of the said form to the client. For Online: Sends an email reply to the requesting party to acknowledge receipt of the request.	None	30 minutes	Staff-in-Charge Quality Management Unit
Management Unit acknowledging receipt of the request.	2.2 Reviews and evaluates the submitted Document Request Form and searches for the requested document.	None	1 hour	Document Control Officer Data Controller Quality Management Unit
	2.3 For Walk-In: Reproduces the requested document. Note: Reproduction day is dependent on the number of on- going reproduction and printing job being carried out by the Business Center Office. For Online: Prepares the requested document and consult with the Unit Head for the review and release of the pertinent document then proceed to Agency Action No. 2.5.	None	1 working day	Document Control Officer Data Controller Quality Management Unit
	2.4 Stamps the reproduced document with an "uncontrolled copy" mark and consult with the	None	5 hours	Document Control Officer Data Controller Unit Head

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



Software Development Unit Internal Services



1. 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 t G2G – Government	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	All TSU Employees	and Student			
	REQUIREMENTS		WHERE TO SEC		
Request to Block/ (1 Original Copy)	Uпріоск Logbook	Office of M	anagement Inform	nation 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	Clerk Office of Management Information Systems or Staff Software Development Unit	
2. Give the filled - out logbook to the Software Unit staff.	2.1 Gets the filled- out logbook from the client.	None	3 minutes	Staff Software Development Unit	
	2.2 Processes the blocking or unblocking of Radio Frequency Identification (RFID).	None	10 minutes	Staff Software Development Unit	
3. Receive notification once the request is done.	3. Notifies the client once done.	None	3 minutes	Staff Software Development Unit	
	TOTAL:	None	19 Minutes		



2. 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	• •	G2G – Government to Government			
Transaction:					
Who may avail:	All TSU Employees				
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE				
1. Accomplished Rec	uest for Website /	Office of M	anagement Inform	nation Systems or	
Webpage Update	Form	download a	at	•	
TSU-MIS-SF-01 (1	Original Copy)		v.tsu.edu.ph/media		
		mis-sf-01-r	<u>equest-website-up</u>	date-form.docx	
		EEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	RESPONSIBLE	
Get the Request	1. Provides the	None	3 minutes	Clerk	
for website /	website/webpage			Office of	
webpage update form and fill it out	update form to the client.			Management Information	
properly.	Cliefit.			Systems	
property.				or	
				Staff	
				Software	
				Development	
				Unit	
2. Give the filled-	2.1 Receives and	None	3 minutes	Staff	
out form to the	checks the			Software	
Software Unit	website /			Development	
staff including all the information to	webpage			Unit	
be	update form and the				
updated/posted	information to				
on the website. It	be posted from				
can be sent thru	the client.				
email or MS	2.2 Creates or	None	7 working days	Staff	
Teams via	updates the			Software	
miso@tsu.edu.ph	Website /			Development	
	Webpage.			Unit	
3. Receives	3. Notifies the client	None	3 minutes	Staff	
notification once	once done.			Software	
the creation or				Development	
updating is done.			~ \&' · ·	Unit	
	TOTAL:	None	7 Working		
	IOIAL:	NOHE	Days & 9 Minutes		
			เทเบเซอ		

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



3. 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			
Classification:	Development Unit (C Highly Technical	พพาร-รับบ)			
Type of	G2G – Government t	o Governme	ent		
Transaction:					
Who may avail:	All TSU Employees				
	REQUIREMENTS		WHERE TO SEC		
1. Accomplished Sy	,		lanagement Inform	nation Systems	
(1 Original Copy	d Development Form	or downloa	เด at v.tsu.edu.ph/media	v/idebioui/teu	
(1 Original Copy))		system-program-m	_	
		devt-form.d		antonarioo ara	
User Evaluation (1 Original Copy)	and Feedback Form)		anagement Inform	nation Systems	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Get the	1. Provides the	None	3 minutes	Clerk	
System/Progra	System/Program			Office of	
m Maintenance	Maintenance and			Management Information	
and Development	Development Form to the client.			Systems	
Form and fill it	to the dient.			or	
out properly.				Staff	
				Software	
				Development	
2. Give the filled-	2.1 Receives and	None	3 minutes	Unit Staff	
out form to the	checks the form for	INOITE	3 minutes	Software	
Software Unit	approval of the			Development	
staff.	MISO Head. And			Unit	
	notifies the client if				
	the request is				
	approved. 2.2 Approves or	None	1 hour	Unit Head	
	disapproves	NONE	Triodi	Office of	
	the request.			Management	
	·			Information	
	0.4 N.1. (16)			Systems	
3. Receive notification on	3.1 Notifies client on the status of	None	3 minutes	<i>Staff</i> Software	
the status of	request.			Development	
request.	request.			Unit	
'	3.2 Performs privacy	None	2 working days	Staff	
	impact			Software	
	assessment.			Development	
	3.3 Proceeds with	None	180 working	Unit Staff	
	the system	INUITE	180 working days	Software	
	development.		days	Development	
				Unit	



4. Answer the	4. Provides the User	None	1 working day	Staff
User	Evaluation and			Software
Evaluation and	Feedback Form.			Development
Feedback				Unit
Form.				
Participate in	5. Proceeds with the	None	2 working days	Staff
the training and	training and			Software
deployment.	Deployment.			Development
				Unit
			185 Working	
	TOTAL:	None	Days, 1 Hour	
			& 9 Minutes	



4. 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	G2G – Governmen	G2G – Government to Government				
Transaction:	AUTOUE					
Who may avail:	All TSU Employees					
	F REQUIREMENTS		WHERE TO SE			
<u>-</u>	Request for Data Form		anagement Inform			
TSU-MIS-SF-1	1 (1 Original Copy)		orms or download			
			<u>v.tsu.edu.ph/media</u>			
			<u>equest-for-data-for</u>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Get the	1. Provides the form /	None	3 minutes	Clerk		
Request for	MS Form link to	None	o minutes	Office of		
data form or	the client.			Management		
the MS Form	une enerti.			Information		
link and fill it				Systems		
out properly.				or		
out proporty.				Staff		
				Software		
				Development		
				Unit		
2. Give the	2. Receives and	None	3 minutes	Staff		
filled-out form	checks the filled-			Software		
to the	out form from the			Development		
Software Unit	client or open their			Unit		
staff or submit	response on MS					
the MS Form	Form.					
3. Receives the	3. Provides the	None	7 working days	Staff		
requested	requested data			Software		
data.	personally if face			Development		
	to face or thru MS			Unit		
	teams / email if					
	online transaction.					
			7 Working			
	TOTAL:	None	Days & 6			
			Minutes			

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



5. 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			
Classification:	Development Unit (C	JMIS-SDU)			
Type of	G2C - Government	to Citizon			
Transaction:	G2G - Government		≥nt		
Who may avail:		All TSU Employees, Student Athletes, and Student Trainees			
willo may avail.	(at TSU Hotel)	Otagont / til	ilotos, and otdach	t Trainees	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
Biometrics Regist (1 Original Copy)	ration Log	Office of M	anagement Inform	nation Systems	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Get the Biometrics Registration Log and fill it out properly.	Provides the Biometrics Registration Log to the client.	None	3 minutes	Staff Software Development Unit	
Give the filled- out log to the Software Development	2.1 Receives the Biometrics Registration Log from the client.	None	3 minutes	Staff Software Development Unit	
Unit.	2.2 Registers the fingerprint to the biometrics device.	None	10 minutes	Staff Software Development Unit	
3. Checks if biometrics is successfully registered. Note: If unsuccessfully registered, proceed to Office of Management Information System.	3. Instructs the client to check the biometrics registration.	None	2 minutes	Staff Software Development Unit	
	TOTAL:	None	18 Minutes		



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				
Classification:	Development Unit (Highly Technical	(OMIS-SDU))			
Type of	G2G – Governmen	t to Covern	nont			
Transaction:	G2G – Governmen	it to Governin	Helit			
Who may avail:	All TSU Employees					
_	F REQUIREMENTS	WHERE TO SECURE				
1. Accomplished I	Request for Technical	al Office of Management Information Systems,				
Assistance For			orms or download			
TSU-MIS-SF-8	4 (1 Original Copy)		v.tsu.edu.ph/media	-		
		FEES TO	r-technical-assistar PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	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: Provides copy of the Request for Technical Assistance form to the client. For Online: Sends the link of the MS Form to the client.	None	3 minutes	Staff 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	Staff 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	Staff Software Development Unit		
4. Receive a notification if the request has been addressed.	4. Notifies the client via phone call or MS Teams that the request has been addressed.	None	3 minutes	Staff Software Development Unit		



TOTAL:	None	7 Working Days & 9 Minutes	
		wiiiutes	

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



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS



Career Education and Job Placement Services External Services



1. 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	Inh Place	ment Services (CI	IPS)
Classification:	Career Education and	JUD FIACE	Inchi Ochvices (Ci	_01 0)
	G2B – Government to	Rusiness	Entity/ies	
Type of Transaction:	GZD – GOVERNINERIL IC	טטוווכטט ל	Lituty/165	
Who may avail:	Company/ies, Agency	//ies and In	estitution/s	
CHECKLIST OF I		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	WHERE TO SEC	URE
1. CCR_CR_CF_Reg		Career Ed		acement Services,
TSU-CJS-SF-10			forms via email:	accinent ociviocs,
(For Company Ro	adshow and For	•	ment@tsu.edu.ph	
Career Fair Form)	adonom, and ron	(co, join price of		
(1 Original Copy / S	Scanned Copy)			
2. Letter for Career F	air, Campus	The client	will provide	
Recruitment Activity	•		•	
Development Webi	nar/ Seminar/			
Training/ Workshop	o, Career Roadshow			
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID		RESPONSIBLE
	1.1 Checks the	None	10 minutes	Section Head &
letter addressed	completeness and			Career
to the University	authenticity of submitted			Specialist Staff Career
President along with the pertinent	requirements and			Education and
requirements.	forwards to the			Job Placement
requirements.	Records Office of			Services
	the university.			00111003
	and anniversity.			
	Note: If incomplete			
	requirements,			
	inform company to			
	complete the			
	requirements.			
	1.2 Endorses the	None	1 working day	President
	request of the			Office of the
	company.			University
	The President			President
	endorses the			\/' 5 !! (
	company's			Vice President
	request to the			Office of the
	Student Affairs Office and will be			Vice President for Academic
	forwarded to the			Affairs
	CEJPS Unit.			Alialis
	OLUI O UIIII.			OIC-Director
	Note: A regret			OIO DII COLOI
	letter will be			



issued if the company failed to comply with the requirements.			Office of Student Affairs and Services
1.3 Prepares a letter of request for approval to conduct the activity of the concerned authorities.	None	1 working day	Section Head/ Career Specialist Staff Career Education and Job Placement Services
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.			
1.4 The concerned parties execute the planned activity as scheduled.	None	1 calendar day	Section Head/ Career Specialist Staff, Participating Entities
TOTAL	None	3 Days & 10 Minutes	



2. 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 SEC	URE	
1. Company Accredita TSU-CJS-SF-01 (1	•	Services, c	ucation and Job P or request forms v	via email:	
2. Company Accredita		@jobplacel	ment@tsu.edu.ph	1	
(1 Original Copy / S	Scanned Copy)				
3. Job Posting / Grad Request form <i>TSU</i> (1 Original Copy / S					
4. CCR_CR_CF_Reg TSU-CJS-SF-10 (For Company Ro Career Fair Form) (1 Original Copy / S	adshow, and For				
5. Letter of Intent for Partnership (1 Original Copy /	•	The client \	will provide		
6. BIR Certificate of R Form 2303) (1 Original Copy / S	· ·				
7. Company SEC / D7 (1 Original Copy / S	•				
8. PhilJobNet Registration Certificate (1 Original Copy / Scanned Copy)					
9. Company / Instituti (2 Original Receivi and CEJPS)	on Profile ng Copies, for OUP				
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. Note: If incomplete requirements, inform the company to complete the requirements.	None	10 minutes	Career Specialist Staff & Section Head Career Education and Job Placement Services
	1.2 Endorses the request of the company, to the Office of University President	None	2 working days	President Office of the University President Vice President Office of the Vice President for Academic Affairs
2. Client will receive Company Accreditation Number and certificate	2. Issues Company Accreditation Number and certificate valid for two (2) years from the date of issue via email and/or office drop-by. Note: Issues Regret Letter if the company failed to comply with the needed requirements for company accreditation.	None	10 minutes	Section Head / Career Specialist Staff Career Education and Job Placement Services OIC-Director Office of Student Affairs and Services
	TOTAL:	None	2 Working Days & 20 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 a	nd Job Pla	cement Services (CEJPS)
Classification:	Simple		(
Type of Transaction	G2B – Government	to Busines	ss Entity/ies	
-		/:	1 1 4:44: / -	
Who may avail:	Company/ies, Ager REQUIREMENTS	icy/ies, and	WHERE TO SEC	NIDE
	uate Listing/ Resume	Career E	ducation and Job P	
Request form <i>TSl</i>	•		or request forms v	
(1 Original Copy /			ement@tsu.edu.ph	
2. Letter of Request			t will provide	
Graduate Listing (1 Original Copy)			
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. Note: A regret letter will be issued if the company failed to comply with the requirements.	None	10 minutes	Section Head / Career Specialist Staff Career Education and Job Placement Services
	1.2 The President endorses the request of the company to Career Education and Job Placement Services Unit.	None	1 working day	President Office of the University President Vice President Office of the Vice President for Academic Affairs OIC-Director Office of Student Affairs and Services



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



College of Engineering Internal Services



1. Processing of Request for Faculty Consultation and/or Tutorial

This service allows students to request for consultations and/or tutorials from the faculty members of the College.

Note: Unscheduled consultation/tutorial includes answering inquiry/ies that requires immediate response outside class schedule.

Office or Division:	College of Engineering					
Classification:	Simple	Simple				
Type of	G2C – Government to Citizens					
Transaction:						
Who may avail:	Currently Enrolled TSU	College of				
	REQUIREMENTS	.	WHERE TO SEC	CURE		
None	None					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Make a verbal request or message the Faculty via MS	1.1 Verifies whether the student/s is/are officially enrolled.	None	10 minutes	Faculty College of Engineering		
Teams or Messenger regarding the request for consultation/ tutorial.	1.2 Confirms his/her available schedule for consultation.	None	10 minutes	Faculty College of Engineering		
2. For scheduled: Receive notification regarding the schedule consultation/	2. Informs the student of the available date and time for consultation.	None	10 minutes	Faculty College of Engineering		
tutorial.	For Unscheduled: Answers the inquiry/ies on the same date the student raised the concern/s.	None	5 hours			
3. For scheduled: Attends the consultation/ tutorial on the scheduled date.	3. Conducts the consultation/ tutorial.	None	5 hours	Faculty College of Engineering		
4. Sign and fill out the necessary information on Faculty Consultation Form (TSU-COE-SF-15)	4. Instructs the student/s to fill out the necessary information on the Faculty Consultation Form (TSU-COE-SF-15).	None	10 minutes	Faculty College of Engineering		
5. Return the duly signed and filled out Faculty Consultation Form	5.1 Receives the duly signed and filled out Faculty Consultation Form (<i>TSU-COE</i> -	None	5 minutes	Faculty College of Engineering		

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TARI		SITY
	1906	

(TSU-COE-SF-15)	SF-15).			
to the faculty.	5.2 Accomplished the details needed and signs on the "Noted by" section of the Faculty Consultation Form (TSU-COE-SF-15).	None	5 minutes	Faculty College of Engineering
	5.3 Files the accomplished Faculty Consultation Form (TSU-COE-SF-15).	None	5 minutes	Faculty College of Engineering
_	FOR UNSCHEDULED JLTATION/TUTORIAL:	None	5 Hours & 45 Minutes	
_	TAL FOR SCHEDULED JLTATION/TUTORIAL:	None	5 Hours & 55 Minutes	



Guidance and Counseling Unit External Services



1. 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			
	REQUIREMENTS		WHERE TO SEC	CURE
A. FOR SCHOLARS		T		
Certificate of Regis		The client		
TSU ID (1 Original Copy) B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				
1. Transcript of Reco		Office of A	dmission and Reg	Istration
(1 Original Copy); 2. Accomplished Stud		Office of A	dmission and Reg	ietration
(1 Original Copy)	deni Olearance	Office of A	umission and reg	istration
C. FOR TRANSFER	RING PURPOSES			
1. Honorable Dismiss		Office of A	dmission and Reg	istration
Credentials (1 Orig	ginal Copy); or		9	
2. Accomplished Stud	dent Clearance	Office of A	dmission and Reg	istration
(1 Original Copy)				
3. Payment Slip TSU	-GAC-SF-28	Guidance a	and Counseling U	nit
(1 Original Copy)			DD 00 F 00 N 0	DEDOON
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. 1.2 Sends the proof of appointment to the email address provided by the requesting client. 	None	3 working days	Associate Guidance Counselor Guidance and Counseling Unit
2. Proceed to the Main Campus-Guidance and Counseling Office and present the proof of appointment to process his/her request.	2. Provides payment slip.	None	3 minutes	Associate Guidance Counselor Guidance and Counseling Unit

				1906
3. Proceed to the Cashiering Unit to settle payment for Certificate of Good Moral Character and secure Official Receipt.	3. Processes the payment for Certificate of Good Moral Character and issues Official Receipt.	Php 20.00	15 minutes	Staff Cashiering Unit
4. Present Official Receipt and receives the Certificate of Good Moral Character.	4. Checks Official Receipt and releases the Certificate of Good Moral Character.	None	8 minutes	Associate Guidance Counselor Guidance and Counseling Unit
5. Fill out the logbook.	5. Instructs client to fill out the logbook.	None	2 minutes	Associate Guidance Counselor Guidance and Counseling Unit
	TOTAL:	PHP 20.00	3 Working Days & 28 Minutes	



2. 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 Coun	seling Unit (GCU)		
Classification:	Simple				
Type of	·				
Transaction:	G2C - Government to Citizen				
Who may avail:	TSU Shifting Studer	nts and Retu	rnees		
	REQUIREMENTS		WHERE TO SE	CURE	
1. Accomplished ar	nd Duly Signed	Office of A	dmission and Reg	jistration or	
Shifting / Return			download at		
TSU-ORA-SF-13	3 (1 Original Copy)		v.tsu.edu.ph/media		
			-form-for-shifter.po		
2. Report of Grades		The client v	will provide (from s	Student Portal)	
(1 Original Copy	and 1 Photocopy)	EEES TO	DDOCESSING	DEDCON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed	1. Welcomes the	None	10 minutes	Guidance	
to the nearest	client, gathers	140110	10 1111111111111	Counselor /	
Guidance and	information, and			Associate	
Counseling	informs the client			Guidance	
office.	about the process			Counselor	
	and test.			Guidance and	
				Counseling Unit	
2. Answer the	2.1 Administers the	None	30 minutes	Guidance	
Vocational	Vocational			Counselor /	
Preference	Preference			Associate	
Inventory (VPI)	Inventory (VPI)			Guidance	
exam.	or exam to the client.			Counselor Guidance and	
	2.2 Evaluates	None	3 minutes	Counseling Unit	
	client's	None	3 minutes		
	Vocational				
	Preference				
	Inventory (VPI)				
	test results and				
	identifies				
	his/her career				
	profile.				
	2.3 Reviews and	None	10 minutes	Guidance	
	checks all			Counselor /	
	client's			Associate	
	requirements			Guidance	
	and attaches additional			Counselor Guidance and	
	documents			Counseling Unit	
	needed by the				
	client and the				
	other offices.				
	2.4 Discusses with	None	10 minutes		
	the client the				
	career profile				
	results and				
	identifies interest				



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



Guidance and Counseling Unit Internal Services



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

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

Office or Division:	Guidance and Couns	Guidance and Counseling Unit (GCU)			
Classification:	Complex				
Type of	G2C - Government to Citizen				
Transaction:					
Who may avail:	TSU Students and Alumni				
	REQUIREMENTS		WHERE TO SEC	CURE	
A. FOR SCHOLARS		T			
1. Certificate of Regi	,	The client	will provide		
TSU ID (1 Original Copy) B. FOR EMPLOYMENT AND BOARD EXAMINATION APPLICATION PURPOSES				UDBOOFO	
		1			
1. Transcript of Reco		Office of A	dmission and Reg	Istration	
(1 Original Copy);		Office of A	dmission and Dag	intration	
2. Accomplished Stu (1 Original Copy)	ident Clearance	Office of A	dmission and Reg	istration	
C. FOR TRANSFER	RING PURPOSES				
1. Honorable Dismis		Office of A	dmission and Reg	istration	
Credentials (1 Ori		011100 0174	armoolon and reg	iou duori	
2. Accomplished Stu		Office of A	dmission and Reg	istration	
(1 Original Copy)			3		
3. Payment Slip TSU	J-GAC-SF-28	Guidance a	and Counseling Ur	nit	
(1 Original Copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Message the	1.1 Receives	None	3 working days	Associate	
Official	request and			Guidance	
Facebook page of the Guidance	verifies the submitted			<i>Counselor</i> Guidance and	
and Counseling	requirements			Counseling Unit	
Unit,	of the client			Couriseiing Onit	
(https://www.fac	and processes				
ebook.com/TSU	the request.				
GuidanceAndCo	1.2 Sends the	None			
unselingUnit)	proof of				
and fill out the	appointment to				
link provided	the email				
and upload	address				
scanned	provided by the				
documents					
hoood on	requesting				
based on	requesting client.				
his/her request.	client.	Nana	O maioreta a	Acceptate	
his/her request. 2. Proceed to the	client. 2. Provides payment	None	3 minutes	Associate	
his/her request. 2. Proceed to the Main Campus-	client.	None	3 minutes	Guidance	
his/her request. 2. Proceed to the Main Campus- Guidance and	client. 2. Provides payment	None	3 minutes	Guidance Counselor	
his/her request. 2. Proceed to the Main Campus- Guidance and Counseling	client. 2. Provides payment	None	3 minutes	<i>Guidance</i> <i>Counselor</i> Guidance and	
his/her request. 2. Proceed to the Main Campus-Guidance and Counseling Office and	client. 2. Provides payment	None	3 minutes	Guidance Counselor	
his/her request. 2. Proceed to the Main Campus-Guidance and Counseling Office and present the	client. 2. Provides payment	None	3 minutes	<i>Guidance</i> <i>Counselor</i> Guidance and	
his/her request. 2. Proceed to the Main Campus-Guidance and Counseling Office and present the proof of	client. 2. Provides payment	None	3 minutes	<i>Guidance</i> <i>Counselor</i> Guidance and	
his/her request. 2. Proceed to the Main Campus-Guidance and Counseling Office and present the	client. 2. Provides payment	None	3 minutes	<i>Guidance</i> <i>Counselor</i> Guidance and	



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



2. 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.

and facilities outside the university.				
Office or Division:	Guidance and Coun	Guidance and Counseling Unit (GCU)		
Classification:	Simple	Simple		
Type of	G2C - Government to Citizen			
Transaction:				
Who may avail:	TSU Students			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Accomplished Co	ounselor's Referral	Guidance a	and Counseling Ur	nit
Form TSU-GAC-			•	
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Visit the	1.1 Prepares the	None	20 minutes	Guidance
Guidance and	Counselor's			Counselor /
Counseling	Referral Form.			Associate
Office and				Guidance
receive				Counselor
intervention				Guidance and
and decide if to				Counseling Unit
be referred to	1.2 Confirms with	None	45 minutes	Guidance
another	_	None	45 minutes	
therapist or	the client the intent to be			Counselor /
professional practitioner.	referred and			Associate Guidance
practitioner.	explains the			Counselor
	process of			Guidance and
	referral.			Counseling Unit
	Tolollal.			Couriscing offic
	Note: If the			
	client agrees,			
	the Guidance			
	Counselor or			
	Associate			
	Guidance			
	Counselor will			
	forward and			
	communicate			
	the Counselor's			
	Referral Form			
	to the referring			
	therapist or			
	professional			
	practitioner.			
	If the client does			
	not agree, the			
	counseling			
	session will be			
	terminated	N1	20 : 1	0. 14.
	1.3 Accomplishes all	None	20 minutes	Guidance
	necessary			Counselor/
	documents			Associate
	needed for the			Guidance
	referral.			Counselor



				Guidance and Counseling Unit
2. Receive the Counselor's Referral Form.	2.1 Coordinates the referral of the client to the referring therapist or professional practitioner.	None	1 hour	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	2.2 Assists the client to the referring therapist or professional practitioner.	None		Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	2.3 Terminates the counseling session and files all the documents of the client.	None	30 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	TOTAL:	None	2 Hours & 55 Minutes	



3. 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	G2C - Government to Citizen			
Who may avail:	TSU Shifting Students and Returnees				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
Accomplished and Duly Signed Shifting / Returnee Form TSU-ORA-SF-13 (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/3bpl3ifq/h-application-form-for-shifter.pdf			
Report of Grades (1 Original Copy	and 1 Photocopy)		will provide (from S	,	
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	
	2.2 Evaluates client's Vocational Preference Inventory (VPI) test results and identifies his/her career profile.	None	3 minutes	Counseling Unit	
	2.3 Reviews and checks all client's requirements and attaches additional documents needed by the client and the other offices.	None	10 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit	
	2.4 Discusses with the client the career profile results and	None	10 minutes		



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



International, Differently-Abled, Indigenous, 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 IDIMSS and become one of the Unit's Program Recipients.

Office or Division: International, Differently-Abled, Indigenous and Marginalized					
	Student Services (IDIMSS)			
Classification:	Highly Technical	Highly Technical			
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	Enrolled TSU Stud	ents Who Belong to the IDIMSS Group			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
A. FOR INDIGENOU	S PEOPLE				
Certificate of Tribe (1 Photocopy)	Membership	The client will provide			
 Accomplished Indi Marginalized Stude Students Applicati <i>IDI-SF-05</i> (Origina Accomplished Mar Personal Data Sh 	ent Services on Form <i>T SU-</i> I Copy) ginalized Student	Indigenous and Marginalized Student Services Office			
04 (1 Original Cop 4. 2x2 Picture Taken	oy)	The client will provide			
(6) Months (2 pcs) B. SOLO PARENT					
1. Solo Parent ID (1 I	Photocopy)	The client will provide			
		Indigenous and Marginalized Student Services			
 Accomplished Indigenous and Marginalized Student Services Students Application Form TSU- IDI-SF-05 (1 Original Copy) Accomplished Marginalized Student Personal Data Sheet TSU-IDI-SF- 04 (1 Original Copy) 		Office			
4. 2x2 Picture Taken (6) Months (2 pcs)		The client will provide			
C. FOR PERSON WI	TH DISABILITY				
1. PWD I.D. (1 Photo	сору)	The client will provide			
Accomplished Indi Marginalized Stud Students Application IDI-SF-05 (1 Original) Accomplished Mark Personal Data She	ent Services on Form <i>TSU-</i> nal Copy) ginalized Student	Indigenous and Marginalized Student Services Office			
(1 Original Copy)					
4. 2x2 Picture Taken (6) Months (2 pcs)	in the Last Six	The client will provide			
D. FOR INTERNALIT	IONAL STUDENTS				
1. Student Visa (1 Pr	notocopy)	The client will provide			
Accomplished Indi Marginalized Stud	_	Indigenous and Marginalized Student Services Office			



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IDI-SF-05 (1 O 3. Accomplished I Personal Data 04 (1 Original C	Marginalized Student Sheet <i>TSU-IDI-SF-</i>	The client wi	ill provide	
(6) Months (2 p		THE CHEFT WI	iii provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the International, Differently-Abled, Indigenous And Marginalized Student Services office all pertinent documents	Receives the submitted applications and evaluates all the submitted requirements	None	10 minutes	Clerk International, Differently- Abled, Indigenous and Marginalized Student Services
2. Receives notification on the details of the issuance of identification card	2. Notifies applicants on the evaluation result of their application and the schedule of claiming Identification Cards for approved membership. Note: If with incomplete requirements, notify applicants regarding the incomplete requirements and instruct to submit the lacking for completion.	None	5 minutes	Clerk International, Differently- Abled, Indigenous and Marginalized Student Services
3. Receive Identification Card.	3. Releases Identification Card.	None	8 working days	Clerk International, Differently- Abled, Indigenous and Marginalized Student Services
	TOTAL:	None	8 Working Days & 15 Minutes	



2. Processing of Request for Consultation and Assistance (Walk-In)

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			
Classification:	Student Services Simple			
Type of	G2C - Government to	- Citizon		
Transaction:		J CILIZEIT		
Who may avail:	All IDMSS Students REQUIREMENTS		WHERE TO SE	CLIDE
1. International, Diffe		The client	will provide	CURE
	larginalized Student	THE CHEFT	will provide	
Accomplished Stu		Internation	nal, Differently-Abl	ed. Indigenous
	og <i>TSU-IDI-SF-06</i>		inalized Student S	
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the	1. Verify the	None	3 minutes	Clerk
International, Differently- Abled, Indigenous and Marginalized Student Services Identification Card for verification and fill out the IDIMSS Consultation and Assistance Logbook and Student Consultation and Assistance Log TSU-IDI-SF-06.	presented IDMSS Identification Card, then provide the International, Differently Abled, Indigenous, and Marginalized Student Services Consultation and Assistance Logbook and issue Student Consultation and Assistance Log TSU-IDI- SF-06.			International, Differently- Abled, Indigenous and Marginalized Student Services
2. Return the filled- out logbook and submit the Accomplished Student Consultation and Assistance Log to the International, Differently- Abled, Indigenous and Marginalized Student Services office.	2. Receives the returned logbook and submitted applications and evaluates all the submitted requirements.	None	3 minutes	Clerk International, Differently- Abled, Indigenous and Marginalized Student Services



notification on the details of the scheduled consultation	student on the evaluation result of their consultation			International, Differently- Abled, Indigenous and
session	request and schedule of their consultation session			Marginalized Student Services
	TOTAL:	None	11 Minutes	



Office of Admission and Registration External Services



1. 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 on	Office of Administration of	D: - t t	an (OAD)			
Office or Division:	Office of Admission and Registration (OAR)					
Classification:	Simple	Simple				
Type of	G2C - Government to Citizen					
Transaction:	O2C - Government to	Citizeri				
Who may avail:	New Foreign Student	New Foreign Student				
	F REQUIREMENTS		WHERE TO SEC	CURE		
1. Accomplished	Application form for	Office of A	dmission and Regis	stration		
	it TSU-OAR- SF- 06		· ·			
(1 Original Cop	y)					
2. 2x2 Colored Pi	ctures on White	The client v	will provide			
Background Ta	ken Within the Last					
	- (2 Original Copies)					
•	ecords/Certificate of	The client	•			
•	Completion / Graduation Duly		School / University)			
	Authenticated by the					
	assy or Consulate in					
	1 Original Copy)	Tl1:4.	.:!!			
4. Personal Data,	•	The client v	wiii proviae			
Approved Stud	•					
(1 Original Cop	egistration (ACR)					
, ,	e or Its Equivalent	-				
	ated by the Philippine					
Foreign Service						
(1 Original Cop						
	avit of Support and	1				
	ate Financial Support					
(1 Original Cop	• •					
7. Result of IELTS		1				
(1 Original Cop						
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email to the Office of International Affairs and Linkages	1.1 Receives, checks, and evaluates the documents provided by the	None	30 minutes	Staff-in-Charge of Foreign Students Office of Admission and Registration
(<u>oia@tsu.edu.</u> <u>ph</u>) to inquire	International Affairs.			_
about the requirements of Foreign Students and send complete requirements.	1.2 Prepares the Temporary Notice of Acceptance and submits to International Affairs.	None	3 hours	
	Note: The International			



	Affairs will send the temporary Notice of Acceptance to the foreign student.			01 11 21
	1.3 Issues the Admission Slips with student number to the College.	None	3 hours	Staff-in-Charge of Foreign Students Office of Admission and Registration
	Note: The College will process the temporary enrollment of student subject to the submission of required documents and inform the students regarding their			3
2. Pay for the required fees thru online or onsite (TSU Cashier).	enrollment 2. Process the Payment.	See table below	45 minutes	Staff-in-Charge Cashiering Unit
3. For Walk-In: Go to MISO for the setting up of Office 365 account. For Online:	3. Creates a 365 account for the student and sends thru e-mail the procedures on how to set up the Office 365 account.	None	45 minutes	Staff-in-Charge Office of Management Information Systems
Send an e-mail to (miso@tsu.ed u.ph) for the setting up of Office 365 account and log in to TSU Student Portal and Print the Certificate of Registration.		None	1 hour and 30 minutes	



4. Submit a physical copy of the requirements.	Receives and evaluates the requirements.	None	45 minutes	Staff-in-Charge of Foreign Students Office of Admission and
				Registration
T	OTAL FOR WALK-IN	Tuition	8 Hours & 45	
	TRANSACTION:	<i>F</i> ee =	Minutes	
		Amount per Unit		
	TOTAL FOR ONLINE	X	9 Hours & 30	
	TRANSACTION:	Number	Minutes	
		of Units Enrolled		

Description	Amount
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	
Foreign Student Fee	\$200/unit
2. Master's Tuition Fee (Lecture)	\$300/unit
3. Doctoral Tuition Fee (Lecture)	\$350/unit
Baccalaureate Program	
Baccalaureate Tuition Fee (Lecture)	\$30/unit
2. Baccalaureate Tuition Fee	\$45/unit
(Laboratory)	
Post Baccalaureate Program	
Post Baccalaureate Tuition Fee	\$35/unit
(Lecture)	
2. Post Baccalaureate Tuition Fee	\$50/unit
(Laboratory)	



2. Process for Sending Credentials (Online)

This service allows former students and alumni to request their credentials be sent to the provided company email address or other verifying company.

Office or Division:	n: Office of the Admission and Registration (OAR)				
Classification:	Simple	ssion and Neg	istration (OAN)		
	Simple				
Type of Transaction:	G2C – Governmer	nt to Citizen			
Who may avail:	Former Student, A	lumni			
CHECKLIST OF RE	EQUIREMENTS	WHERE TO	SECURE		
 Authorization Letter allowing TSU to send his/her credentials to the provided email address with the following details: (Electronic Copy) Email where to send the credentials Purpose of request Signature of the Data Owner 		The client will provide.			
2. Data owner's va	y with Signature)	The client w	iii piovido.		
Company Form (Electronic Copy	, if applicable	The client w	ill provide.		
Credentials in F (Scanned or Ele	•	The client will provide.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
1. Send an email to ora@tsu.edu.p h stating the document to be requested.	1.1 Checks email for Request for Sending Credentials. 1.2 Provides Microsoft form link for Sending Credentials and Informs the client the list of required documents.	None None	1 hour 1 hour	RESPONSIBLE Staff-in-Charge Office of Admission and Registration Staff-in-Charge Office of Admission and Registration	
2. Accomplish the Microsoft Form for Request for Sending Credentials and submit the complete requirements at ora@tsu.edu.ph	2.1 Receives and checks the completeness of the submitted requirements. Note: If submitted documents are incomplete, reject the request and inform the client of the lacking requirement/s.	None	1 hour	Staff-in-Charge Office of Admission and Registration	



	2.2 Processes the request for sending credentials.	None	2 hours	Staff-in-Charge Office of Admission and Registration
3. Receives notification regarding the Completion of request.	3. Notifies client regarding the completion of request and completes the Microsoft form online logbook	None	1 hour	Staff-in-Charge Release Section Office of Admission and Registration
	TOTAL:	NONE	6 Hours	



3. 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	G2C - Government to Citizen		
Transaction:			
Who may avail:	TSU Graduates		
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE	
Duly Signed Stude	ent Clearance	Office of Admission and Registration or	
(1 Original Copy)		download at	
		https://www.tsu.edu.ph/media/5cllemm2/l-	
	 	student-clearance-form.pdf	
2. For CCS Graduat		The client will provide	
School - Memo of	•		
Distribution Letter (1 Original Copy)			
3. Documentary Stamps (2 pcs.) 4. <i>For Transferees -</i> Form 137-A /			
Transcript of Recor "Copy for TSU" (1 (
5. If the Requestor			
a. Authorization Le			
(1 Original Copy			
b. Requestor's Val	•		
(1 Photocopy)	-		
c. Representative's Valid ID			
(1 Photocopy)			
6. Alumni Fee Receip	ot (1 Original Copy)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, proceed to the designated college window to request for the first copy of Transcript of Records.	1.1 For Walk-In: Reviews the records and gives the list of other required documents to be prepared by the client.	None	30 minutes	Staff-in-Charge of Records Office of Admission and Registration
For Online: Email the Staff-in- Charge of	For Online: Checks email to respond to the requests.	None	1 hour	



Records Regarding the First Copy of the Transcript of Records.	1.2 For Walk-In: Sets an appointment date.	None	10 minutes	Staff-in-Charge of Records Office of Admission and Registration
	For Online: Reviews the records and sends the list of other required documents to be prepared by the client.	None	30 minutes	
	1.3 For Online: Emails the client for the date of appointment.	None	1 working day	Staff-in-Charge of Records Office of Admission and Registration
2. Submit the requirements to the designated College service window	2. Processes the first copy of Transcript of Records.	None	For Walk-In: 2 working days For Online: 3 hours	Staff-in-Charge of Records Office of Admission and Registration
3. Receive the Transcript of Records and fill out/ sign the logbook	3. Issues first copy of Transcript of Records and ask client to fill-out and sign the logbook	None	5 minutes	Staff-in-Charge of Records Office of Admission and Registration
TOTAL FOR WALK-IN TRANSACTION:		None	2 Working Days & 45 Minutes	
TOTAL FOR ONLINE TRANSACTION:		None	1 Working Day, 4 Hours & 35 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.



4. Processing of Request for Various Academic Documents (Online)

This service allows alumni and currently enrolled students to request various academic document such as Transcript of Records (Second Copy), CAV, Diploma, Transfer Credential, Form 137A and various Certifications.

Office on Divisions	Office of Admission and Registration (OAR)			
Office or Division:				
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 R		WHERE TO SECURE		
	•	ND COPY/ REQUEST		
Valid identification		The Client will provide		
2. For Undergradua		Office of Admission and Registration or		
student , Duly Sig		download at		
Clearance TSU-C		https://www.tsu.edu.ph/media/5cllemm2/l-		
(1 Original Copy)		student-clearance-form.pdf		
3. For Undergradua		The client will provide		
_	7-A / Transcript of			
Record from last S				
Copy for Tarlac St	late University			
(1 Original Copy) 4. Accomplished Re	guest Form	Office of Admission and Registration or		
	1(1 Original Copy)	download at		
700 07 0. 1	/(Tongina copj)	https://www.tsu.edu.ph/media/1azfbhm2/o-		
		request-form-and-claim-stub.pdf		
B. FOR CERTIFICAT	TION, AUTHENTICA	TION AND VERIFICATION (CAV)		
1. Valid identification	n Card (ID)	The client will provide		
2. Photocopy and 1 Original Copy of		The client will provide		
Transcript of Records and Diploma,				
present the Original Copy				
3. Accomplished Re	-	Office of Admission and Registration or		
150-0AR-SF-2	1 (1 Original Copy)	download at		
		https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf		
C. DUPLICATE OF D	OIPI OMA	Toquot form and daim das.par		
Valid identification		The client will provide		
2. For Missing/Los	\ /	Notary public, a lawyer, or a government office		
Affidavit of Loss		that deals with legal documents		
3. Accomplished Re	quest Form	Office of Admission and Registration or		
TSU-OAR-SF-21		download at		
		https://www.tsu.edu.ph/media/1azfbhm2/o-		
		request-form-and-claim-stub.pdf		
	D. CERTIFICATION/S			
Valid identification		The client will provide		
2. Duly Signed Stude		Office of Admission and Registration or		
15U-UAK-SF-1	8 (1 Original Copy)	download at		
		https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf		
3. Form 137-A / Trar	script of Record	The client will provide		
	ittended (Copy for	The one it will provide		
Tarlac State Unive				
(1 Original Copy)				



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4. Accomplished I	Request Form	Office of Admission and Registration or		stration or
TSU-OAR-SF	-21 (1 Original Copy)	download a	at	
		https://www	<u>v.tsu.edu.ph/media</u> ,	/1azfbhm2/o-
		request-for	<u>m-and-claim-stub.p</u>	<u>odf</u>
E. TRANSFER CR	REDENTIAL			
Valid identificat	\ /	The client	will provide	
	ranscript of Record			
	ol attended - Copy for	Student La	st School Attended	
	niversity (1 Original			
Copy)	1 (0)	0.65		
3. Duly Signed Stu			dmission and Regi	stration or
15U-UAR-SF	–18 (1 Original Copy)	download a		/Followm2/I
			<u>v.tsu.edu.ph/media/</u> :arance-form.pdf	/Schemmz/i-
4. Accomplished I	Request Form			stration or
-	–21 (1 Original Copy)	Office of Admission and Registration or download at		
100 07	= / (· o · · g · · · a · · o o p) /	https://www.tsu.edu.ph/media/1azfbhm2/o-		
		request-form-and-claim-stub.pdf		
F. FORM 137- A				
1. Valid identificat	ion Card (ID)	The client	will provide	
2. Accomplished I	Request Form	Office of A	dmission and Regi	stration or
TSU-OAR-SF	–21 (1 Original Copy)	download a		
			<u>v.tsu.edu.ph/media/</u>	
		request-for	<u>m-and-claim-stub.p</u>	<u>odf</u>
·	TOR IS NOT PRESENT	1		
1. Authorization le	etter (1 Original Copy)	The client	will provide	
2. Requestor's valid ID (1 Photocopy)		1		
3. Representative's valid ID		1		
(1 Photocopy)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Accomplish	1.1 Receives,	None	45 minutes	Staff-in-
the Online	checks, and			Charge Online

(т Рпоюсору)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Online Processing of Request for Various Academic Documents - Tarlac State University	1.1 Receives, checks, and evaluates the response/s at Microsoft Form Account. 1.2 Endorses it to the Staff-in-	None	45 minutes 45 minutes	Staff-in- Charge Online Request Office of Admission and Registration
Form (Microsoft Forms)	Charge of the Request Section.			
https://forms. office.com/r/g Pazndi3dB	1.3 Determines the necessary requirements and assesses fees for requested documents within the system	None	20 minutes	Staff-in- Charge Request Section Office of Admission and Registration

2. Receive the list of necessary requirements and assessment of fees for requested documents via email.	2. Informs the necessary requirements and the total payment for the requested document via email.	None	20 minutes	Staff-in- Charge Online Request Office of Admission and Registration
3. Pay the required fees thru online (Landbank-www.landbank.com) and Send the Proof of payment at	3.1 Receives and prints the proof of payment and endorses it to Staff-in-Charge of Request Section/Registrar.	None	45 minutes	Staff-in- Charge Online Request Office of Admission and Registration
ora@tsu.edu. ph Note: The steps for paying tuition and other fees online via the Land	3.2 Asks the staff- in-charge in the request section about the release date of the requested documents.	None	30 minutes	Staff-in- Charge Online Request Office of Admission and Registration
Bank of the Philippines can be accessed at https://www.t su.edu.ph/an nouncements /2024-announceme nts/land-bank-payment-via-www-landbank-com-link-bizportal/	3.3 Fills out the logbook and indicate in the remarks that the request was made via online transaction. And endorses the request to the processing section.	None	5 minutes	Staff-in- Charge Request Section Office of Admission and Registration
4. Receive the Claim Stub/ Claiming Date and prepare the requirements to be submitted on the appointment date.	4. Sends the claim stub and claiming date via email. Then, processes the requested document/s	None	3 working days For the Diploma – 12 working days	Staff-in- Charge Processing Section Office of Admission and Registration



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5. On the appointment date, Proceed to the Office of	5.1 Receives and checks the necessary requirements and claim stub.	None	45 minutes	Staff-in-Charge Release Section Office of Admission and Registration
Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the claiming stub along with the other necessary requirement to the releasing section. Note: The claiming of the request depends on the given appointment/ claiming date.	5.2 Prepares the requested documents.	None	20 minutes	
6. Receive the Requested document/s and fill out/ Sign the Logbook	6. Releases the Requested Document/s and ask the client to fill-out the Logbook.	None	20 minutes	Staff-in-Charge Release Section Office of Admission and Registration
	TOTAL FOR ONLINE TRANSACTION:	See Table	4 Working Days, 4 Hours & 55 Minutes	
TOTAL FO	R ONLINE REQUEST OF DIPLOMA:	Below	12 Working Days, 4 Hour & 55 Minutes	



Academic Document	Amount
Official Transcript of Record and other	PHP 100.00/page
certificate	
2. Bonafide	PHP 200.00
3. Consular	PHP 150.00
4. Diploma	PHP 300.00
5. Certified Photocopy	PHP 20.00/page
6. BIR Documentary Stamp	PHP 40.00/page

Note:

1. Qualified for One-day Processing

- a. For TOR and Certifications requests submitted from 7:00AM to 11:00AM without deficiency on requirements.
- b. For TOR requests of those who graduated from 2008 to Present without attachment.

2. Requests NOT Qualified for One-day Processing

- a. TOR with attachment and/or forms abroad
- b. Certificate of Units Earned
- c. Manually Computed General Weighted Average
- d. Bonafide
- e. Consular
- f. Request for TOR of those who graduated in 2007 & below
- 3. Only those requests with complete requirements will be processed.
- **4.** The requirements stated above are only applicable for First-time request, succeeding request will only require payment.



5. Processing of Request for Various Academic Documents (Walk-In)

This service allows alumni and currently enrolled students to request for various academic documents such as Transcript of Records (Second Copy), CAV, Diploma, Transfer Credential, 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 & Students Not in the System			
Type of Transaction:	G2C - Government to	o Citizen		
Who may avail:	Alumni and Currently	/ Enrolled Students at the University		
	REQUIREMENTS	WHERE TO SECURE		
A. FOR TRANSCR	RIPT OF RECORD - 2	ND COPY/ REQUEST		
1. Valid identificati	ion Card (ID)	The Client will provide		
2. For Undergrad		Office of Admission and Registration or		
student , Duly S		download at		
Clearance <i>TSU</i> (1 Original Copy		https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf		
3. For Undergrad		The client will provide		
student, Form Record from las	137-A / Transcript of st School attended - State University	The cheft will provide		
4. Accomplished F		Office of Admission and Registration or		
TSU-OAR-SF-	-21 (1 Original Copy)	download at		
		https://www.tsu.edu.ph/media/1azfbhm2/o-		
		request-form-and-claim-stub.pdf		
B. FOR CERTIFIC	B. FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)			
Valid identification Card (ID)		The client will provide		
present the Orig	ecords and Diploma, ginal Copy	The client will provide		
3. Accomplished F	•	Office of Admission and Registration or		
TSU-OAR-SF-	-21 (1 Original Copy)	download at		
		https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf		
C. DUPLICATE OF	F DIPLOMA	ioquost-iorni-aria-olalifir-stub.pui		
Valid identificati		The client will provide		
For Missing/Lo Affidavit of Loss	\ /	Notary public, a lawyer, or a government office that deals with legal documents		
3. Accomplished F	Request Form	Office of Admission and Registration or		
TSU-OAR-SF-	21 (1 Original Copy)	download at		
		https://www.tsu.edu.ph/media/1azfbhm2/o-		
D. CERTIFICATION	M/C	request-form-and-claim-stub.pdf		
		The client will provide		
 Valid identificati Duly Signed Stu 	\ /	The client will provide Office of Admission and Registration or		
, ,	-18 (1 Original Copy)	Office of Admission and Registration or download at		
TOO CAN OF	. o (1 original copy)	https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf		



3. Form 137-A / Trans from last School att Tarlac State Univer (1 Original Copy)	tended (Copy for	The client will provide
4. Accomplished Requirement of the Accomplished Republished Requirement of the Accomplished Republished Re		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf
E. TRANSFER CREDI	ENTIAL	
Valid identification	Card (ID)	The Client will provide
2. Form 137-A / Trans from last School att Tarlac State Univer Copy)	tended - Copy for	Student Last School Attended
3. Duly Signed Studer TSU-OAR-SF-18		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf
4. Accomplished Requirement TSU-OAR-SF-21		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf
F. FORM 137- A		
Valid identification	Card (ID)	The client will provide
2. Accomplished Req TSU-OAR-SF-21	(1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf
G. IF THE REQUESTOR	R IS NOT PRESENT	
1. Authorization letter	(1 Original Copy)	The client will provide
2. Requestor's valid II	O (1 Photocopy)	
Representative's va (1 Photocopy)	alid ID	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of Admission and Registration and get a ticket number from the kiosk	1.1 Ask what type of request, check the system, and determine the necessary requirements.	None	25 minutes	Staff-in- Charge Request Section Office of Admission and Registration
machine. Once the number appears on the screen, state the document to be requested at the Request Section window.	1.2 Informs the client the list of required documents		20 minutes	Staff-in- Charge Request Section Office of Admission and Registration

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Prepare the requirements, Accomplish the Request Form (TSU-OAR-SF-21) and submit it along with the other required documents.	2. Receives and checks the completed Request Form along with the other required documents and assesses the fees for the requested document in the system.	None	15 minutes	Staff-in- Charge Request Section Office of Admission and Registration
Pay the required fees thru onsite (TSU Cashier)	3. Processes the payment and issues the assessment/ official receipt.	See table below	45 minutes	Staff-in-Charge Cashiering Unit
Proceed to Request section window and present the Official Receipt.	4. Receives the proof of payment and provides the appointment date to claim the requested document/s. Note: Only Undergraduate & Graduate students who are in the system and have complete the requirements are allowed to expedite the process to one day.	None	15 minutes	Staff-in- Charge Request Section Office of Admission and Registration
Receive the Claiming Stub and log it in the Request Logbook	5.1 Provides the claiming stub and asks the client to fill out the logbook.	None	5 minutes	Staff-in- Charge Request Section Office of
	5.2 Endorses the request to Staff-in-Charge of Processing Section/Registrar	None	10 minutes	Admission and Registration

6. On the	5.3 Processes the requested documents/s	None	3 working days For the Diploma & not in the system 12 working days 45 minutes	Staff-in- Charge Processing Section Office of Admission and Registration Staff-in-Charge
appointment date, Proceed to the Office of	checks the necessary requirements and claim stub.	None	To minutes	Release Section Office of Admission and Registration
Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the claiming stub along with the Documentary Stamp/s. Note: The claiming of the request depends on the given appointment/ claiming	6.2 Prepares the requested documents.	None	20 minutes	T C GISTI CLIOTT
7. Receive the Requested document/s	7. Releases the Requested Document/s	None	20 minutes	Staff-in-Charge Release Section Office of
and log it in the Logbook	and ask the client to fill- out the Logbook.			Admission and Registration
	OTAL FOR WALK-IN TRANSACTION:		3 Working Days, 3 Hours & 40 Minutes	
TOTAL FOR WALK-IN TRANSACTION OF STUDENTS NOT IN THE SYSTEM:		See Table Below	12 Working Days, 3 Hours & 40 Minutes	
TOTAL FOR	WALK-IN REQUEST OF DIPLOMA:		12 Working Days, 3 Hour & 40 Minutes	



	Academic Document	Amount
1. Office	cial Transcript of Record (TOR)	PHP 100.00/page
and	other certificate	
2. Bon	nafide	PHP 200.00
3. Cor	nsular	PHP 150.00
4. Dipl	loma	PHP 300.00
5. Cer	tified Photocopy	PHP 20.00/page
6. BIR	Documentary Stamp	PHP 40.00/page

Note:

1. Qualified for One-day Processing

- a. For TOR and Certifications requests submitted from 7:00AM to 11:00AM without deficiency on requirements.
- b. For TOR requests of those who graduated from 2008 to Present without attachment.

2. Requests NOT Qualified for One-day Processing

- a. TOR with attachment and/or forms abroad
- b. Certificate of Units Earned
- c. Manually Computed General Weighted Average
- d. Bonafide
- e. Consular
- f. Request for TOR of those who graduated in 2007 & below
- 3. Only those requests with complete requirements will be processed.
- **4.** The requirements stated above are only applicable for First-time request, succeeding request will only require payment.



6. Processing of Student/Credential Verification (Walk-in & Online)

This service allows employers and other interested parties to request for credential verification.

Office or Division:	Office of the Admis	ssion and Reg	istration (OAR)			
Classification:	Simple	Simple				
Type of		G2B – Government to Business Entity/ies				
Transaction:		G2C – Government to Citizen				
Who may avail:		Employer and other interested parties				
CHECKLIST OF R	EQUIREMENTS	WHERE TO	SECURE			
Authorization Letter from the Credential Owner granting Tarlac State University permission to disclose the requested information to the requester. (1 Original Copy or Electronic Copy) Data owner's valid ID (1 Photocopy)		The client will provide. The client will provide.				
with Signature of	or Electronic Copy)		•			
3. Requestor's/ver (1 Original Copy	ifier's company ID / or Electronic Copy)	The client w	ill provide.			
4. Verification For		The client w	ill provide.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
		BE PAID	TIME	RESPONSIBLE		
1. Walk-In: Get a ticket number from the kiosk machine. Once the number appears on the screen, state the document to be requested at the	1.1 Walk-in Asks what type of request and determine the necessary requirements. Online: Checks email for request for Student/ Credential Verification.	None	5 Minutes 30 Minutes	Staff-in-Charge Office of Admission and Registration		
designated window. Online: Send an email toora@tsu.edu .ph stating the document to be requested.	1.2 Walk-In: Informs the client the list of required documents Online: Provides the Microsoft Form link for the Student/ Credential Verification request and informs the client the list of required documents.	None	5 Minutes 30 Minutes	Staff-in-Charge Office of Admission and Registration		



2. Walk-In Submit the needed requirements to the Office of	2.1 Receives and checks the completeness of the submitted requirements.	None	15 Minutes	Staff-in-Charge Office of Admission and Registration
Admission and Registration. Online: Accomplish the Student/Crede ntial Verification request Microsoft Form and	2.2 Checks the student's information in the system. Note: If the student data /credential is not available, inform the client about the unavailability of the request.	None	10 Minutes	Staff-in-Charge Office of Admission and Registration
submit the complete requirements at	2.3 Processes the credential verification.	None	1 Hour	Staff-in-Charge Office of Admission and Registration
ora@tsu.edu.p h	2.4 If there is a Company Verification Form, fills out the necessary details. If there is no Company Verification Form, prepares a Verification Certificate	None	10 Minutes	Staff-in-Charge Office of Admission and Registration
3. Receives the requested student/crede ntial verification.	3. Walk-in: Issues the requested student/ credential verification.	None	10 Minutes	Staff-in-Charge Release Section Office of Admission and Registration
	Online: Sends the requested student/ credential verification via email and completes the needed details/ logbook.		20 Minutes	
4. Walk-In: Fill out the logbook as proof of receipt.	4. Walk-In Informs client to fill out the logbook.	None	5 Minutes	Staff-in-Charge Release Section Office of Admission and Registration



		Walk-In: 2 Hours	
TOTAL:	None	Online: 2 Hours & 55 Minutes	



Office of Admission and Registration Internal Services



1. 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.

Office or Division:	Office of Admission and Registration (OAR)				
Classification:	Simple				
Type of	G2G – Government to Government				
Transaction:					
Who may avail:	Teaching Personnel o	f the Univers			
	F REQUIREMENTS		WHERE TO SEC		
1. Accomplished F		Office of A	dmission and Reg	istration	
	tification of Grades				
TSU-OAR-SF-25	or 1 Scanned Copy)				
, ,		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. For Walk-In: Submit the accomplished form to the College Dean for approval.	Receives and signs the submitted form.	None	1 hour and 45 minutes	<i>Dean</i> College	
For Online: Submit the scanned copy of the accomplished document to the College Dean for approval via email.					
Note: For College email addresses, refer to the table below.					
2. For Walk-In: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present signed and approved	2. Assesses the payment in the system.	None	30 minutes	Staff-in-Charge or Director Office of Admission and Registration	



		1	1	1906
form to the Admission Unit				
For Online: Submit the signed form to the Director of Office Admission and Registration via MS Teams.				
Dr. Theda				
Flare Quilala tfgquilala@tsu. edu.ph				
3. For Walk-In: Pay the rectification of grades fee at the Cashiering Unit.	3. Receives and process the payment.	PHP 100.00	45 minutes	Staff Cashiering Unit
For Online: Pay the rectification of grades fee thru online payment, bank, or at the Cashiering Unit.				
Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.ts u.edu.ph/anno uncements/20 24-announcement s/land-bank-payment-via-				
www- landbank-com- link-bizportal/				
4. For Walk-In:	4.1 Verifies the Official Receipt	None	15 minutes	Staff-in-Charge Office of Admission and Registration



Proceed to the Admission Unit and present the Official	4.2 Receives and signs the submitted	None	1 hour and 45 minutes	Staff-in- Charge or Direct
Receipt	form.			<i>or</i> Office
For Online: Send the proof of payment to				of Admission and Registration
the Admission Unit via email aro- admission@ts u.edu.ph	4.3 Processes the rectification of grades in the system.	None	45 minutes	Staff-in-Charge Office of Admission and Registration
5. For Walk-In: Fill out and signs the logbook	5. For Walk-In: Have the client fill out and sign the Logbook.	None	5 minutes	Staff-in-Charge Office of Admission and Registration
	For Online: Fill out the logbook and indicate in the remarks that the request was made via online transaction.			
6. Log in to Faculty portal (https://faculty. tsu.edu.ph/) to verify if the grade/s have been corrected/	6. 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
rectified.	OTAL FOR WALK-IN	PHP		
	TRANSACTION:	100.00	6 Hours & 20	
	TOTAL FOR ONLINE TRANSACTION:	per Subject/ Course	Minutes	



2. Process for Signing of Certificate of Registration and Validation of ID

This service allows clients to request for signing of Student Clearance and Validation of Student ID.

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	All TSU Students			
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE		
Certificate of Registration (COR)		The client will provide		
(1 Original Copy)				
2 Student ID /1 Orig	inal Cany)			

Student ID (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a ticket number from the kiosk machine. Once the number appears on the screen, submit the Certificate of Registration or Student ID to the designated College Service window.	Note: If the Certificate of Registration (COR) does not match with the system, advise, or request the student to reprint the updated Certificate of Registration	None	15 minutes	College-in- Charge Office of Admission and Registration
	1.2 Signs and validates the Certificate of Registration and Student ID		5 minutes	
2. Receive the signed Certificate of Registration (COR) and Student ID.	Returns the signed Certificate of Registration (COR) and Student ID.	None	5 minutes	College-in- Charge Office of Admission and Registration
3. Fill out and sign the Logbook	3. Have the client fill out and sign the logbook	None	5 minutes	Staff-in-Charge Office of Admission and Registration
	TOTAL:	None	30 Minutes	



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

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

Office or Division: Classification: Type of	Simple	ni and regis	stration (OAIX)		
Type of		Office of Admission and Registration (OAR) Simple			
	G2C – Government to Citizen				
Transaction:					
Who may avail: All TSU Students					
	REQUIREMENTS	Office of A	WHERE TO SEC		
1. Accomplished W Enrollment/Regis		download a	Office of Admission and Registration or		
_	(1 Original Copy)	https://www.tsu.edu.ph/media/j0ej335k/n-			
	(· · · · · · · · · · · · · · · · · · ·	withdrawal-of-enrollment-and-registration.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Submit the	1.1 Receives, verifies, and	None	1 hour	Dean	
accomplished form to the	signs the			College	
College Dean	submitted				
for approval.	form.				
	1.2 Returns the	None	20 minutes	Dean	
	signed/			College	
	approved form to the student				
	and informs				
	the student to				
	proceed to the				
	Office of				
	Admission and Registration for				
	approval				
	of the				
	Director.				
2. Proceed to	2.1 Checks and	None	1 hour and 45	College-in-	
the Office of	evaluates the	110110	minutes	Charge	
Admission	presented form.			Office of	
and				Admission and	
Registration				Registration	
_					
from the kiosk				Office of	
machine.				Admission and	
Once the				Registration	
		None	20 minutes	_	
· ·	to the student			Admission and	
signed form	and informs			Registration	
to seek	the student to			or	
approval from	proceed to			Director	
the Director.	the Accounting Unit for			Office of Admission and	
	approval.			Registration	
and get a ticket number from the kiosk machine. Once the number appears on the screen, present the signed form	and informs	None	20 minutes	or Director Office of Admission and Registration College-in- Charge Office of Admission and Registration	



3. Proceed to the Accounting Unit to present the signed form seek	3.1 Checks and evaluates the presented form.	None	3 hours	Staff-in-Charge Accounting Unit
approval.	3.2 Returns the signed/ approved form to the student and informs the student to submit the form to the Office of Admission and Registration.	None	20 minutes	Staff-in-Charge Accounting Unit
4. Submit the duly signed form to the Admission Unit.	4.1 Processes the withdrawal of enrollment / registration.	None	20 minutes	College-in- Charge Office of Admission and Registration
	4.2 Informs the student once the enrollment / registration is successfully withdrawn.	None	20 minutes	College-in- Charge Office of Admission and Registration
5. Fill out and sign the Logbook	5. Have the client fill out and sign the logbook	None	5 minutes	Staff-in- Charge Request Section Office of Admission and Registration
	TOTAL:			

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.

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



4. 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.

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of	G2C - Governmen	t to Citizen		
Transaction:				
Who may avail:		pleted Their Course		
CHECKLIST OF R	REQUIREMENTS	WHERE TO SECURE		
1. Accomplished App		Office of Admission and Registration or		
Graduation for Und	dergraduate	download at		
TSU-OAR-SF-24 (1 Original Copy)	https://www.tsu.edu.ph/media/vkvb2kwu/g-		
	application-for-graduation-undergraduate.pdf			
2. For Transferees -	Form 137-A /	Previous School or University		
Official Transcript of Records				
with Remarks "Cop	y for TSU"			
(1 Original Copy)				
3. 2x2 Colored Pictur	e with Name Tag	The client will provide		
(Last Name, First Name, Middle				
Name) - (2 Original Copies)				
4. Philippine Statistics Authority (PSA)				
Birth Certificate - (1 Photocopy)				
5. For Female Married Student –				
Philippine Statistics	s Authority (PSA) –			
Marriage Certificat	• ,			

Marriage Cortinoate (11 Hotocopy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. For Walk-	1.1 Receives and	None	20 minutes	Staff-in-Charge	
In: Proceed	reviews the			Office of	
to the Office	evaluation			Admission and	
of Admission	records of the			Registration	
and	student and			_	
Registration	submitted				
and get a	requirements.				
ticket number	1.2 Informs the	None	45 minutes	Staff-in-Charge	
from the kiosk	student the result			Office of	
machine.	of his / her			Admission and	
Once the	application.			Registration	
number	1.3 Sends	None	45 minutes	Staff-in-Charge	
appears on	confirmation of			Office of	
the screen,	the approved /			Admission and	
submit all	disapproved			Registration	
requirements	application for				
at the	Graduation.				
designated					
College					
Service					
window.					



				1906
For Online: Send the accomplished Application Form for Graduation to Office of Admission and Registration via e-mail (ora@tsu.edu.ph). Note: Submission of the physical copy/ies of documents depends on the date indicated on	 1.1 Receives the accomplished Application Form for Graduation. 1.2 Reviews the evaluation records of the student and the submitted requirements. 			
the academic calendar. 2. For Walk-In: Fill out and signs the logbook	2. For Walk-In: Have the client fill out and sign the Logbook. For Online: Fill out the logbook and indicate in the remarks that the request was made via online	None	5 minutes	Staff-in-Charge Office of Admission and Registration
3. Receive an email for the approval / disapproval of the application for graduation.	transaction. 3.1 Endorses the list and total number of candidates for graduation for to the University Academic Council for approval.	None	45 minutes	Director Office of Admission and Registration
	3.2 Endorses the list and total number of candidates for graduation to the Board of Regents for approval.	None	45 minutes	University Academic Council



3.3 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:	None	6 Hours & 25 Minutes	

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.



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

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

Office or Division:	Office of Admission a	Office of Admission and Registration (OAR)					
Classification:	Simple						
Type of	G2C - Government to	G2C - Government to Citizen					
Transaction:							
Who may avail:	Students Who Cannot Enroll During the Semester						
	F REQUIREMENTS		WHERE TO SEC				
1. Accomplished L			dmission and Regi	stration or			
Form - TSU-OA	_	download a		/E 01 /			
(1 Original Cop	y)		<u>v.tsu.edu.ph/media</u> sence-form.pdf	<u>/5p3nmuzn/j-</u>			
2 Medical Certific	ate, If the Reason for		cal Service Unit, Go	wornmont			
	nce is Health Related	Physician	al Service Utilit, GC	Wellillelli			
(1 Original Cop		1 Hysician					
3. Letter of Intent		The client	will provide				
(1 Original Cop			'				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON			
		BE PAID	TIME	RESPONSIBLE			
1. For Walk-In:	1.1 For Online:	None	5 hours	Staff-in-Charge			
Go to the	Receives,			Office of			
College Dean for signing of	checks, and evaluates the			Admission and Registration			
recommending	Leave of			rvegistration			
approval.	Absence and						
	required						
For Online:	documents.						
Scan and	1.2 For Online:	None	30 minutes	Staff-in-Charge			
send the	Issues			Office of			
accomplished	assessment slip			Admission and			
Leave of Absence Form	for the Leave of Absence fee.			Registration			
with other							
pertinent	1.3 For Walk-In:	None	1 hour and 45	Dean			
documents to	Signs the Leave		minutes	College			
the College	of Absence form.						
Dean, Vice							
President for							
Academic							
Affairs and Director of							
Office of							
Note: For							
College email							
-							
2. For Walk-In:	2.1 For Online:	PHP	45 minutes	Staff in Charge			
Go to the Vice	Accepts the	150.00	45 minutes	Staff-in-Charge Cashiering Unit			
	/ woodpid tile	100.00		Jasineing Oill			



Academic	Leave of			
Affairs for	Absence.			
approval of the	2.2 For Online:	None	3 hours	Staff-in-Charge
Leave of	Receives the			Office of
Absence	scanned Official			Admission and
Form.	receipt and			Registration
	approved Leave			
For Online:	of Absence form			
Pay for the	to be recorded in			
Leave of	the system.			
Absence fee	2.3 For Walk-In:	None	1 hour	Vice President
thru online or	Signs the Leave			Office of the
onsite (TSU	of Absence form.			Vice President
Cashier or				for Academic
Landbank –				Affairs
(www.landban				
k.com)) and				
send process				
Leave of				
Absence form				
to Office of				
Admission and				
Registration				
via email				
(<u>ora@tsu.edu.</u>				
<u>ph</u>).				
Note The				
Note: The				
steps for				
paying tuition				
and other				
fees online				
via the Land				
Bank of the				
Philippines				
can be				
accessed at				
https://www.ts				
<u>u.edu.ph/ann</u>				
ouncements/2				
<u>024-</u>				
<u>announceme</u> nts/land-				
bank-				
payment-via-				
<u>payment-via-</u> WWW-				
landbank-				
com-link-				
bizportal/				
3. For Walk-In:	3.1 For Walk-In:	None	45 minutes	Staff-in-Charge
Get your	Receives,	1 10110	10 1111110100	Office of
ticket number	checks, and			Admission and
from the kiosk	evaluates the			Registration
machine, wait	Leave of			. togion anom
to be called	Absence and			
				1



	1		1	
when it's your	required			
turn and	documents.			
proceed to	3.2 For Walk-In:	None	20 minutes	Staff-in-Charge
Admission	Informs client to			Office of
unit for	proceed to the			Admission and
assessment	Cahier for the			Registration
of fee.	payment.			
4. For Walk-In:	4. For Walk-In:	PHP	45 minutes	Staff-in-Charge
Pay for the	Accepts the	150.00		Cashiering Unit
Leave of	payment for			
Absence fee	Leave of			
at TSU	Absence.			
Cashier.				
5. For Walk-In:	5. For Walk-In:	None	45 minutes	Staff-in-Charge
Go to the	Receives Official			Office of
Admission Unit	Receipt and			Admission and
	approved Leave			Registration
	of Absence form			
	to be recorded in			
	the system.			
6. Fill out and	6. Have the client	None	5 minutes	Staff-in-
sign the	fill out and sign			Charge
Logbook	the logbook			Request
				Section Office
				of Admission
				and
_	OTAL EOD WALLS !!!			Registration
T	OTAL FOR WALK-IN	BUB	5 Hours & 25	
	TRANSACTION:	PHP	Minutes	
	TOTAL FOR ONLINE	150.00	9 Hours & 20	
	TRANSACTION:		Minutes	

COLLEGE CONTACT DETAILS						
Name	Email Address	Contact Number				
College of Architecture and Fine Arts	cafa_dean@tsu.edu.ph	(045) 606 8170				
College of Arts and Social Sciences	cass_dean@tsu.edu.ph	(045) 606 8171				
College of Business and Accountancy	cba_dean@tsu.edu.ph	(045) 606 8172				
College of Computer Studies	ccs_dean@tsu.edu.ph	(045) 606 8173				
College of Criminal Justice Education	ccje_dean@tsu.edu.ph	(045) 606 8168				
College of Education	cted_dean@tsu.edu.ph	(045) 606 8174				
College of Engineering	cet_dean@tsu.edu.ph	(045) 606 8175				
College of Industrial Technology	cit_dean@tsu.edu.ph	(045) 606 8179				
College of Public Administration and Governance	cpag_dean@tsu.edu.ph	(045) 606 8177				
College of Science	cs_dean@tsu.edu.ph	(045) 606 8178				
School of Law	sl_dean@tsu.edu.ph	(045) 606 8176				



6. Processing of Request for Adding, Changing, or Dropping of Subject/s

This service allows clients to request for Adding, Changing, or Dropping of Subject/s within the timeframe specified in the current academic calendar.

Office or Division:	Office of Admission and Registration (OAR)					
Classification:	Simple					
Type of	G2C – Governmen	G2C – Government to Citizen				
Transaction:						
Who may avail:	All TSU Students					
CHECKLIST OF I			WHERE TO SEC			
Accomplished Adding/Changing Form TSU-OAR-SF-22 (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/flipsgf2/a-adding-and-changing-of-subjects-form.pdf				
2. Accomplished Dro TSU-OAR-SF-22		download a	v.tsu.edu.ph/media	a/my5eu2qe/i-		
		FEES TO	f-subjects-form.pd PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
accomplished Adding/Chargi ng/Dropping of subject form to	.1 Receives, and checks the submitted form, and signs the submitted form.	None	3 hours	Chairperson/ Dean College		
Dean for the approval.	.2 Returns the signed/ approved form to the student and informs the student to proceed to the Office of Admission and Registration.	None	15 minutes	College Clerk Dean College		
Office of Admission and Registration and get a ticket number from the kiosk	2.1 Checks, evaluates and the signs the Adding/ Charging/ Dropping of subject form.	None	1 hour and 45 minutes	<i>Director</i> Office of Admission and Registration		
the number appears on the screen, proceed to the Director's Office.	2.2 Returns the signed/ approved form to the student and informs the student to proceed to designated college window.	None	20 minutes	Director Office of Admission and Registration		



3. Proceed to designated college window and submit the Approved Adding/Changi	3.1 Checks and processes request for Adding/Changing /Dropping of subject	None	45 minutes	College-in- Charge Office of Admission and Registration
ng/Dropping form.	3.2 Informs the student once the Adding/ Changing/ Dropping of subject is successfully processed.	None	20 minutes	
4. Fill out and sign the Logbook	4. Have the client fill out and sign the logbook	None	5 minutes	Staff-in-Charge Office of Admission and Registration
	TOTAL:	None	6 Hours & 30 Minutes	



7. Processing of Request for Data

This service allows clients to request their needed student data.

Office or	Office of Admission ar	nd Registration (OAR)			
Division:					
Classification:	Complex				
Type of	G2C - Government to	Citizen			
Transaction:	G2G - Government to Government				
Who may avail:	Some TSU Offices and Students Who Are Enrolled in the University				
CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE			
1. Accomplished I	Request for Data	Office of Admission and Registration or			
Form TSU-OAI	R-SF-31 download at				
(1 Original Cop	y)	https://www.tsu.edu.ph/media/w1zdn04f/p-			
		request-for-data-form.pdf			

		<u>request-for-data-form.pdf</u>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the College Dean, Data	1. Signs the Request Data Form.	None	1 hour and 45 minutes	<i>Dean</i> College
Privacy Officer, and Office of Admission				<i>Officer</i> Data Privacy Office
and Registration Director for the approval of the request.				<i>Director</i> Office of Admission and Registration
2. Submit the accomplished and signed Request for Data Form to	2.1 Receives the fully signed request form and processes the requested data.	None	15 minutes	Staff-in-Charge Office of Admission and Registration
the Data Processing In-Charge.	2.2 Sets an appointment date for the claiming of the request.	None	15 minutes	Staff-in-Charge Office of Admission and Registration
	2.3 Process the requested data	None	3 working days	Staff-in-Charge Office of Admission and Registration
3. Receive the requested data.	3. Releases the requested data.	None	1 hour and 45 minutes	Staff-in-Charge Office of Admission and Registration
4. Fill out and sign the Logbook	4. Have the client fill out and sign the logbook	None	5 minutes	Staff-in-Charge Office of Admission and Registration
	TOTAL:	None	3 Working Days, 4 Hours & 5 Minutes	



8. Processing of Request for Various Academic Documents (Online)

This service allows alumni and currently enrolled students to request various academic document such as Transcript of Records (Second Copy), CAV, Diploma, Transfer Credential, Form 137A and various Certifications.

Office or Division:	Office of Admission a	and Registration (OAR)				
Classification:	Complex – Request for other documents					
	Highly Technical – Request for Diploma					
Type of	G2C - Government to	o Citizen				
Transaction:						
Who may avail:		Enrolled Students at the University				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE				
A. FOR TRANSCR	A. FOR TRANSCRIPT OF RECORD – 2ND COPY/ REQUEST					
 Valid identificati 	on Card (ID)	The Client will provide				
2. For Undergrad	uate-unenrolled	Office of Admission and Registration or				
student , Duly S	Signed Student	download at				
Clearance TSU		https://www.tsu.edu.ph/media/5cllemm2/l-				
(1 Original Copy	/)	student-clearance-form.pdf				
3. For Undergrad		The client will provide				
1	137-A / Transcript of					
	st School attended -					
	State University					
(1 Original Copy		000 (41::::15:::::				
4. Accomplished F		Office of Admission and Registration or				
15U-UAR-SF-	-21(1 Original Copy)	download at				
		https://www.tsu.edu.ph/media/1azfbhm2/o-				
D. FOR CERTIFIC	ATION AUTUENITION	request-form-and-claim-stub.pdf				
	· ·	ATION AND VERIFICATION (CAV)				
Valid identificati		The client will provide				
2. Photocopy and		The client will provide				
	ecords and Diploma,					
present the Orig		Office of Adminsion and Deviatuation on				
3. Accomplished F	-21 (1 Original Copy)	Office of Admission and Registration or				
130-UAR-3F-	-27 (1 Original Copy)	download at https://www.tsu.edu.ph/media/1azfbhm2/o-				
		request-form-and-claim-stub.pdf				
C. DUPLICATE OF	DIPLOMA					
1. Valid identificati	on Card (ID)	The client will provide				
2. For Missing/Lo	\ /	Notary public, a lawyer, or a government office				
Affidavit of Loss	- ,	that deals with legal documents				
3. Accomplished F	Request Form	Office of Admission and Registration or				
	21 (1 Original Copy)	download at				
		https://www.tsu.edu.ph/media/1azfbhm2/o-				
		request-form-and-claim-stub.pdf				
D. CERTIFICATION						
Valid identificati		The client will provide				
2. Duly Signed Stu		Office of Admission and Registration or				
TSU-OAR-SF-	-18 (1 Original Copy)	download at				
		https://www.tsu.edu.ph/media/5cllemm2/l-				
0 5 (5 : : =		student-clearance-form.pdf				
3. Form 137-A / Tr		The client will provide				
	l attended (Copy for					
Tarlac State Un						
(1 Original Copy	()					



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4. Accomplished		Office of Admission and Registration or			
TSU-OAR-SF	–21 (1 Original Copy)	download at			
		https://www.tsu.edu.ph/media/1azfbhm2/o-			
		request-for	m-and-claim-stub.p	<u>odf</u>	
E. TRANSFER CI					
Valid identification	· /	The client	will provide		
from last Scho	Franscript of Record ol attended - Copy for niversity (1 Original	Student La	st School Attended	i	
3. Duly Signed S	tudent Clearance	Office of A	dmission and Regi	stration or	
TSU-OAR-S	F–18 (1 Original Copy)	download a			
			v.tsu.edu.ph/media	<u>/5cllemm2/l-</u>	
			arance-form.pdf		
4. Accomplished			dmission and Regi	stration or	
ISU-OAR-SI	– <i>21</i> (1 Original Copy)		download at https://www.tsu.edu.ph/media/1azfbhm2/o-		
			w.tsu.edu.pn/media m-and-claim-stub.p		
F. FORM 137- A		<u>ICQUCSt-IOI</u>	m-and-ciaim-stub.p	<u> </u>	
Valid identification	tion Card (ID)	The client	will provide		
2. Accomplished	· /	Office of Admission and Registration or			
•	–21 (1 Original Copy)	download at			
	(0 17)	https://wwv	v.tsu.edu.ph/media	/1azfbhm2/o-	
		request-for	m-and-claim-stub.p	<u>odf</u>	
G. IF THE REQUES	STOR IS NOT PRESENT				
1. Authorization l	etter (1 Original Copy)	The client	will provide		
2. Requestor's va	alid ID (1 Photocopy)				
3. Representative	e's valid ID	_			
(1 Photocopy)					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Accomplish	1.1 Receives,	None	45 minutes	Staff-in-	
the Online	checks, and			Charge Online	
Processing of	evaluates the			Request	
Request for Various	response/s at Microsoft Form			Office of Admission	
vanous	IVIICIOSOIL FOIM	1		AUTHISSION	

CLIENT STERS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
Accomplish the Online Processing of Request for Various Academic	1.1 Receives, checks, and evaluates the response/s at Microsoft Form Account.	None	45 minutes	Staff-in- Charge Online Request Office of Admission and
Documents - Tarlac State University Form (Microsoft Forms) https://forms.	1.2 Endorses it to the Staff-in- Charge of the Request Section.	None	45 minutes	Registration
office.com/r/g Pazndi3dB	1.3 Determines the necessary requirements and assesses fees for requested documents within the system	None	20 minutes	Staff-in- Charge Request Section Office of Admission and Registration

2. Receive the list of necessary requirements and assessment of fees for requested documents via email.	2. Informs the necessary requirements and the total payment for the requested document via email.	None	20 minutes	Staff-in- Charge Online Request Office of Admission and Registration
3. Pay the required fees thru online (Landbank-www.landbank.com) and Send the Proof of payment at ora@tsu.edu.	3.1 Receives and prints the proof of payment and endorses it to Staff-in-Charge of Request Section/Registrar. 3.2 Ask the staff-	None	45 minutes 30 minutes	Staff-in- Charge Online Request Office of Admission and Registration Staff-in-
Note: The steps for paying tuition and other fees online via the Land	in-charge in the request section about the release date of the requested documents. 3.3 Fills out the	None	5 minutes	Charge Online Request Office of Admission and Registration Staff-in-
Bank of the Philippines can be accessed at https://www.t su.edu.ph/an nouncements /2024-announceme nts/land-bank-payment-via-www-landbank-com-link-bizportal/	logbook and indicate in the remarks that the request was made via online transaction. And endorses the request to the processing section.			Charge Request Section Office of Admission and Registration
4. Receive the Claim Stub/Claiming Date and prepare the requirements to be submitted on the appointment date.	4. Sends the claim stub and claiming date via email. Then, processes the requested document/s	None	3 working days For the Diploma – 12 working days	Staff-in- Charge Processing Section Office of Admission and Registration



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5. On the appointment date, Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the claiming stub along with the other necessary requirement to the	5.1 Receives and checks the necessary requirements and claim stub. 5.2 Prepares the requested documents.	None	45 minutes 20 minutes	Staff-in-Charge Release Section Office of Admission and Registration
releasing section. Note: The claiming of the request depends on the given appointment/claiming date. 6. Receive the Requested document/s and fill out/Sign the Logbook	6. Releases the Requested Document/s and ask the client to fill-out the Logbook.	None	20 minutes	Staff-in-Charge Release Section Office of Admission and Registration
TO TO TO TO TO TRANSACT NO	OTAL FOR WALK-IN TRANSACTION: OTAL FOR WALK-IN TION OF STUDENTS OT IN THE SYSTEM: OTAL FOR WALK-IN UEST OF DIPLOMA:	See Table Below	3 Working Days, 3 Hours & 40 Minutes 12 Working Days, 3 Hours & 40 Minutes 12 Working Days, 3 Hour &	



Academic Document	Amount
Official Transcript of Record and other	PHP 100.00/page
certificate	
2. Bona fide	PHP 200.00
3. Consular	PHP 150.00
4. Diploma	PHP 300.00
5. Certified Photocopy	PHP 20.00/page
6. BIR Documentary Stamp	PHP 40.00/page

Note:

1. Qualified for One-day Processing

- a. For TOR and Certifications requests submitted from 7:00AM to 11:00AM without deficiency on requirements.
- b. For TOR requests of those who graduated from 2008 to Present without attachment.

2. Requests NOT Qualified for One-day Processing

- a. TOR with attachment and/or forms abroad
- b. Certificate of Units Earned
- c. Manually Computed General Weighted Average
- d. Bonafide
- e. Consular
- f. Request for TOR of those who graduated in 2007 & below
- 3. Only those requests with complete requirements will be processed.
- **4.** The requirements stated above are only applicable for First-time request, succeeding request will only require payment.



9. Processing of Request for Various Academic Documents (Walk-In)

This service allows alumni and currently enrolled students to request for various academic document such as Transcript of Records (Second Copy), CAV, Diploma, Transfer Credential, 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 & Students not in the System				
Type of Transaction:	G2C - Government to	o Citizen			
Who may avail:	Alumni and Currently	/ Enrolled Students at the University			
	REQUIREMENTS	WHERE TO SECURE			
A. FOR TRANSCR	RIPT OF RECORD - 2	ND COPY/ REQUEST			
Valid identificati	ion Card (ID)	The Client will provide			
2. For Undergrad		Office of Admission and Registration or			
student , Duly S		download at			
Clearance <i>TSU</i> (1 Original Copy		https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf			
3. For Undergrad	•	The client will provide			
student, Form Record from las	137-A / Transcript of st School attended - State University	The cheft will provide			
4. Accomplished F		Office of Admission and Registration or			
TSU-OAR-SF-	- <i>21</i> (1 Original Copy)	download at			
		https://www.tsu.edu.ph/media/1azfbhm2/o-			
request-form-and-claim-stub.pdf					
B. FOR CERTIFIC	ATION, AUTHENTICA	ATION AND VERIFICATION (CAV)			
Valid identification	Valid identification Card (ID) The client will provide				
Photocopy and Transcript of Represent the Original	ecords and Diploma,	The client will provide			
Accomplished F	-	Office of Admission and Registration or			
TSU-OAR-SF-	- <i>21</i> (1 Original Copy)	download at			
		https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf			
C. DUPLICATE OF	F DIPLOMA	request-iorm-and-daim-stub.pdr			
Valid identification		The client will provide			
For Missing/Lo Affidavit of Loss	, ,	Notary public, a lawyer, or a government office that deals with legal documents			
3. Accomplished F	Request Form 21 (1 Original Copy)	Office of Admission and Registration or download at			
130-UAR-SF-		https://www.tsu.edu.ph/media/1azfbhm2/o-			
		request-form-and-claim-stub.pdf			
D. CERTIFICATIO	N/S				
Valid identificati	ion Card (ID)	The client will provide			
2. Duly Signed Stu	\ / /	Office of Admission and Registration or			
TSU-OAR-SF-	-18 (1 Original Copy)	download at			
		https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf			



fr T (´	Form 137-A / Transcript of Record rom last School attended (Copy for Farlac State University) 1 Original Copy)	The client will provide
1	Accomplished Request Form FS <i>U</i> - <i>OAR</i> - <i>SF</i> -21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-
F 7	DANCEED ODEDENTIAL	request-form-and-claim-stub.pdf
	RANSFER CREDENTIAL	
	/alid identification Card (ID)	The Client will provide
fr T	Form 137-A / Transcript of Record rom last School attended - Copy for Farlac State University (1 Original Copy)	Student Last School Attended
	Ouly Signed Student Clearance TSU-OAR-SF-18 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf
	Accomplished Request Form FS <i>U</i> -OAR-SF-21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf
F. FC	ORM 137- A	
1. V	/alid identification Card (ID)	The client will provide
1	Accomplished Request Form TSU-OAR-SF-21 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf
G. IF	THE REQUESTOR IS NOT PRESENT	
1. A	authorization letter (1 Original Copy)	The client will provide
	Requestor's valid ID (1 Photocopy)	
	tepresentative's valid ID 1 Photocopy)	

(1 глогосору)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number	1.1 Ask what type of request, check the system, and determine the necessary requirements.	None	25 minutes	Staff-in- Charge Request Section Office of Admission and Registration	
appears on the screen, state the document to be requested at the Request Section window.	1.2 Informs the client the list of required documents	None	20 minutes		

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2.	Prepare the requirements, Accomplish the Request Form (TSU-OAR-SF-21) and submit it along with the other required documents.	2. Receives and checks the completed Request Form along with the other required documents and assesses the fees for the requested document in the system.	None	15 minutes	Staff-in- Charge Request Section Office of Admission and Registration
3.	Pay the required fees thru onsite (TSU Cashier)	3. Processes the payment and issues the assessment/ official receipt.	See table below	45 minutes	Staff-in-Charge Cashiering Unit
4.	Proceed to Request section window and present the Official Receipt.	4. Receives the proof of payment and provides the appointment date to claim the requested document/s. Note: Only Undergraduate & Graduate students who are in the system and have complete the requirements are allowed to expedite the process to one day.	None	15 minutes	Staff-in- Charge Request Section Office of Admission and Registration
5.	Receive the Claiming Stub and log it in the Request Logbook	5.1 Provides the claiming stub and asks the client to fill out the logbook.	None	5 minutes	Staff-in- Charge Request Section Office of
		5.2 Endorses the request to Staff-in-Charge of Processing Section/	None	10 minutes	Admission and Registration

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		5.3 Processes the requested documents/s	None	3 working days For the Diploma & not in the system - 12 working days	Staff-in- Charge Processing Section Office of Admission and Registration
6.	appointment date, Proceed to the Office of	6.1 Receives and checks the necessary requirements and claim stub.	None	45 minutes	Staff-in-Charge Release Section Office of Admission and Registration
	Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the claiming stub along with the Documentary Stamp/s. Note: The claiming of the request depends on the given appointment/ claiming date.	6.2 Prepares the requested documents.	None	20 minutes	
7.	Receive the Requested document/s and log it in the Logbook	7. Releases the Requested Document/s and ask the client to fill- out the Logbook.	None	20 minutes	Staff-in-Charge Release Section Office of Admission and Registration



TOTAL FOR WALK-IN TRANSACTION:		3 Working Days, 3 Hours & 40 Minutes	
TOTAL FOR WALK-IN TRANSACTION OF STUDENTS NOT IN THE SYSTEM:	See Table Below	12 Working Days, 3 Hours & 40 Minutes	
TOTAL FOR WALK-IN REQUEST OF DIPLOMA:		12 Working Days, 3 Hour & 40 Minutes	

	Academic Document	Amount
1.	Official Transcript of Record and other certificate	PHP 100.00/page
2.	Bonafide	PHP 200.00
3.	Consular	PHP 150.00
4.	Diploma	PHP 300.00
5.	Certified Photocopy	PHP 20.00/page
6.	BIR Documentary Stamp	PHP 40.00/page

Note:

1. Qualified for One-day Processing

- a. For TOR and Certifications requests submitted from 7:00AM to 11:00AM without deficiency on requirements.
- b. For TOR requests of those who graduated from 2008 to Present without attachment.

2. Requests NOT Qualified for One-day Processing

- a. TOR with attachment and/or forms abroad
- b. Certificate of Units Earned
- c. Manually Computed General Weighted Average
- d. Bonafide
- e. Consular
- f. Request for TOR of those who graduated in 2007 & below
- **3.** Only those requests with complete requirements will be processed.
- **4.** The requirements stated above are only applicable for First-time request, succeeding request will only require payment.



Office of Library Management and Services External Services



1. Requesting Access to the Library by Visiting Researcher/s

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

Note: Visiting Days for researchers will be from Tuesday to Friday only.

Office or				
Division:	Office of Library Mana	agement and	d Services (OLMS))
Classification:	Simple			
Type of	G2G - Government to	Governmen	t	
Transaction:	G2C - Government to			
Who may avail:	All			
_	REQUIREMENTS		WHERE TO SEC	CURE
1. Valid ID (1 Origin	al Copy)	The client v	will provide	
2. Duly Signed Refe	erral Letter	The client v	will provide	
, ,	lac State University		•	
Library Director (1 Original copy)			
Agencies Witho TSU – Official Re	Non-Government ut MOA / MOU with eceipt of Visiting e (1 Original Copy)	Cashiering FEES TO	Unit PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Present the referral letter at the Circulation Counter of any unit of the TSU Library.	Verifies the presented referral letter.	None	2 minutes	Head and Staff Office of Library Management and Services
For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Proceed to the cashier to settle Visiting Researcher's Fee and secure the Official Receipt. Note: New transaction shall be done if the Visiting Researcher revisits the TSU library on the	Receives the payment and issues the Official Receipt.	PHP 50.00 per head	5 minutes	Staff-in-Charge Cashiering Unit
following day/s. 2. Provide the information needed for recording in the Library Statistics	2.1 Logs the information of the Visitor on the Library Statistics	None	2 minutes	Head and Staff Office of Library Management and Services



Monitoring System (LibStat)	Monitoring System (LibStat) 2.2 Performs	None	5 minutes	1906
	reference procedures to identify needed information sources.			
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.	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.	None	7 minutes	
3. State and negotiate the query/ies.	3. Analyzes query/ies and identifies possible information sources using the Online Public Access Catalogue.	None	5 minutes	Head and Staff Office of Library Management and Services
4. Receive answer to the query/ies.	4.1 Presents the information source to the client. Note: if answer/s to the query/ies cannot be found, inform the client.	None	1 minute	Head and Staff Office of Library Management and Services
	4.2 Records query/ies and sources of information for reference purposes.	None	2 minutes	Head and Staff Office of Library Management and Services
	TOTAL:	None	18 Minutes	
GOVE	SITOR'S FROM NON - RNMENT AGENCIES MOA/MOU WITH TSU:	PHP 50.00 per Head	20 Minutes	



Note: 116th Regular meeting of the Board of Regents of the Tarlac State University held at the CHED conference room-CHED Diliman Quezon City on November 11,2019.

Resolution no. 88, s. 2019



Office of Library Management and Services Internal Services



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



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

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



2. Process of Renewing Borrowed Library Resources

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

Office on Divisions					
Office or Division:	Office of Library Management and Services (OLMS)				
Classification:	Simple	G2C - Government to Citizen			
Type of			4		
Transaction:	G2G - Government to		nt		
Who may avail:	TSU Students and E	mpioyees	WUEDE TO SE	NUDE	
	REQUIREMENTS	-	WHERE TO SEC	JURE	
1. For in-person re		The client v	will provide		
Book(s) for renew		NI			
1. For online renew	vai,	None			
None	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. For In- person	1. For Renewal at	None	3 minutes	Head and Staff	
Renewal at the	the Circulation	None	3 minutes	Office of Library	
Circulation	Counter:			Management	
Counter:	Receives book			and Services	
Present library	and scans the			and Services	
resource and	book in the				
request for	library system for				
renewal.	renewal and				
Toriowai.	requests the				
	client to rewrite				
	his/her name on				
	the Book Card				
	and indicate the				
	current date.				
For Online	For Online	None	3 minutes	Head and Staff	
Renewal	Renewal			Office of Library	
Requests:	Requests:			Management	
Send the	Validates the			and Services	
following details	identity of the				
via MS Teams,	clients' account				
TSU Library	thru the library				
email address	system.				
(<u>library@tsu.edu.</u>					
<u>ph</u>) or TSU	Note: If the book				
Facebook page	is on demand or				
https://www.face	requested by				
book.com/Tarlac	other client,				
<u>StateUniversityLi</u>	Library staff will				
<u>brary</u> .	inform client to				
Client's Name:	return the book.				
Student					
Number:					
2. For In- person	2. Receives	None	2 minutes	Head and Staff	
Renewal at the	the filled-out Book	140110	Z minutos	Office of Library	
Circulation	Card and			Management	
Counter: Fill-	performs the			and Services	
out the Book	renewal process				



Card with the needed information and submit it to the staff.	in the library system.			
3. For Renewal at the Circulation Counter: Receive reborrowed information material/s.	3.1 For Renewal at the Circulation Counter: Endorses the renewed library resource and informs the client of the new renewal date.	None	2 minutes	Head and Staff Office of Library Management and Services
For Online Renewal Requests: Be informed of the new renewal date,	For Online Renewal Requests: Inform the client of the new due date.	None	3 minutes	
	3.2 For Renewal at the Circulation Counter: Files the book card/s in the filing box.	None	2 minutes	Head and Staff Office of Library Management and Services
	RENEWAL AT THE	None	9 Minutes	
	ONLINE RENEWAL REQUESTS:	None	6 Minutes	



3. Process of Returning Library Resources

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

Office or	Office of Library Mana	acmont and	A Sarvigas (OLMS)	1
Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of	G2C - Government to			
Transaction:	G2G - Government to		<u>nt</u>	
Who may avail:	TSU Students and Em	iployees		-
	REQUIREMENTS		WHERE TO SEC	CURE
1. Borrowed Inform	ation Materials		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	Head and Staff Office of Library Management and Services
	1.2 If overdue : Informs the client of the penalty which must be paid at the Cashier's Office.	Penalty due as per the case of the borrower	1 working day	Head and Staff Office of Library Management and Services
2. Present the Official Receipt of overdue payment to the Library Staff at the Circulation	2.1 Verifies Official Receipt and update or clear the client's overdue fine in the library system	None	3 minutes	Head and Staff Office of Library Management and Services
Counter	2.2 Returns the book to the shelf.	None	2 minutes	Staff Office of Library Management and Services
TOTAL IF	WITHOUT OVERDUE PENALTY:	None	10 Minutes	
	L IF WITH OVERDUE PENALTY:	Penalty Due	1 Working Day & 10 Minutes	

Note: 116th Regular meeting of the Board of Regents of the Tarlac State University held at the CHED conference room-CHED Diliman Quezon City on November 11,2019.

Resolution no. 88, s. 2019



4. Processing of Request for Online Reservation and Pick-Up

This service allows clients to reserve available materials and then pick them up on a prearranged date.

Note: Requests should be made during office hours, Tuesday to Friday. Requests forwarded beyond the library's regular hours will be processed on the next working day.

Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of	G2C - Government to Citizen			
Transaction:	G2G - Government to Government			
Who may avail:	TSU Students and Employees			
	REQUIREMENTS	The elient	WHERE TO SEC	JURE
1. Valid TSU ID (1 C	nginai Copy)	The client v	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit a request for online book reservation through the	1.1 Receives request and checks availability of information material/s.	None	2 working days	Head and Staff Office of Library Management and Services
Official Facebook Messenger of the Office of Library Management	1.2 Informs the client if the requested information material/s is available or not.	None	3 minutes	Head and Staff Office of Library Management and Services
Services (https://www.fa cebook.com/Ta rlacStateUniver sityLibrary), or send an email to the official TSU email address (library@tsu.ed u.ph) 2 days before pick-up.	1.3 If information material/s is/are available, schedules a pickup date and inform client.	None	2 minutes	Head and Staff Office of Library Management and Services
2. Pick up the information material/s on the agreed schedule	2.1 Validates identity of client thru the presented TSU ID.	None	2 minutes	Head and Staff Office of Library Management and Services
at the designated library unit.	2.2 Checks out the information material/s under the borrower / client's name in the library system.	None	1 minute	Head and Staff Office of Library Management and Services
3. Fill-out Book Card TSU-LMS- SF-06	3. Releases the library resource/s to the client.	None	2 minutes	Head and Staff Office of Library Management and Services



TOTAL:	None	2 Working Days & 10 Minutes	
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5. 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	0.00			
Division:	Office of Library Mana	igement and	Services (OLMS))
Classification:	Simple	0111		
Type of	G2C - Government to G2G - Government to		. +	
Transaction: Who may avail:	TSU Students and En		<u>IL</u>	
_	REQUIREMENTS	рюуссэ	WHERE TO SEC	CURE
1. Valid TSU ID (1 C				
	orary Referral Letter		brary Managemer	nt and Services or
•	SU-OLMS-SF-02	download a		
(1 Original)			<u>ary-Referral-Letter</u>	-Request-Form-
		2024.pdf FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Present the	1.1 Verifies the	None	3 minutes	Head or Staff
valid ID at the	validity of			Office of Library
Circulation	presented ID.			Management
Counter and	100		4	and Services
inform the staff of the request	1.2 Conducts Interview before	None	1 minute	Head or Staff
for referral.	issuing the			Office of Library Management
ioi roioiraii	Referral Letter			and Services
	Request Form			
	TSU-LMS-SF-02			
0.50	to be filled out.		05 : 1	
2. Fills out the Referral Letter	2. Encodes information into	None	35 minutes	Head or Staff
Request Form	the Referral Letter			Office of Library Management
Troquoot Form	template, and			and Services
	print.			
3. Proceed to the	3. Affixes signature	None	1 working day	Dean
College Dean's	on the Referral			College
office to secure signature.	Letter Request Form.			
		None	10 minutes	Hood or Ctoff
4. Proceed to the Library and	4. Receives approved Referral	None	10 minutes	Head or Staff Office of Library
submit the	Letter Request			Management
signed Referral	Form and			and Services
Letter Request	encodes			
Form to the	information on the			
Library Staff.	referral letter			
	template, print, and affix			
	signature.			
	orgridadio.			
5. Receive the	5. Issues the	None	1 minute	Head or Staff
referral letter	Referral Letter to			Office of Library
and log on the	the client.			Management
Referral Issuance Log				and Services
TSU-LMS-SF-				
11.				



TOTAL:	None	1 Working Day & 50 Minutes	
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^{*}The total turnaround time considers the volume of clients, queue, and availability of signatory.



6. Processing of Request to Borrow Library Resources

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	G2C - Government to				
Transaction:	G2G - Government to		nt		
Who may avail:	TSU Students and Em	ployees			
	REQUIREMENTS		WHERE TO SE	CURE	
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.	Verifies validity of the ID presented.	None	1 minute	Head and Staff Office of Library Management and Services	
2. Fill out the Book Card/s TSU-LMS-SF- 06 with the needed details.	2.1 Receive filled out book card and check out the information material/s under the client's name in the library system.	None	2 minutes	Head and Staff Office of Library Management and Services	
	2.2 Issues the information material/s and informs the client of the due date when to return the borrowed information material/s.	None	5 minutes	Head and Staff Office of Library Management and Services	
3. Receive the borrowed information material/s.	3. Files the Book Card/s in the filing box.	None	2 minutes	Head and Staff Office of Library Management and Services	
	TOTAL:	None	10 Minutes		



7. 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	G2C - Government to Citizen				
Transaction:	G2G - Government to Government				
Who may avail:	TSU Students and Employees				
CHECKLIST OF	F REQUIREMENTS WHERE TO SECURE				
1. Valid TSU ID (1 C	Original Copy)	The client will provide			
In case of unvalida	ted/ and unissued	The client will provide			
ID:					
1. Certificate of Reg	- , , ,				
(1 Original and/ o	or electronic copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
4.5. 4.701115	4.437.16. 1.19	BE PAID	TIME	RESPONSIBLE	
1. Present TSU ID	1.1 Verifies validity	None	1 minute	Head or Staff	
at the	of ID.			Office of Library	
Circulation	If presented ID is			Management	
Counter/Internet	unvalidated			and Services	
Section.	present Certificate of				
	Registration (COR).				
	1.2 Scans client's ID	None	1 minute	Head or Staff	
	using the library	INOTIC	i illilide	Office of Library	
	RFID and places			Management	
	the ID in the filing			and Services	
	box.				
	1.3 Librarian assists/	None	1 minute	Head or Staff	
	and or directs the			Office of Library	
	client to the			Management	
	computer			and Services	
	workstation.				
2. After using the	2. Returns the	None	1 minute	Head or Staff	
computer unit	client's ID.			Office of Library	
facilities,				Management	
retrieve the ID				and Services	
card at the					
Circulation					
Counter/					
Internet Section.					
TOTAL: None 4 Minutes					
	IOIAL.	140116	- williates		



8. 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.

Note: Requests should be made during office hours, Tuesday to Friday. Requests forwarded beyond the library's regular hours will be processed on the next working day.

Office or Division:	Office of Library Management Services (OLMS)			
Classification:	Simple			
Type of	G2C - Government to Citizen			
Transaction:	G2G - Government to Government			
Who may avail:	TSU Students and Employees			
	REQUIREMENTS		WHERE TO SEC	CURE
A. FOR TSU STUD		Ţ		
Valid Certificate o		The client \	will provide	
(1 Electronic Cop B. FOR TSU EMPL	y) OVEES			
		The client	will provide	
1. Valid TSU ID (1 E	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	1.1 Receives the request and validates the identity of the client and checks the availability of information material/s.	None	1 minute	Head and Staff 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	Head and Staff Office of Library Management and Services
	1.3 Digitize the requested information and send it to the client. Reminds the client of copyright restrictions.	None	1 working day	Head and Staff Office of Library Management and Services
to the official TSU library				



email address					
(<u>library@tsu.edu</u>					
<u>.ph</u>).					
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.					
	Т	OTAL:	None	1 Working Day & 3 Minutes	
					•

^{*}The total turnaround time considers the number of pages being scanned, power availability and internet connectivity.



Office of Student Affairs and Service 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 Aff	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				
	REQUIREMENTS	REQUIREMENTS WHERE TO SECURE				
Professional Regulation Commission (PRC) Certificate or Any Amended/Updated of the Same Resolution No. 62, s. 2015 (1 Duplicate Copy) Invitation Letter/ Endorsement Letter (1 Original Copy) Certificate or Certifications Supporting Claims (1 Original Copy)			will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
Submit complete requirements.	1.1 Receives, verifies submitted document/s.	None	TIME 3 minutes	RESPONSIBLE Staff-in-Charge Office of Student Affairs and Services		
	1.2 Verifies / assets submitted documents.	None	5 minutes	Staff-in-Charge Office of Student Affairs and Services		
	1.3 Prepares and submits payroll of the client to the Budget Office.	None	1 working day	Staff-in-Charge Office of Student Affairs and Services		
2. Receives incentives from TSU.	2. Releases incentives to Various Student Awardee or Alumni Board Passer.	None	1 hour	Staff-in-Charge Cashiering Unit		
	TOTAL:	None	1 Working Day, 1 Hour & 8 Minutes			



Office of Student Affairs and Services Internal Services



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

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

Office or Division:	Office of Student Aff	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				
	REQUIREMENTS WHERE TO SECURE					
Professional Regulation Commission (PRC) Certificate or Any Amended/Updated of the Same Resolution No. 62, s. 2015 (1 Duplicate Copy) Invitation Letter/ Endorsement Letter (1 Original Copy) Certificate or Certifications Supporting Claims (1 Original Copy)			will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
Submit complete requirements.	1.1 Receives, verifies. submitted document/s. 1.2 Verifies / assesses. submitted	None None	TIME 3 minutes 5 minutes	RESPONSIBLE Staff-in-Charge Office of Student Affairs and Services Staff-in-Charge Office of Student Affairs		
	documents. 1.3 Prepares and submits payroll of the client to the Budget Office.	None	1 working day	and Services 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 students or personnel to file for insurance claims.

Office or Division:	Office of Student Af	fairs and Services (OSAS)			
Classification:	Highly Technical				
Type of	G2C - Government	to Citizen			
Transaction:		to Business Entity/ies			
Who may avail:	TSU Students and F				
CHECKLIST OF I	_	WHERE TO SECURE			
A. FOR HOSPITALIZ					
1. Hospital Statemen	t of Account	The client will provide			
(1 Original Copy)		'			
2. Itemized Charge S	lip Expenses				
(1 Original Copy)	' '				
3. Original Official Re	eceipt/s and				
Prescription of Me	•				
(1 Original Copy)					
4. Detailed Accident/	Incident Report				
(1 Original Copy)					
5. Medical/Hospital C	Certificate Including				
the Following Test	Results:				
a. X-Ray Result					
b. CT Scan Result					
c. Ultrasound and					
d. Other Related E	xamination				
(1 Original Copy)	D (
6. Police Investigation	n Report				
(1 Original Copy)	- JI TO OD				
7. Driver's License ar					
(1 Certified True C		Office Of Children Affaire and Comitee			
8. Accomplished Not		Office Of Student Affairs and Service Director's Office			
Hospitalization Acc (1 Original Copy)	cident	Director's Office			
9. Accomplished Clai	m Form				
(1 Original Copy)	III I OIIII				
B. FOR DEATH CLA	AIM				
Philippine Statistic		The client will provide			
Birth Certificate		5			
(1 Certified True C	ору)				
2. Duly Authenticated					
by the Civil Regist					
Registry No. and E					
(1 Original Copy)					
3. <i>If Single,</i> Marriage	e Contract of				
Parents (1 Certified	d True Copy)				
4. <i>If Married,</i> Marriag	•				
(1 Certified True Copy)					
5. Funeral Expenses Receipt/s					
(1 Original Copy)					
6. Statement of Witness					
(1 Original Copy)					
7. Accomplished Not		Office Of Student Affairs and Service			
Death (1 Original (,	Director's Office			
8. Accomplished Clai	m Form				
(1 Original Copy)					

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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	Staff-in-Charge Office of Student Affairs and Services
2. Submits the required documents.	2.1 Receives and evaluates the submitted documents.	None	10 minutes	Staff-in-Charge Office of Student Affairs and Services
	2.2 Notifies the insurance.	None	5 minutes	Staff-in-Charge Office of Student Affairs and Services
	2.3 Assesses, reviews and evaluates the necessary documents.	None	30 calendar days	Staff-in-Charge Insurance Provider
	2.4 Notifies the office if the claim is approved or not.	None	30 calendar days upon notification	Staff-in-Charge Insurance Provider
3. Receive a notification from Office of Student Affairs and Service.	3. Notifies the client about the claims.	None	1 working day	Staff-in-Charge & Director Office of Student Affairs and Services
4. Receive the insurance claims for approved claims.	4. Releases the insurance claim, if only approved.	None	1 hour	Staff-in-Charge Office of Student Affairs and Services
	TOTAL:	None	61 Days, 2 Hours & 15 Minutes	



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	G2C – Government to Citizen				
Transaction:					
Who may avail:	All TSU NSTP Gradua	ates			
	REQUIREMENTS		WHERE TO SEC	CURE	
Request letter fron		The client	will provide		
(If Enrolled) (1 Ori			_		
2. Serial Number Red	quest Form		SU National Service	ce Training	
(1 Original Copy)		Program			
FOR ALUMNI:	ı				
1. Transcript of Reco	rds	The client	will provide		
(1 Photocopy)	auget Form	Office of T	CLI National Camile	o Trainina	
2. Serial Number Red (1 Original Copy)	quest Form		SU National Service	e rraining	
(1 Original Copy)		Program FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. If Enrolled:	1.1 Receives and	None	1 hour &	Clerk	
Submit a letter	examines the	110110	15 minutes	National	
from the current	form and verify			Services	
school registrar	its veracity vis-a-			Training	
requesting for a	vis submitted			Program Office	
serial number	documents				
and fill out	1.2 If verified true	None	1 hour &	Director	
National Services	and correct,		30 minutes	National	
Training Program	signs the form.			Services	
request form.				Training	
For Alumni:				Program Office	
Submit the					
transcript of	If unverified, the			Clerk,	
records and fill	agency will not			National	
out National	release serial			Services	
Services Training	number to the client.			Training Program Office	
Program request	Ciletit.			Program Office	
form.					
2. Receive the	2. Seals the	None	15 minutes	Clerk	
document	document and			National	
requested.	release to the			Services	
	client.			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	G2C – Government to Citizen				
Transaction:					
Who may avail:	All TSU NSTP Gradua	ates			
	REQUIREMENTS		WHERE TO SEC	CURE	
1. Request letter from	_	The client v	will provide		
(If Enrolled) (1 Ori		Office of To	211 N = 4: 1 O = ::	- Tii	
2. Serial Number Red	quest Form		SU National Servic	ce i raining	
(1 Original Copy) FOR ALUMNI:		Program			
1. Transcript of Reco	rde	The client	will provide		
(1 Photocopy)	143	THE CHEFT	wiii provide		
2. Serial Number Red	nuest Form	Office of TS	SU National Service	ce Training	
(1 Original Copy)	7	Program			
	ACENOV ACTIONS	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	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	1.1 Receives and examines the form and verify its veracity vis-avis submitted documents 1.2 If verified true and correct, signs the form. If unverified, the	None	1 hour & 15 minutes 1 hour & 30 minutes	Clerk National Services Training Program Office Director National Services Training Program Office Clerk,	
records and fill out National Services Training Program request form.	agency will not release serial number to the client.			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		



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 Services' (OSAS) documents and records to comply with accreditation recommendations and requirements.

Office or Division:	Research, Accre	Research, Accreditation and Records Unit				
Classification:	Complex	Complex				
Type of Transaction	Type of Transaction: G2C – Governm G2G – Governm Government G2 to Business					
Who may avail:		s, Accrediting	Bodies and Other I	nterested Parties		
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE		
Accomplished Document Request Form DRF <i>TSU-RAR-SF-01</i> (1 Original Copy)		download at https://www.rar-sf-01-up	Research, Accreditation and Records Unit or download at TSU website: https://www.tsu.edu.ph/media/u01jcss1/tsu-rar-sf-01-updated-word-format-1.docx			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. For Walk-in Transaction: Submit accomplished Document Request Form to the Research, Accreditation and Records Unit.	1.1 For Walk-In: Receives the printed copy of the submitted document and records the document in the Incoming Documents Monitoring Logbook.	None	3 minutes	Technical Staff Research, Accreditation and Records Unit		
For Online Transaction: Send an electronic copy of the Document Request Form via e-mail thru sas rar@tsu.edu. ph	For Online: Receives and downloads the Document Request Form and acknowledge s the receipt of email. Then prints the Document Request Form as proof of service transaction.					

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	1.2 For Walk In	Mono	2 hours	Assistant
	1.2 For Walk-In and Online: Assesses the list of the requested records to determine their availability. Note: If deemed sensitive and confidential, seek the approval of the Data Privacy	None	2 hours 3 hours	Assistant Director Research, Accreditation and Records Unit Data Privacy Officer Data Privacy Unit
	Officer.	Nie	Carrentin or 1	To all mines I Out "
	1.3 For Walk-In and Online: Prepares the available documents listed on the approved Document Requested Form. Scans the documents and records to produce soft copies if transaction is via online and printed copies if transaction is via walk-in.	None	5 working days	Technical Staff Research, Accreditation and Records Unit
2. For Walk-In: Receive the requested documents and affix his or her signature in the Document Monitoring Logbook.	2. For Walk-In: Releases the requested document and instructs the client to affix his or her signature in the Document Monitoring Logbook.	None	15 minutes	Technical Staff Research, Accreditation and Records Unit
For Online: Receive the requested documents via email.	For Online: Sends scanned copies through e- mail.			



TOTAL FOR ORDINARY DOCUMENTS:	None	5 Working Days, 2 Hours, and 18 minutes	
TOTAL FOR DOCUMENTS DEEMED SENSITIVE AND CONFIDENTIAL:	NANA	5 Working Days, 5 Hours & 18 Minutes	

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 Services' (OSAS) documents and records to comply with accreditation recommendations and requirements.

Office or Division:	Research, Accred	Research, Accreditation and Records Unit			
Classification:	Complex	Complex			
Type of Transaction	G2C – Governme G2G – Governme G2B – Governme	ent to Government			
Who may avail:		Accrediting Bod	ies and Other Inter		
CHECKLIST OF I	REQUIREMENTS		WHERE TO SECU	JRE	
Accomplished Doc		•	reditation and Rec	ords Unit or	
Form DRF TSU-R	AR-SF-01	download at TS			
(1 Original Copy)			<u>edu.ph/media/uo1</u>	jcss1/tsu-rar-st-	
	ACENOV		rd-format-1.docx	DEDOON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. For Walk-in	1.1 For Walk-In:	None	3 minutes	Technical Staff	
Transaction:	Receives the	110.10		Research,	
Submit	printed copy of			Accreditation and	
accomplished	the submitted			Records Unit	
Document	document and				
Request Form to	records the				
the Research,	document in				
Accreditation and	the Incoming				
Records Unit.	Documents				
	Monitoring				
	Logbook.				
For Online	For Online:				
Transaction:	Receives and				
Send an	downloads the				
electronic copy of	Document				
the Document	Request Form				
Request Form via	and				
e-mail thru	acknowledges				
sas_rar@tsu.edu.	the receipt of				
<u>ph</u>	email. Then				
	prints the				
	Document				
	Request Form				
	as proof of service				
	transaction.				
	1.2 For Walk-In	None	2 hours	Assistant	
	and Online:	INOTIC	2 110013	Director	
	Assesses the			Research,	
	list of the			Accreditation and	
	requested			Records Unit	
	records to				
	determine their				
	availability.				



	Note: If		3 hours	Data Privacy
	deemed			Officer
	sensitive and			Data Privacy Unit
	confidential,			
	seek the			
	approval of the			
	Data Privacy			
	Officer.			
	1.3 For Walk-In	None	5 working days	Technical Staff
	and Online:			Research,
	Prepares the			Accreditation and
	available			Records Unit
	documents			records offic
	listed on the			
	approved			
	Document			
	Requested			
	Form. Scans			
	the documents			
	and records to			
	produce soft			
	copies if			
	transaction is			
	via online and			
	printed copies			
	if transaction is			
	via walk-in.			
2. For Walk-In:	2. For Walk-In:	None	15 minutes	Technical Staff
Receive the	Releases the			Research,
requested	requested			Accreditation and
documents and	document and			Records Unit
affix his or her	instructs the			
signature in the	client to affix his			
Document	or her signature			
Monitoring	in the Document			
Logbook.	Monitoring			
	Logbook.			
For Online:	For Online:			
Receive the	Sends scanned			
requested	copies through			
documents via	e-mail.			
email.				
TOT	AL FOR ORDINARY		5 Working	
	DOCUMENTS:	None	Days, 2 Hours,	
			and 18 minutes	
TOTAL FOR DO	CUMENTS DEEMED	_	5 Working	
	ND CONFIDENTIAL:	None	Days, 5 Hours	
SENSITIVE A	its com iseminate.		& 18 Minutes	

^{*}The total turnaround time includes the processing time for request/s in volume.



Scholarship and Financial Assistance Unit Internal Services



1. 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 Finar	ncial Assista	nce Unit (SFAU)		
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	TSU Students		WILEDE TO SE		
	F REQUIREMENTS	WHERE TO SECURE The client will provide			
•	st (1 Original Copy)				
2. TSU ID (1 photo	ocopy)	The client	·	DEDOON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. For Walk-In: Fill out request Form for Certificate of Scholarship/N on-Scholarship For Online:	1.1 For Walk-In: Receives accomplished Request Form for Certificate of Scholarship/Non- Scholarship	None	1 minute	Staff Scholarship and Financial Assistance Unit	
Log in to the Student Portal and send an e- mail to request	For Online: Log in to Scholarship Portals				
Certificate of Scholarship / Non-Scholarship@tsu.edu.ph.	1.2. Verifies the scholarship of the student through Prisms (TSU Enrolment System)	None	1 minute		
	1.3 Prepares the requested Certificate of scholarship / nonscholarship to be signed by the Head of SFAU.	None	3 minutes		
	1.4 Signs the requested Certificate of scholarship/non-scholarship	None	1 minute	Unit Head Scholarship and Financial Assistance Unit	

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2. Receive the Certificate.	2. Releases and logs the transaction in the TSU-SFA-SF-29 (Request of Certification of No Scholarship /	None	3 minutes	Staff Scholarship and Financial Assistance Unit
	Certificate of Scholarship Logbook).			
	TOTAL:	None	9 Minutes	



2. Processing of Financial Assistance Application from Private or Government Provider or Grantor (New Applicants and Applicants for Renewal)

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

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				
	REQUIREMENTS		WHERE TO SE		
1. Accomplished A TSU-SFA-SF-01	pplication Form (1 Original Copy)	Assistance	Scholarship and Fi Unit Office, Scho System (SOAS)		
	` ,	The client v	will provide		
4. Report of Grade (1 Original Copy	s (ROG)	The client	will provide		
5. For Person with Medical Certification (1 Original Copy	For Person with Disability (PWD) - Medical Certification		cal Unit		
6. <i>For Person wit</i> PWD ID (1 Phot	h Disability (PWD) - ocopy)	The client will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. For Walk-In: Receive the Application Form from the office of Scholarship and Financial Assistance Unit.	1. For Walk-In: Provides the Scholarship Application form and the list of other requirements.	None	5 minutes	Staff Scholarship and Financial Assistance Unit	
For Online: Log in to TSU Scholarship Online Application System (https://scholar ship.tsu.edu.p h) and fill out the application form.	For Online: Log in to TSU Scholarship Online Application System (https://scholarshi p.tsu.edu.ph) and views list of applicant/s.	None	2 minutes	SOAS Administrator Scholarship and Financial Assistance Unit	
2. For Walk-In: Submit the accomplished forms along	2.1 For Walk-In: Receives the submitted requirements and	None	5 minutes	Staff Scholarship and Financial Assistance Unit	

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with the other needed requirements.	conducts screening interview.			
	Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.			0040
For Online: Submit filledout forms to Scholarship Online Application System.	For Online: Downloads the accomplished forms and other requirements and schedules an interview through MS Teams.	None	3 minutes	SOAS Administrator Scholarship and Financial Assistance Unit
	2.2 Evaluates the completeness of the submitted form and requirements.	None	10 minutes	Staff Scholarship and Financial Assistance Unit
	Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.			
	2.3 Forwards the evaluated list of applications to the provider/ grantor.	None	3 working days	Head/Staff Scholarship and Financial Assistance Unit
	Note: Forwarding of evaluated list of CHED TDP-TES grantees is based on the schedule set by CHEDRO III through CHED Memo.			
	2.4 Once approved, tags scholarships of deserving students.	None	3 minutes	Head/Staff Scholarship and Financial Assistance Unit

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3. Receive notification of approval or disapproval.	3. Sends notification of approval and disapproval through electronic mail (registered email or MS Teams	None	3 minutes	Head/Staff Scholarship and Financial Assistance Unit
	of the students).			
			3 Working	
T	OTAL FOR WALK-IN:	None	Days & 26 Minutes	
-	TOTAL FOR ONLINE:	None	3 Working Days & 21	
			Minutes	

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.



Sports and Development Unit External Services



1. 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.

	<u> </u>				
Office or	Sports and Development Unit (SDU)				
Division: Classification:	Highly Toohnical				
	Highly Technical G2C - Government to Citizen				
Type of			nt		
Transaction:	G2G - Government to			04-4-	
Who may avail:	TSU Student Athletes Universities and Colle	•	oyees, and Other	State	
CHECKLIST OF	REQUIREMENTS	ges	WHERE TO SE	CURE	
A. FOR STUDENTS			WIII. 10 01		
1. Valid Identification	n Card (ID)	The client	will provide		
(1 Photocopy)	- ()		•		
2. Certificate of Reg	istration (COR)				
(1 Certified True	• • •				
3. Parental Consent					
(1 Original Copy)	(1101011200)				
4. Vaccination Card	(1 Original Copy)				
5. Parents' ID with S					
(1 Original Copy a	•				
6. Report of Grades					
(1 Certified True (
7. Philippine Statisti Birth Certificate	CS Authority (PSA)				
_	and 1 Dhotocopy)				
(1 Original Copy a	<u></u>	TOUMON	a a I I I I I I I		
8. Medical Certificat		TSU Medi			
9. Eligibility Form (1		TSU or Host School			
B. FOR EMPLOYEES					
	ES	None			
None	ES .	None	DROCESSING	DEDSON	
	AGENCY ACTIONS	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE	
None CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	RESPONSIBLE	
None CLIENT STEPS 1. Receive	AGENCY ACTIONS 1.1 Submits a memo	FEES TO		RESPONSIBLE Sports Director	
None CLIENT STEPS 1. Receive notification	AGENCY ACTIONS 1.1 Submits a memo to CHED that the	FEES TO BE PAID	TIME	RESPONSIBLE Sports Director Sports and	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the	FEES TO BE PAID	TIME	Sports Director Sports and Development	
None CLIENT STEPS 1. Receive notification	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports	FEES TO BE PAID	TIME	RESPONSIBLE Sports Director Sports and	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event.	FEES TO BE PAID None	TIME 10 minutes	Sports Director Sports and Development Unit	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the	FEES TO BE PAID	TIME	Sports Director Sports and Development Unit Staff-in-Charge	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the	FEES TO BE PAID None	TIME 10 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the	FEES TO BE PAID None	TIME 10 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University	FEES TO BE PAID None	TIME 10 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President.	FEES TO BE PAID None	TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts	FEES TO BE PAID None	TIME 10 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with	FEES TO BE PAID None	TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional	FEES TO BE PAID None	TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then	FEES TO BE PAID None	TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning	FEES TO BE PAID None	TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards.	None None None	TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a	FEES TO BE PAID None	TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit Staff-in-Charge	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a meeting with	None None None	TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a meeting with Sports Directors	None None None	TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a meeting with Sports Directors and Tournament	None None None	TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit Staff-in-Charge Sports and	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a meeting with Sports Directors	None None None	TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit	



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



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



2. 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.

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The client will provide		
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	Note: Approval of budget letter depends on Accounting Office.			
	2.3 Files a travel order and books an advance reservation of vehicles to be used in Motor pool Unit.	None	30 minutes	Staff-in-Charge Sports and Development Unit
3. Attend the sports event proper.	3. Deploys the coaches, players, and sports directors.	None	6 calendar days	Staff-in-Charge Motor pool Unit
4. Receive the allowance.	4. Distributes the players' allowance and monitors the event.	None	2 hours	Staff-in-Charge Sports and Development Unit
	TOTAL:	None	21 Days, 2 Hour & 40 Minutes	



Sports and Development Unit Internal Services



1. 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.

employees to take	1 9		, ,		
Office or	Sports and Development Unit (SDU)				
Division:	, ,				
Classification:	Highly Technical				
Type of	G2C - Government to Citizen				
Transaction:	G2G - Government to Government				
18/1	TSU Student Athletes, TSU Employees, and Other State				
Who may avail:	Universities and Colleges				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
A. FOR STUDENTS					
1. Valid Identification	n Card (ID)	The client	will provide		
(1 Photocopy)	,		•		
2. Certificate of Reg	istration (COR)				
(1 Certified True	• • •				
3. Parental Consent					
(1 Original Copy)	,				
4. Vaccination Card	(1 Original Copy)				
5. Parents' ID with S					
	and 1 Photocopy)				
6. Report of Grades					
(1 Certified True (
7. Philippine Statisti	cs Authority (PSA)				
Birth Certificate	• ,				
(1 Original Copy a	and 1 Photocopy)				
8. Medical Certificat	e (1 Original Copy)	TSU Medi	cal Unit		
9. Eligibility Form (1	Original Copy)	TSU or Ho	9. Eligibility Form (1 Original Copy) TSU or Host School		
B. FOR EMPLOYER	ES				
B. FOR EMPLOYER None	<u> </u>	None			
None		FEES TO	PROCESSING	PERSON	
None CLIENT STEPS	AGENCY ACTIONS			PERSON RESPONSIBLE	
None CLIENT STEPS 1. Receive	AGENCY ACTIONS 1.1 Submits a memo	FEES TO	PROCESSING	RESPONSIBLE	
None CLIENT STEPS 1. Receive notification	AGENCY ACTIONS 1.1 Submits a memo to CHED that the	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Sports Director	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the	FEES TO BE PAID	PROCESSING TIME	Sports Director Sports and	
None CLIENT STEPS 1. Receive notification	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE Sports Director	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event.	FEES TO BE PAID None	PROCESSING TIME	Sports Director Sports and Development Unit	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the	FEES TO BE PAID	PROCESSING TIME	Sports Director Sports and Development Unit Staff-in-Charge	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the	FEES TO BE PAID None	PROCESSING TIME 10 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the	FEES TO BE PAID None	PROCESSING TIME 10 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University	FEES TO BE PAID None	PROCESSING TIME 10 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President.	FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts	FEES TO BE PAID None	PROCESSING TIME 10 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with	FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional	FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then	FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning	FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards.	REES TO BE PAID None None	PROCESSING TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a	FEES TO BE PAID None	PROCESSING TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit Staff-in-Charge	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a meeting with	REES TO BE PAID None None	PROCESSING TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a meeting with Sports Directors	REES TO BE PAID None None	PROCESSING TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a meeting with Sports Directors and Tournament	REES TO BE PAID None None	PROCESSING TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit	
None CLIENT STEPS 1. Receive notification about incoming	AGENCY ACTIONS 1.1 Submits a memo to CHED that the university is the host for the sports event. 1.2 Endorses the agenda to the Office of the University President. 1.3 Conducts meeting with Regional Directors, then planning afterwards. 1.4 Conducts a meeting with Sports Directors	REES TO BE PAID None None	PROCESSING TIME 10 minutes 30 minutes	Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit Sports Director Sports and Development Unit Staff-in-Charge Sports and Development Unit	



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



	of the players if they are unqualified for the sports event. Note: If unqualified, either find a replacement/ substitute of the player or comply to all the requirements.			
4. Attend rigid training.	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 Development Services Unit Internal Services



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

This process allows students to request for re-issuance of New Radio-Frequency Identification (RFID).

	ice or rision:	Student Development Services Unit (SDSU)				
	ssification:	Simple				
Tyr	oe of	G2C – Government to Citizen				
	nsaction:					
Wh	o may avail:	Students Enrolled in the University				
		OF REQUIREMENTS WHERE TO SECURE				
1. N	Notarized Affidavi	it of Loss ID	The client v	will provide		
(1 Original Copy a	and 1 Photocopy)	· · · · · · · · · · · · · · · · · · ·			
			FEES TO	PROCESSING	PERSON	
C	LIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
	Submit a copy of Affidavit of Loss at the Student Development Services Unit.	Receives and checks the submitted copy of Affidavit of Loss.	None	2 minutes	Staff-in-Charge Student Development Services Unit	
	Receive the Request of RFID Form with Affidavit of Loss ID and proceed to the	2.1 Issues the Request of RFID Form with the submitted Affidavit of Loss ID.	None	1 minute	Staff-in-Charge Student Development Services Unit	
	next processing office.	2.2 Informs the client to proceed to the Office of Business Affairs and Auxiliary Services for the assessment of the fees to be paid.	None	2 minutes	Staff-in-Charge Student Development Services Unit	
	Proceed to the Office of Business Affairs and Auxiliary	3.1 Checks and verifies submitted requirements. 3.2 Issues	None None	2 minutes 3 minutes	Clerk Digital Studio – Business Affairs and Auxiliary Services Office	
Services and present the Request of	Services and present the Request of RFID Form and Affidavit of Loss ID.	Assessment Form for the fees to settle.			Jeivices Office	
	Proceed to the Cashiering Unit and pay the required fee.	4. Processes the payment and issues Official Receipt.	PHP 260.00	10 minutes	Staff-in-Charge Cashiering Unit	
_	Proceed to Office Business	Processes the payment and	None	5 minutes	<i>Clerk</i> Digital Studio –	



Affairs and Auxiliary Services and present Official Receipt with other pertinent documents.	issues Official Receipt.			Office Business Affairs and Auxiliary Services
6. Proceed to Digital Studio for the processing of Radio Frequency Identification (RFID) Card.	6. Takes photo for Radio Frequency Identification (RFID) Card and processes new Radio Frequency Identification (RFID) Card.	None	30 minutes	Clerk Office Digital Studio – Business Affairs and Auxiliary Services
7. Receive Radio Frequency Identification (RFID) Card and fill out the log sheet.	7. Releases the new Radio Frequency Identification (RFID).	None	10 minutes	Clerk Digital Studio – Office Business Affairs and Auxiliary Services
	TOTAL:	PHP 260.00	1 Hour & 6 Minutes	

Note: This is a multi-stage process. The Student Development Services Unit is only responsible for the issuance of Request of RFID Form once the Affidavit of Loss was submitted. The Cashiering Unit is responsible for receiving the payment and issuance of official receipt. While the Office of Business Affairs and Auxiliary Services is responsible for processing and issuance of new RFID



Student Discipline Unit External Services



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

This service allows clients to file complaints and initiate an investigation against any Tarlac State University Student/s, provided that the defendant admits the allegations.

Office or Division:	Student Discipline Uni	it (SDU)		
Classification:	Highly Technical	, ,		
Type of	G2C – Government to	Citizen		
Type of Transaction:	G2B – Government to		3	
	G2G – Government to	Governme	ent	
Who may avail:	All		WILEDE TO SE	OLIDE
	REQUIREMENTS	01 1 1 5	WHERE TO SE	
1. Accomplished Co		Student D	iscipline Unit or Do	ownload at the
TSU-SDU-SF-01	(i Original Copy)		แe w.tsu.edu.ph/medi	a/vdangz0v/teu₋
			complainant-letter.c	
2. Accomplished Le	tter of Response		iscipline Unit or D	
TSU-SDU-SF-03	nor or reopenee	TSU Web	•	
(1 Duplicate Copy	// Photocopy)	https://ww	w.tsu.edu.ph/medi	a/1mch5vfp/tsu-
	137		respond-letter.doc	-
3. Documented Evid	ence/s	The client	will provide	
(2 Photocopies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. File a formal	1 1 Accepte the	BE PAID None	TIME 3 minutes	RESPONSIBLE Unit Head
written complaint	1.1 Accepts the complaints and	None	3 minutes	Student
at the office of	records the			Discipline Unit
Student	necessary			Dissipinie onit
Discipline Office	information in the			Technical Staff
(R202, TSU	logbook (TSU-			Student
Student Center,	SDU-SF-09).			Discipline Unit
Lucinda	1.2 Coordinates with	None	2 working days	Unit Head
Extension	other offices		0 ,	Student
Campus, Tarlac	(Office of			Discipline Unit
City).	Management			
Note: Use only	Information			
the forms	Systems, Civil			Technical Staff
provided by	Security Unit, and			Student
SDU. Include	Guidance Counseling			Discipline Unit
documented	Offices) to trace			
evidence if there	the whereabouts of			
is any.	the respondent.			
	1.3 Issues notice to	None	3 working days	Unit Head
	defendant			Student
	regarding the			Discipline Unit
	complaint.			
	Note: Defendant :-			Technical Staff
	Note: Defendant is			Student
	given 3 working days to respond to			Discipline Unit
	the complaint.			
2. Attend the	2. Schedules a	None	3 working days	Unit Head
scheduled	hearing/ formal	140110	o working days	Student
hearing at the	investigation for			Discipline Unit



TSU Student Center, Lucinda Extension Campus, Tarlac City.	both parties. Notifies both parties; minutes of the hearing must be filed/recorded.			Technical Staff Student Discipline Unit
3. Complainant will wait for the resolution of the case once the defendant admits partially/fully the allegation and will report at the office of Student Discipline Unit	3.1 When defendant admits the allegations, both parties will be informed regarding the case's resolution and the defendant must report at Student Discipline Unit.	None	4 working days	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit
for a copy of the case's resolution upon being informed by Student Discipline Unit.	3.2 The defendant must reports at Student Discipline Unit to explain the penalties for his/her violative acts.	None	3 working days	
	TOTAL:	None	15 Working Days & 3 Minutes	

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

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

^{*} Student Discipline Unit 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.



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

This service allows clients to file complaints and initiate an investigation against any Tarlac State University Student/s, provided that the defendant denies the allegations.

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Lucinda Extension Campus,	parties; minutes of the hearing must be filed/recorded.			Student Discipline Unit
Tarlac City.	2.2 If defendant denies the allegations and Student Discipline Unit, however, finds probable guilt, the discipline committee will convene. 2.3 Investigation will be conducted by the committee. 2.4 Decision will be rendered.	None	10 working days from the last meeting of discipline committee	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit President Supreme Student Council Director Office of Student Affairs and Service Vice President, Office of the Vice President for Academic Affairs
3. 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 resolution upon being informed by Student Discipline Unit.	3. 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 regarding the resolution of the cased will be served.	None	5 working days upon receipt of the notification	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit President Supreme Student Council Director Office of Student Affairs and Service Vice President, Office of the Vice President for Academic Affairs
	TOTAL:	None	28 Working Days & 3 Minutes	

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



3. Filing of Complaints and Investigation Against TSU Employee

This service allows clients to file complaints and initiate an investigation against any Tarlac State University Employee

Office or Division:	Student Discipline Unit (SDU)				
Classification:	Complex				
Type of	G2C – Government t		Entity/ioo		
Transaction:	G2B – Government to G2G – Government t		•		
Who may avail:	All	.0 001011111			
	REQUIREMENTS		WHERE TO SE	CURE	
Accomplished Co	•		iscipline Unit or D	ownload at the	
TSU-SDU-SF-01	(1 Original Copy)	TSU Webs		a/vdangz0v/teu₋	
		https://www.tsu.edu.ph/media/vdangz0v/tsu-sdu-sf-01-complainant-letter.docx			
2. Accomplished Let	ter of Response		iscipline Unit or D		
TSU-SDU-SF-03		TSU Web			
(1 Duplicate Copy	/ Photocopy)		w.tsu.edu.ph/med		
3. Documented Evid	ence/s		respond-letter.doc will provide	<u> </u>	
(2 Photocopies)	C1100/3	THE GIETI	will provide		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
1. File a formal	ACTIONS	BE PAID None	TIME 1 hours &	RESPONSIBLE Unit Head	
written complaint	Accept the complaints and	None	30 minutes	Student	
at the office of	will record the			Discipline Unit	
Student	necessary			-	
Discipline Office	information to			Table date 100 at	
(R202, Tarlac State University	Student Discipline			<i>Technical Staff</i> Student	
Student Center,	Logbook,			Discipline Unit	
Lucinda	Complainant			'	
Extension	Logbook, Case				
Campus, Tarlac	Summary Logbook and				
City)	Student Blotter) *				
Note: Use only					
the forms					
provided by					
Student Discipline Unit.					
Include any					
documented					
evidence if there					
is any*	2 Ctudent	None	E working dove	Vice Dresident	
Wait for the notice coming	2. Student Discipline Unit	None	5 working days	Vice President Office of The	
from the Student	will forward the			Vice President	
Discipline Unit	complaint to			for Academic	
regarding the	Office of The			Affairs	
progress of the case or for the	Vice President for Academic			or	
schedule of	Affairs if the			or	
hearing to be	defendant is			Vice President	
Ŭ	faculty or to				



given by the Grievance Board	Office of The Vice President for Administration if the defendant is a university personnel. The investigation will be then handled by the Grievance Board			Office of The Vice President for Administration
	TOTAL:	None	5 Working Days, 1 Hour, & 30 Minutes	

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



4. Procedure for Appeal

This service allows clients file an appeal to the decision of the disciplinary case.

Office or Division:	Student Discipline Ur	sit (SDLI)		
Classification:	Highly Technical	iii (3DU)		
	G2C – Government t	o Citizen		
Type of	G2B – Government to		Entity/ies	
Transaction:	G2G – Government t		•	
Who may avail:	All			
	REQUIREMENTS		WHERE TO SE	CURE
Letter of Appeal (1 Original or Phote	осору)	The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Defendant or Complainant may appeal to the decision of offices of	Forwards the appeal base from whom decision will be appealed by the	None	10 Working Days from Notice	Technical Staff Student Discipline Unit
committee through written form to be submitted at the	defendant or the complainant: 1.1 Student			Technical Staff
office of Student Discipline Office (R202, Tarlac State University Student Center, Lucinda Extension Campus, Tarlac City)	Discipline Unit's decision is appealable to the Director of Office of Student Affairs and Service within 10 days from notice.			Student Discipline Unit
	1.2 Office of Student Affairs and Service's decision is appealable to the Office of The Vice President for Academic Affairs within 10 days from notice.			Technical Staff Office of Student Affairs and Services
	1.3 Office of The Vice President for Academic Affairs decision is appealable to the President within 10 days from notice.			Staff Office of the Vice President for Academic Affairs



the Tarlac State University- Board of Regents within 10 days from notice.	10 Working	President
1.4 President's decision is appealable to		Staff Office of the University



5. 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.

Office or Division	Ctudent Dissipline Lin	:+ (CDLI)		
Office or Division:	Student Discipline Un	ir (2DO)		
Classification:	Simple	0		
Type of	G2C - Government to	Citizen		
Transaction:	Ctudente and Alumani	of Doobolor	of Arto in Dovobale	Drogram
Who may avail:	Students and Alumni of Bachelor of Arts in Psychology Program REQUIREMENTS WHERE TO SECURE			
	REQUIREMENTS	0.65		
Transcript of Reco "For Board Examir (1 Photocopy)			dmission and Reg	
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 from the Cashiering Unit.	3. Receives submitted documents.	None	2 minutes	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit
4. Receive the Certificate of Good Moral and fill out Request for Certificate of Good Moral Character Logbook.	4. Releases Certificate of Good Moral Character and instructs client to fill out Certificate of Good Moral Character Logbook.	None	1 minute	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit
	TOTAL:	PHP 20.00	21 Minutes	



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.



Student Discipline Unit Internal Services



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

This service allows clients to file complaints and initiate an investigation against any Tarlac State University Student/s, provided that the defendant admits the allegations.

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of	G2C – Government to		/-	
Transaction:	G2B – Government to G2G – Government to			
Who may avail:	All	Governine	3 111	
	REQUIREMENTS WHERE TO SECURE			CURE
Accomplished Complaint Form		Student D	iscipline Unit or D	
TSU-SDU-SF-01		TSU Webs		
		https://ww	<u>w.tsu.edu.ph/medi</u>	a/vdangz0v/tsu-
2 Assemblished Lo	ttor of Doonana		complainant-letter.d	
2. Accomplished Let TSU-SDU-SF-03	iler of Response	TSU Web	iscipline Unit or D	ownload at the
(1 Duplicate Copy	// Photocopy)	_	w.tsu.edu.ph/medi	a/1mch5vfp/tsu-
	137		respond-letter.doc	
3. Documented Evid	ence/s	The client	will provide	
(2 Photocopies)			PROGEOGINA.	DEDOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal	1.1 Accepts the	None	3 minutes	Unit Head
written complaint	complaints and			Student
at the office of	records the			Discipline Unit
Student Discipline Office	necessary information in the			Technical Staff
(R202, TSU	logbook (TSU-			Student
Student Center,	SDU-SF-09).			Discipline Unit
Lucinda	1.2 Coordinate with	None	2 working days	Unit Head
Extension	other offices			Student
Campus, Tarlac City).	(Office of			Discipline Unit
Oity).	Management Information			
Note: Use only	Systems, Civil			Technical Staff
the forms	Security Unit, and			Student
provided by	Guidance			Discipline Unit
SDU. Include documented	Counseling			
evidence if there	Offices) to trace			
is any.				
	1.3 Issues notice to	None	3 working days	Unit Head
	defendant			Student
				Discipline Unit
	Complaint.			Technical Staff
	Note: Defendant is			Student
	given 3 working			Discipline Unit
O Attoract the a		Nana	2 worlding days	110:411054
		ivone	s working days	
	_			
	defendant regarding the complaint. Note: Defendant is	None	3 working days 3 working days	Student Discipline Unit Technical Staff Student



TSU Student Center, Lucinda Extension Campus, Tarlac City.	both parties. Notifies both parties; minutes of the hearing must be filed/recorded.			Technical Staff Student Discipline Unit
3. Complainant will wait for the resolution of the case once the defendant admits partially/fully the allegation and will report at the office of Student Discipline Unit	3.1 When defendant admits the allegations, both parties will be informed regarding the case's resolution and the defendant must report at Student Discipline Unit.	None	4 working days	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit
for a copy of the case's resolution upon being informed by 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	15 Working Days & 3 Minutes	

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

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

^{*} Student Discipline Unit 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.



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

This service allows clients to file complaints and initiate an investigation against any Tarlac State University Student/s, provided that the defendant denies the allegations.

Office or Division:	Student Discipline Unit	(SDU)		
Classification:	Highly Technical			
Type of	G2C – Government to			
Transaction:	G2B – Government to B			
	G2G – Government to	Governme	<u>nt</u>	
Who may avail:	All F REQUIREMENTS		WHERE TO SE	CLIDE
Accomplished (•	Student D	iscipline Unit or D	-
	01 (1 Original Copy)	TSU Webs		ownload at the
130-300-31-0	Tr (Tonginar Copy)	_	w.tsu.edu.ph/medi	a/vdangz0v/tsu-
			complainant-letter.c	
2. Accomplished L	etter of Response	Student D	iscipline Unit or D	ownload at the
TSU-SDU-SF-0	3	TSU Web	site	
(1 Duplicate Co	py/ Photocopy)		<u>w.tsu.edu.ph/medi</u>	
			respond-letter.doc	<u>X</u>
3. Documented Ev		The client	will provide	
(2 Photocopies) 	FEECTO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	RESPONSIBLE
1. File a formal	1.1 Accepts the	None	3 minutes	Unit Head
written	complaints and		5	Student
complaint at	records the			Discipline Unit
the office of	necessary			
Student	information in the			Technical Staff
Discipline	logbook (TSU-			Student
Officer (R202,	SDU-SF-09).		0 1:	Discipline Unit
TSU Student	1.2 Coordinate with	None	2 working days	Unit Head
Center, Lucinda	other offices (Office			Student
Extension	of Management Information			Discipline Unit
Campus,	Systems, Civil			
Tarlac City).	Security Unit, and			Technical Staff
, ,	Guidance			Student
Note: Use	Counseling			Discipline Unit
only the forms	Offices) to trace			
provided by	the whereabouts of			
SDU. Include	the respondent.	N.1		11.70.11
documented evidence if	1.3 Issues notice to	None	3 working days	Unit Head
there is any.	defendant regarding			Student
lifere is arry.	the complaint.			Discipline Unit
	Note: Defendant is			
	given 3 working			Technical Staff
	days to respond on			Student
	the complaint.			Discipline Unit
2. Attend the	2.1 Schedules a	None	3 working days	Unit Head
scheduled	hearing/ formal			Student
hearing at the	investigation for			Discipline Unit
TSU Student	both parties.			Toohnical Staff
Center,	Notifies both			Technical Staff



Lucinda Extension Campus, Tarlac City.	parties; minutes of the hearing must be filed/recorded.			Student Discipline Unit
Tallac Oily.	2.2 If defendant denies the allegations and Student Discipline Unit, however, finds probable guilt, the discipline committee will convene. 2.3 Investigation will be conducted by the committee. 2.4 Decision will be rendered.	None	10 working days from the last meeting of discipline committee	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit President Supreme Student Council Director Office of Student Affairs and Service Vice President, Office of the Vice President for Academic Affairs
3. 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 resolution upon being informed by Student Discipline Unit.	3. 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 regarding the resolution of the cased will be served.	None	5 working days upon receipt of the notification	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit President Supreme Student Council Director Office of Student Affairs and Service Vice President, Office of the Vice President for Academic Affairs
	TOTAL:	None	18 Working Days & 3 Minutes	

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



3. Filing of Complaints and Investigation Against TSU Employee

This service allows clients to file complaints and initiate an investigation against any Tarlac State University Employee

Office on Division	Ot	-:+ (ODLI)		1
Office or Division:	Student Discipline Ur	าแ (อบบ)		
Classification:	Complex	- O:t:		
Type of	G2C – Government t		Entitudia a	
Transaction:	G2B – Government to G2G – Government t			
Who may avail:	All	o Governin	ieni	
	REQUIREMENTS		WHERE TO SE	CLIRE
Accomplished Co		Student D	iscipline Unit or D	
TSU-SDU-SF-01		TSU Webs	•	owilload at the
100 000 01 01	(1 original copy)	_	w.tsu.edu.ph/medi	a/vdangz0v/tsu-
			complainant-letter.c	
2. Accomplished Let	ter of Response	Student D	iscipline Unit or D	ownload at the
TSU-SDU-SF-03	·	TSU Web	site	
(1 Duplicate Copy	/ Photocopy)	https://ww	w.tsu.edu.ph/medi	a/1mch5vfp/tsu-
		sdu-sf-03-	respond-letter.doc	X
3. Documented Evid	ence/s	The client	will provide	
(2 Photocopies)	AGENAY			
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
1. File a formal	ACTIONS 1. Accepts the	BE PAID None	TIME 1 hours &	RESPONSIBLE Unit Head
written complaint	complaints and	INOHE	30 minutes	Student
at the office of	will records the		00 1111110100	Discipline Unit
Student	necessary			2.23.4
Discipline Office	information to			
(R202, Tarlac	Student			Technical Staff
State University	Discipline			Student
Student Center,	Logbook,			Discipline Unit
Lucinda	Complainant			
Extension	Logbook, Case			
Campus, Tarlac	Summary			
City)	Logbook and			
Noto: Use only	Student Blotter.			
Note: Use only the forms				
provided by				
Student				
Discipline Unit.				
Include any				
documented				
evidence if there				
is any*				
2. Wait for the	2. Student	None	5 working days	Vice President
notice coming	Discipline Unit			Office of The
from the Student	will forwards the			Vice President
Discipline Unit	complaint to			for Academic
regarding the	Office of The			Affairs
progress of the case or for the	Vice President for Academic			or
schedule of	Affairs if the			or
hearing to be	defendant is			Vice President
incaring to bo	faculty or to			7.00 7 700100110



given by the Grievance Board	Office of The Vice President for Administration if the defendant is a university personnel. The investigation will be then handled by the Grievance Board			Office of The Vice President for Administration
	TOTAL:	None	5 Working Days, 1 Hour, & 30 Minutes	

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



4. Procedure for Appeal

This service allows clients file an appeal to the decision of the disciplinary case.

Office or Division:	Student Discipline Unit (SDU)					
Classification:	Highly Technical					
Type of	G2C – Government to Citizen					
Transaction:	G2B – Government to Business Entity/ies					
	G2G – Government to Government					
Who may avail:	All	ı	WILEDE TO SE			
	REQUIREMENTS	The dieset	WHERE TO SE	CURE		
Letter of Appeal (1 Original or Phot	ocony)	The client	will provide			
	AGENCY	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. The Defendant	1.1 Forwards the	None	10 Working	Technical Staff		
or Complainant	appeal base		Days from	Student		
may appeal to	from whom		Notice	Discipline Unit		
the decision of	decision will be					
offices of	appealed by the					
committee	defendant or the					
through written form to be	complainant:					
submitted at the						
office of Student	1.2 Student			T		
Discipline Office	Discipline Unit's			Technical Staff		
(R202, Tarlac	decision is			Student		
State University	appealable to			Discipline Unit		
Student Center,	the Director of					
Lucinda	Office of					
Extension	Student Affairs and Service					
Campus, Tarlac	within 10 days					
City)	from notice.					
	monification.					
	1.3 Office of			Technical Staff		
	Student Affairs			Office of		
	and Service's			Student Affairs		
	decision is			and Services		
	appealable to					
	the Office of					
	The Vice President for					
	Academic					
	Affairs within					
	10 days from					
	notice.					
	1.4 Office of The			Staff-In-Charge		
	Vice President			Office of the		
	for Academic			Vice President		
	Affairs decision			for Academic		
	is appealable			Affairs		
	to the					
	President					
	within 10 days from notice.					
	nom nouce.					

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1.5 President's	S		Staff
decision is			Office of the
appealable	e to		University
the Tarlac			President
State			
University-	-		
Board of			
Regents w	/ithin		
10 days fro	om		
notice.			
то	TAL: None	10 Working Days	



5. 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.

Office or Division:	Student Discipline Unit (SDU)					
Classification:	Simple					
Type of	G2C - Government to Citizen					
Transaction:						
Who may avail:	Students and Alumni of Bachelor of Arts in Psychology Program					
	REQUIREMENTS		WHERE TO SEC			
1. Transcript of Reco		Office of A	dmission and Reg	istration		
"For Board Examir	nation Purposes"					
(1 Photocopy)			PROGEOGINA	DEDOON		
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 from the Cashiering Unit.	3. Receives submitted documents.	None	2 minutes	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit		
4. Receive the Certificate of Good Moral and fill out Request for Certificate of Good Moral Character Logbook.	4. Releases Certificate of Good Moral Character and instructs client to fill out Certificate of Good Moral Character Logbook.	None	1 minute	Unit Head Student Discipline Unit Technical Staff Student Discipline Unit		
	TOTAL:	PHP 20.00	21 Minutes			



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.



Student Organization Unit Internal Services



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

This service allows student organization leaders to apply for or renew the accreditation of their student organization and prepare required documents for the academic year as stipulated in the Student Manual.

	fice or vision:	Student Organization	Unit (SOU)
	assification:	Highly Technical	
_	pe of ansaction:	G2C - Government to	Citizen
W	ho may avail:	Students Enrolled in the	ne University
	CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE
	For Existing Sta Who Updated To Organization's Cand Bylaws (1 Pt		The client will provide
3.	Accomplished Ap Student Organiza	oplication Form for ations (1 Original Copy)	Download at the TSU Website https://www.tsu.edu.ph/media/axxfqwfb/tsu-sou-sf-01-application-form.docx or Email studentorg@tsu.edu.ph
4.	Accomplished an Statement of Invo Commitment/ Ac President of Stud Adviser TSU-SO (1 Original Copy)	olvement/ ceptance of the lent Organization and <i>U-SF-02</i>	Download at the TSU Website https://www.tsu.edu.ph/media/3bbdmd10/tsu- sou-sf-02-statement-of-commitment- acceptance-or-involvement.docx or Email studentorg@tsu.edu.ph
5.	Student Organiza	formation Sheet of ation Officers (1 Original Copy)	Download at the TSU Website https://www.tsu.edu.ph/media/l5lplibn/tsu-sou- sf-03-information-sheet-of-officers.docx or Email studentorg@tsu.edu.ph
6.	•	rectory of Members ? (1 Original Copy)	Download at the TSU Website https://www.tsu.edu.ph/media/0qpmy1oc/tsu- sou-sf-12-directory-of-members.docx
7.	Student Organiza	Action and Budget for	Download at the TSU Website https://www.tsu.edu.ph/media/gaifaodd/tsu- sou-sf-14-gpoa-and-budget-for-student- organizations-1.xlsx
8.	For Student Org Haven't Submit Accomplishmen Accomplishment	ganizations Who ted Their nt Reports: Report for 1 st and 2 nd ne Previous Academic	Download at the TSU Website https://www.tsu.edu.ph/media/axxfqwfb/tsu- sou-sf-01-application-form.docx or Email studentorg@tsu.edu.ph
9.	For Student Org Haven't Submit Accomplishmen copy of Liquidation From the previous	ted Their nt Reports: Approved on Reports	The client will provide



				1906
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all pertinent documents to Student	1.1 Receives the accomplished forms and other requirements.	None	3 minutes	<i>Staff</i> Student Organizations Unit
Organizations Unit (2nd Floor Student Center – Lucinda Campus).	1.2 Reviews the submitted accomplished forms and other requirements as to completeness. Note: If incomplete requirements, students' organizations are given one (1) working day to comply.	None	8 working days	Staff Student Organizations Unit
	1.3 Prepares the Permit to Operation for New Student Organization, or Certificate of Accreditation for renewal.	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 Permit to Operation or 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

This service allows student organizations to request the conduct of their proposed online, on-campus, or off-campus activities.

Note: The request must be submitted at least three (3) working days prior to the scheduled date of the activity.

Office or Division:	Student Organizations Unit (SOU)				
Classification:	Simple – Online and On-campus Activities Simple - Off-campus Activities				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	may avail: Student Organization Leaders of the University				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
A. FOR ONLINE A	CTIVITY:				
•	lequest Form on the vity <i>TSU-SOU-SF-08</i> es)	Download at the TSU Website https://www.tsu.edu.ph/media/hlwp5q5d/tsu- sou-sf-08-request-letter-on-the-conduct-of- activity.docx or Email studentorg@tsu.edu.ph			
_		The client will provide			
B. FOR FACE-TO-	FACE ON-CAMPUS AC	CTIVITY:			
•	equest Form on the vity <i>TSU-SOU-SF-08</i> es)	Download at the TSU Website https://www.tsu.edu.ph/media/hlwp5q5d/tsu- sou-sf-08-request-letter-on-the-conduct-of- activity.docx or Email studentorg@tsu.edu.ph			
C. FOR FACE-TO-I	FACE ON-CAMPUS AC				
1. Accomplished R	equest Form on the rity TSU-SOU-SF-08	Download at the TSU Website https://www.tsu.edu.ph/media/hlwp5q5d/tsu- sou-sf-08-request-letter-on-the-conduct-of- activity.docx or Email studentorg@tsu.edu.ph			
Speaker/s (for w related activities (1 Original Copy	")	The client will provide			
3. All participants's (1 Photocopy)					
All participants' (Registration (1 F	Photocopy)				
) (1 Original Copy)				
6. Duly Signed Par (1 Original Copy		Student Organizations Unit			
7. Parent / Guardia Specimen Signa	nn ID with Three (3) tures (1 Photocopy)	The client will provide			



					1906
8.	Certification of Fa will Accompany (1 Original Copy)				
D.	FOR OFF-CAMP	US ACTIVITY:			
1.	Accomplished Request Letter on the Conduct of Activity <i>TSU-SOU-SF-08</i> (2 Original Copy)		https://www.sou-sf-08-red	t the TSU Website tsu.edu.ph/media/l quest-letter-on-the or Email studento	nlwp5q5d/tsu- -conduct-of-
	Letter of Invitation from Outside Organization / Group, if any (1 Photocopy) All participants' Student ID		The client w		
4.	(1 Photocopy) All participants' (Registration (1 P				
		c) (1 Original Copy)			
	Signed and Nota Consent (1 Origi	nal Copy)		anizations Unit	
	with Three Signa (1 Photocopy Co	py)	The client will provide		
8.	Certification of Fa will Accompany (1 Original Copy)				
	(1 Original Copy)				
C	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	()		FEES TO BE PAID None	PROCESSING TIME 3 minutes	PERSON RESPONSIBLE Staff Student Organizations Unit
	Submit all pertinent documents to	AGENCY ACTIONS 1.1 Receives the accomplished forms and other	BE PAID	TIME	RESPONSIBLE Staff Student Organizations



	1		<u>, </u>	
	the Head of Student			
	Organizations			
	Unit Signs the			
	request.			
	1.4 Informs the	None	3 minutes	Staff
	requesting			Student
	student			Organization
	organizations			Unit
	that their			
	request is			
	approved and			
	ready for pick up			
	or for revision			
	(thru official			
	Group Chat or			
	MS Teams) 1.5 For Off-	None	1 working day	Staff
	Campus	NOHE	1 working day	Starr Student
	Activities:			Organization
	Upon approval of			Unit
	the request,			-
	Informs the			
	requesting			
	student			
	organization that			
	their request is			
	approved and			
	ready for pick up or for revision.			
	(thru official			
	Group Chat or			
	MS Teams)			
	1.6 For Off-	None	1 working day	Staff
	Campus			Student
	Activities:			Organization
	Reviews and			Unit
	signs the request			
	for final approval.			
	Note: If not			
	approved a			
	notice shall be			
	forwarded to the			
	student			
	organization including the			
	corrective action			
	to be taken.			
2. Acknowledge	2. Returns a copy	None	1 hour	Staff
the receipt of	of the letter to			Student
the scanned copy of the	the requesting student			Organization Unit
approved letter	organization			Offic
via email.	organization			
	L FOR ONLINE AND	None	4 Hours & 6	
ON-C	AMPUS ACTIVITIES:	MOHE	Minutes	



TOTAL FOR OFF-CAMPUS
ACTIVITIES:

None

2 Working
Days, 4 Hours
& 6 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 request for the approval of the activities that are included in the approved Project Procurement Management Plan.

Office or Division: Office of Student Affairs and Services - Student Publication Unit				ublication Unit
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students and College Publications			
	REQUIREMENTS		WHERE TO SE	CURE
Duly Signed Resortin-Chief and Advi- (3 Original Copies)	ser	The client	will provide	
Accomplished Request Letter on the Conduct of Student Activity TSU-SPU-SF-12 (3 Original Copies)		Student Publication Unit or Download at the TSU Website https://www.tsu.edu.ph/media/bq1htqrp/tsu-		
		spu-sf-12-request-letter-on-the-conduct-of- student-activity.docx		
3. Accomplished and General Plan of A Budget for Studer	ction (GPOA) and	Student Publication Unit or Download at the TSU Website https://www.tsu.edu.ph/media/q3koorkw/tsu-		
TSU-SPU-SF-08 (3 Original Copies)		spu-sf-08-general-plan-of-action-and-budget- for-student-publications.xlsx		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
1. Submit the complete requirements and documents at the Student Publication Unit— 2 nd floor, Student Center, Lucinda Campus.	ACTIONS 1.1 Receives and checks the submitted requirements. Note: If submitted requirements are incomplete, return and inform the lacking.	None None	TIME 5 minutes	RESPONSIBLE Staff-in-Charge Student Publication Unit
	1.2 Signs the received and checked requirements.	None	2 working days	Head Student Publication Unit
2. Proceed to the Student Publication Unit to receive the signed or approved request.	2. Notifies the client to receive the signed or approved request through MS Teams or Messenger.	None	5 minutes	Staff-in-Charge Student Publication Unit
	TOTAL:	None	2 Working Days & 10 Minutes	



2. Process for Reading the General Plan of Action and Budget of Student Publication and College Publications

This service allows student and college publications to formulate their General Plan of Action (GPOA) and Budget for Student Publications to be used for the upcoming academic year.

Office or	Office of Student Affairs and Services - Student Publication Unit				
Division: Classification:	Complex				
Type of	G2C – Government to Citizen				
Transaction:	G2C – Government to Citizen				
Who may avail:	TSU Students and C	College Public	cations		
	REQUIREMENTS		WHERE TO SEC	CURE	
	Report for Activities	Download at the TSU Website			
and Published Is		https://www.tsu.edu.ph/media/s0zptpzm/tsu-			
TSU-SPU-SF-16	(3 Original Copies)	spu-sf-16-accomplishment-report-for-activities-			
		and-published-issues.docx			
2. Accomplished Lic	•		at the TSU Websit		
TSU-SPU-SF-21	(3 Original Copies)		<u>/.tsu.edu.ph/media</u>	-	
_			ation-report-1.doc		
	eneral Plan of Action		at the TSU Websit		
(GPOA) and Bud			/.tsu.edu.ph/media		
Publications TSL (3 Original Copie			eneral-plan-of-acti publications.xlsx	on-and-budget-	
4. Certificate of Liqu			udent Affairs and	Service (In-	
(3 Original Copie					
(3 Original Copies	(3 Original Copies) Charge for the Fund of Student Publica Unit)			THE T UDITION TO	
	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Make a verbal request for the schedule of reading of General Plan of Action and Budget for Student Publications and submit all requirements at the Student Publication Unit– 2nd floor, Student Center, Lucinda	1. Sets a schedule for the reading of general plan of action and budget of the student and college publications.	None	30 minutes	Staff Student Publication Unit	
Campus. 2. Attend the budget reading. *Note: The output from the first step shall be the input for the next step.	2. Checks, reviews, and gives possible input to improve proposed General Plan of Action and	None	2 working days	Staff Student Publication Unit Staff Office of Student Affairs and Services	



	Budget for Student Publications.			
3. Revise the General Plan of Action and Budget for Student Publications accordingly based on the changes made on the budget hearing.	3. Proposes a revision to the budget and general plan of action of the client.	None	2 working days	Staff Student Publication Unit
4. Submit the revised General Plan of Action and Budget for Student Publications to Student Publication Unit.	4. Checks and signs the revised output.	None	1 working day	Staff Student Publication Unit Head Student Publication Unit Head Student Development Services Director Office of Student Affairs and Service Budget Committee
5. Submit a copy of the signed documents to Director's Office of Office of Student Affairs and Services, Student Publication Unit, and Records and Archives Unit.	5. Compiles the approved General Plan of Action and Budget for Student Publications.	None	30 minutes	Staff Student Publication Unit
	TOTAL:	None	5 Working Days & 1 Hour	



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.

within the campus.			<u> </u>		
Office or Division:	Office of Student Affairs and Services - Student Publication Unit				
Classification:	Highly Technical				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	TSU Students				
	REQUIREMENTS	WHERE TO SECURE			
1. Accomplished Req		Download at the TSU Website			
Publish Issue TSU		https://www.tsu.edu.ph/media/1gai0qnn/tsu- spu-sf-24-request-letter-to-publish-issue.docx			
(3 Original Copies)		<u>spu-st-24-</u>	<u>request-letter-to-p</u>	<u>ublish-issue.docx</u>	
2. Approved Resoluti	on (1 Original Copy)	The client will provide			
3. Design and Specifi	· · · · · · · · · · · · · · · · · · ·	The onen will provide			
(3 Original Copies)					
4. Approved General					
(GPOA) and Budg					
TSU-SPU-SF-08 (1 Original Copy)				
5. Dummy Copy of th					
(3 Original Copies)					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit Dummy	1.1 Receives and	None	2 working days	Staff	
Copy of the Issue to the Student	evaluates submitted			Student Publication Unit	
Publication Unit.	documents.			Publication Unit	
Publication Offic.	documents.				
Note: Printing of					
magazine,					
newspaper, or folio					
must be included in	1.2 Checks and	None			
the Approved	proofreads the	140110			
Project	dummy issue				
Procurement	for final				
Management Plan	printing.				
and Approved					
General Plan of					
Action and Budget					
for the whole					
academic year.	_		00.141	2. "	
2. Receive	2. Informs client on	None	30 Minutes	Staff	
notification if the	the status of the			Student	
dummy issue is	dummy issue.			Publication Unit	
already					
proofread and retrieve					
evaluated					
dummy issue from Student					
Publication Unit.					



3. Submit Request Letter to Publish the 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	30 Minutes	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:			

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



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

This service allows members of student publications to express their intention to operate or to renew for the upcoming academic year.

Note: The submission of request letter is *only* during the mid-year period (June to July) of the academic calendar.

Office or Division: Office of Student Affairs and Services - Student Publication Unit

Classification:	Simple			
Type of Transaction:	G2C – Governmen	t to Citizen		
Who may avail:	TSU Students and College Publications			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	CURE
Request Letter Addressed to Section Head of the Student Publication Unit (1 Original Copy) or (1 Duplicate)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the request letter asking to operate for the upcoming	1.1 Receives and checks the submitted request letter. 1.2 Notifies the	None	1 minute	Staff Student Publication Unit
academic year. at the Student Publication Unit– 2 nd floor, Student Center, Lucinda Campus.	client regarding the date and venue of the meeting and interview of every College Publications and Student Publication.			
2. Attend the meeting and interview.	2. Conducts meeting, interview, and deliberation.	None	3 minutes	Staff Student Publication Unit
Submit all the accomplishment reports.	3.1 Checks and evaluates all the submitted accomplishme nt reports.	None	10 minutes	Staff Student Publication Unit
	3.2 Grants the certificate to operate and official status that their publication must be active for one academic year after checking the	None	10 minutes	Staff Student Publication



nt reports	OTAL: None	24 Minutes	
complete of the accomplis	shme		



Testing, Evaluation and Measurement Services Unit External Services



Processing of Admission Test Application and Administering of Tarlac State University – College Admission Test (TSU-CAT) for Incoming Freshmen Students

This service allows incoming first-year college students to apply for and take College Admission Test after successful application.

Office or Division:	Testing, Evaluation,	and Measure	ement Services L	Jnit (TEAMSU)		
Classification:	Highly Technical					
Type of Transaction:	G2C - Government to	G2C - Government to Citizen				
Who may avail:	Incoming TSU Freshman Students					
CHECKLIST OF R						
A. FOR ADMISSION	TEST APPLICATION	J				
1. Digital Image / Sc		The client v	vill provide			
(Formal Passport-						
White Background	٠,					
Format: (DELA CRU	IZ, JUANA CRUZ)					
(1 Electronic Copy)						
2. Digital Image / Sc	anned Front and					
Back Page of For						
	rt Card) / ALS Rating					
with Final GWA (1						
Philippine Statistic	anned Front Page of					
Birth Certificate (1						
	anned Front Page of					
Certificate of Goo	d Moral Character					
(1 Electronic Copy)						
5. Digital Image / Sc						
consecutive mont (1 Electronic Copy)	nly electric bill					
6. Properly Accompl	ished TSU-CAF	Downloada	ble at cat.tsu.edu	ı ph		
	Form (TSU-TEM-	Downloada	Dio di odi.tod.odi	a.p. 1		
SF-01)	•					
	MINISTERING OF EX					
1. TSU-CAE Test Pe		Downloada	ble at cat.tsu.edu	ı.ph		
(1 Original Copy)						
2. Lead Pencil no. 2		The client v	vill provide			
3. Identification Card	or Valid ID					
(1 Original Copy)		EEEO TO	PROGEOGINA	DEDOON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Create an online	1. Views submitted	None	20 working	Staff		
account at TSU-	applications via		days	Testing,		
College	the TSU-College			Evaluation, and		
Admission	Admission			Measurement		
Evaluation website	Evaluation portal and evaluates all			Services Unit		
(cat.tsu.edu.ph).	the submitted					
Fill-out the online	requirements.					
application form;						
upload and	Note: If					
submit all the	submitted					
<u>needed</u>	requirements are					



requirements. Note:_The client needs a valid email address for the filing of application and for receiving notifications about the status of application.	incomplete, a notification will be sent informing the need for resubmission of application. Processing of applications will commence only once requirements are completed by the client.			
2. Receive an email containing a notification on the successful submission of online application and test permit.	2.1 Sends test permit to the registered email address and at the online portal account of the applicant at TSU-College Admission Evaluation website (cat.tsu.edu.ph)	None	20 minutes	Staff Testing, Evaluation, and Measurement Services Unit
3. Proceed to the waiting area or assembly area, receive the assigned seat number, and proceed to the designated seat.	3.1 Prepares the testing room and necessary documents such as the following: • Testing Materials • Attendance Sheets per Batch 3.2 Checks the attendance sheet of examinees and gives the assigned seat number to the applicants.	None	3 Hours & 10 minutes 3 Hours & 40 minutes Note: There are 80 examinees per batch in 6 sessions each day 10 minutes	Staff Testing, Evaluation, and Measurement Services Unit
4. Take the College Admission Test.	examinees to their respective seats 4.1 Provides testing instructions, additional announcements about the rules and regulations, and a brief overview of the test.	None	10 Minutes	Staff Testing, Evaluation, and Measurement Services Unit



	,			
	4.2 Administers the College Admission Test	None	40 Minutes	
	4.3 Provides additional announcements such as the release date or issuance of the test result, informs the clients about the evaluation pointing system, reminds students who graduated from Grade 12 or the old curriculum to present their original Form 138, and informs the confidentiality of result.	None	10 Minutes	
5. Wait for the schedule of the official releasing of the TSU-College Admission Evaluation Result	5.1 Checks the test papers. 5.2 Encodes the test scores/results on the at the Data Bank Management System.	None	50 working days	Staff Testing, Evaluation, and Measurement Services Unit
	5.3 Evaluates the scores/ratings using the Admission Evaluation Criteria a.College 60% Admission Test Rating b.General Weighted Average (GWA) C.Socioeconomic Status (Average Monthly Income) TOTAL 100%			



	0.45 / =====			
6. View the results	6.1 Posts TSU-CAT	None	8 hours	Staff
by logging in to	results.			Testing,
the TSU-College				Evaluation, and
Admission	Coordinates with			Measurement
Evaluation	the Office of			Services Unit
Website	Public Affairs			
(cat.tsu.edu.ph)	regarding the			Staff
by providing the	posting for the			Office of Public
following details:	announcement			Affairs
	of the official			
Application No.	release of the			
Registered E-	TSU-College			
mail Address:	Admission Test			
man Address.	Result on the			
	Tarlac State			
	University			
	Facebook Page.			
	The			
	announcement			
	may include the			
	following			
	information:			
	a. Results will be			
	viewed by			
	logging in to the			
	TSU-CAT			
	Website			
	(cat.tsu.edu.ph)			
	by providing the			
	following details:			
	Application No.:			
	Registered E-			
	mail Address:			
	maii Addicss.			
	b. Confirmation of			
	slot or intention			
	to enroll. Non-			
	confirmation			
	within the said			
	deadline will			
	mean the			
	forfeiture of the			
	slot.			
	Nate Ti			
	Note: The			
	schedule of			
	posting of the			
	official results is			
	dependent on the			
	approval of TSU			
	Administration.			
	The Office of			
	Public Affairs will			
	post an			
	announcement of			
	announcement of			



the TSU-College Admission Test Result on the Tarlac State University Facebook Page.			
TOTAL:	None	70 Working Days, 14 Hours, & 140 Minutes	

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

^{*} Approved online application period is posted on the TSU FB Page for clients to follow.



2. Processing of Administering Psychological Test to Transferee Students

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

Office or Division:	Testing, Evaluation, and Measurement Services Unit (TEAMSU)				
Classification:	Simple				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	Transferee Students				
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE			
Properly Accomplished Admission Application Form <i>TSU-OAR-SF-12</i> (1 Original Copy)		ffice of Admission and Registration			
2. Duly Signed Notice of Acceptance TSU-OAR-SF-14 (1 Original Copy)					

130-OAK-3F-14 (1 Oligiliai Copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit completely the needed requirements and present it to the Testing, Evaluation, and Measurement Services.	1. Receives and checks the presented Admission Application Form (TSU-OAR-SF-12) and Notice of Acceptance (TSU-OAR-SF-14) for evaluation purposes. Note: If the presented admission application form and notice of acceptance are not properly filled out and signed, return to the applicant to complete the necessary details and signatures.	None	15 minutes	Staff Testing, Evaluation, and Measurement Services Unit	
2. Receive and	2.1 Issues and asks				
accomplish the	the client to				
Request for	accomplish the				
Psychological	Request for				
Test Form for	Psychological				
Transferees to be	Test Form (TSU-				
submitted to	TEM-SF-12)				



Testing, Evaluation and Measurement Services.	2.2 Receives and evaluates the accomplished Form. Note: If the Request for Psychological Test Form is not properly filled out, return to the applicant.			
3. Receive the test permit and be informed on the schedule of the psychological exam.	3.1 Writes the schedule of the Psychological Test on the "Test Permit/Claim Stub" section of the Request for Psychological Test (TSU-TEM-SF-12).	None	3 minutes	Staff Testing, Evaluation, and Measurement Services Unit
	3.2 Issues the test permit and informs the schedule of psychological exam.	None	2 minutes	
4. Proceed to the Testing Area on the scheduled date and time of the exam and present the test permit, and take the Psychological Test.	4.1 Checks the Transferees, Second Courser, Professional Education Units Psychological Test (TSU-TEM- SF-13), before proceeding to the testing proper.	None	5 minutes	
	4.2 Informs the examinees of their assigned seats in the designated testing rooms	None	2 minutes	Staff Testing, Evaluation, and Measurement Services Unit
	4.3 Provides testing instructions, additional announcements about the rules and regulations, and a brief overview of the test.	None	3 minutes	
	4.4 Administers Psychological Test		40 minutes	



	4.5 Collects the testing materials and answer sheets, once the allotted time has ended. Provides additional announcements such as the release date or issuance of the test result, and informs the client about the confidentiality of the test	None	10 minutes	
	4.6 Checks, encodes the test scores/results on the at the Data Bank Management System and evaluates scores/ratings using the psychological test manual	None	3 hours	
5. Receive and claim the Psychological Test Result.	5.1 Prepares and releases the result of Psychological Test. 5.2 Informs client to accomplish the	None None	10 minutes 5 minutes	Staff Testing, Evaluation, and Measurement Services Unit
	Psychological Test Logbook (TSU-TEM-SF- 15) to certify that the receipt of the test result.			
	TOTAL:	None	4 Hours & 35 Minutes	



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION



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 (Al	J)				
Classification:	Simple					
Type of	G2C – Governmen					
Transaction:	G2G – Governmen					
Miles may eveil	G2B – Government	to Business E	intity/ies			
Who may avail:	OF REQUIREMENTS					
	INING FEES (RESEAR		THERE TO SECO	IKE		
1. List of name/s (<u> </u>	The client will	l provide			
	DING DOCUMENTS, NO		•	MMODATION		
	UNDRY, TURNITIN	JIANALILL	o, Room Acco	illillobation,		
1. Pre-assessmer		The client will	l provide			
(1 Original Cop						
C. TRANSFER OF	FUNDS					
1. Disbursement		The client will	I provide			
(1 Original Cop						
Summary of Ex		The client will	l provide			
(1 Original Cop		THE CHEFT WIII	i provide			
2. Obligation Req		The client will	l provide			
(1 Original Cop						
	N, RECTIFICATION					
1. Request Form (1 Original Cop		Office of Admission and Registration				
	ction/Rectification of	Office of Admission and Registration				
Grades TSU-O	AR-SF-25	omes or rammes on and resigned and re-				
(1 Original Cop						
	SSISTANCE, SCHOLAI					
1. Check (1 Origin		The client wil	•			
	y to Debit Account	The client will provide				
(ADA) from Pro						
(1 Original Cop	у)	FFF0 TO	PROGEOGINA	DEDOON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit/state	1.1 Opens the TSU's	None	2 minutes	Staff		
the request	System for			Accounting Unit		
and present the	assessment and checks if there is					
requirement/s	an existing					
needed for the	account for the					
particular	client. If with					
transaction at	existing account,					
the Accounting	proceed to					
Unit	Agency 1.3.					

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	1.2 Creates an account if the client has no existing account.	None	1 minute	Staff Accounting Unit
	1.3 Assesses the particular fee/s.	None	2 minutes	Staff Accounting Unit
2. Receive Assessment Slip/ information	2. Prints and releases the assessment slip or information.	None	1 minute	Staff Accounting Unit
TOTAL FOR CL	IENT WITH EXISTING ACCOUNT:	None	5 Minutes	
	OR CLIENT WITHOUT EXISTING ACCOUNT:	None	6 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 Classification:	Accounting Unit (Al Simple	J)		
Type of	G2C – Governmen			
Transaction:	G2G – Governmen G2B – Government	_		
Who may avail:	All		•	
	OF REQUIREMENTS LINING FEES (RESEAR		HERE TO SECU	IRE
1. List of name/s	<u> </u>	The client wil	l provide	
	DING DOCUMENTS, NO		·	MMODATION,
·	UNDRY, TURNITIN	The client wil	l mensiala	
1. Pre-assessmer (1 Original Cop	•	The client wil	i provide	
C. TRANSFER O		l		
1. Disbursement		The client wil	l provide	
(1 Original Cop				
1. Summary of Ex	•	The client wil	l provide	
(1 Original Cop 2. Obligation Req		The client wil	l provide	
(1 Original Cop		The client will provide		
	N, RECTIFICATION			
Request Form (1 Original Cop		Office of Admission and Registration		
2. Form for Correct Grades TSU-O	ction/Rectification of	Office of Admission and Registration		
(1 Original Cop	y)			
	SSISTANCE, SCHOLAI			
1. Check (1 Origin		The client wil	•	
2. Advice/Authorit (ADA) from Pro	ry to Debit Account	The client wil	I provide	
(1 Original Cop				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/state the request	1.1 Opens the TSU's System for	None	2 minutes	Staff Accounting Unit
and present	assessment and			3 -
the requirement/s	checks if there is an existing			
needed for the	account for the			
particular transaction at	client. If with existing account,			
the Accounting	proceed to			
Unit	Agency 1.3.			

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	1.2 Creates an account if the client has no existing account.	None	1 minute	Staff Accounting Unit
	1.3 Assesses the particular fee/s.	None	2 minutes	Staff Accounting Unit
2. Receive Assessment Slip/ information	2. Prints and releases the assessment slip or information.	None	1 minute	Staff Accounting Unit
TOTAL FOR CL	IENT WITH EXISTING ACCOUNT:	None	5 Minutes	
	OR CLIENT WITHOUT EXISTING ACCOUNT:	None	6 Minutes	



2. Processing of Refund of Tuition & Other Fees, Overpayment, Breakage Deposit & Other Credit Balances

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

Office or Division:	Accounting Unit (AL	J)				
	•	For Online Request: Complex				
Classification:		For Walk-In Request: Simple				
Turns of Transportion		G2C – Government to Citizen				
Type of Transaction	Qualified TSU Stude	onte				
Who may avail: CHECKLIST OF	REQUIREMENTS	21118	WHERE TO SEC	CURE		
	TUITION AND OTHER	FEES DUE				
ENROLLMENT				0.		
1. Official Receipt		The client v	vill provide			
(1 Original Copy / I	/					
2. Certificate of Regis						
(1 Original Copy / I						
3. Accomplished Dro (1 Original Copy / I						
4. Official Receipt of I						
(1 Original Copy)	1011010111100					
5. Client's Contact De	etails / Number					
B. FOR REFUND OF	OVERPAYMENT AND	OTHER CR	EDIT BALANCE	S		
Official Receipt		The client v	vill provide			
(1 Duplicate Copy						
2. Certificate of Regis						
(1 Duplicate Copy 3. Document / Letter						
Subject/s, if any	as Floor of Dissolved					
(1 Duplicate Copy	/ Electronic Copy)					
4. Client's Contact De						
	BREAKAGE DEPOSIT	Ī				
1. Student ID (1 Phot		The client v	vill provide			
2. Client's Contact De	etails / Number	FFF0 TO	PROGEOGINA	DEDOON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. For Online	1.1. For Online	None	1 working day	Accounting		
Request:	Request:			Staff		
Send an e-mail	Receives the email			Accounting Unit		
at	request, opens the					
acctg@tsu.edu.	Student Account in					
ph regarding	the TSU Enrolment					
the request and attach complete	System to check and verify account					
requirements.	balance/ payments					
requirements.	if eligible for					
	refund, and prints					
	the complete					
	requirements					
	received from the					
	client.					



For Walk-In: Present the complete requirements to the Accounting Office.	For Walk-In: Receives the submitted requirements and opens the Student Account in the TSU Enrolment System to check and verify account balance/ payments if eligible for refund.	None	5 minutes	Accounting Staff Accounting Unit
	1.2 Prepares Disbursement Voucher/ Payroll and attach complete requirements to be signed by the Accounting Unit Head.	None	1 working day	Accounting Staff & Accounting Head Accounting Unit
	1.3 Forwards the prepared documents to office of Vice President for Administration (VPA).	None	15 minutes	Accounting Staff Accounting Unit
	1.4 The office of the VPA processes the Disbursement Voucher/Payroll and forwards the documents to the Cashiering Unit.	None	5 minutes & 30 seconds	Vice President for Administration & Staff Office of the Vice President for Administration
	1.5 The Cashiering Unit processes the check for the payment.	None	1 working day	Vice President for Administration & Staff Office of the Vice President



				Cashiering Staff & Cashiering Head Cashiering Unit
2. Receives refund	2. Releases the	.	_ · ·	Cashiering
request.	check/payment	None	5 minutes	Staff
				Cashiering Unit
			3 Working	
TOTAL FOR C	MI INC DECUECT.	Mana	Days, 25	
I OTAL FOR C	NLINE REQUEST:	None	Minutes & 30	
			Seconds	
			2 Working	
TOTAL FOR WALK-IN REQUEST:		None	Days, 30	
		None	Minutes & 30	
			Seconds	



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

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

Office or Division:	Accounting Unit (Al	U)		
Classification:	Simple	,		
	G2C – Governmen	t to Citizen		
Type of Transaction:				
Who may avail:	TSU Students			N
CHECKLIST OF RE			WHERE TO SEC	CURE
A. FOR ONLINE REQUI	E51	None		
B. FOR WALK-IN REQU	IFST	None		
1. Printed Pre-Assessme		The client w	/ill provide	
Registration Form or T			provide	
Card (1 Original Copy				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. For Online	1.1. For Online	None	1 working day	Accounting
Request:	Request: Receives the			Staff
Send an e-mail at acctg@tsu.edu.ph	e-mail request.			Accounting Unit
with the following	e-mairrequest.			
details:				
Name of Student:				
Student Number:				
Course:				
Email Address:				
State the nurness				
State the purpose whether to verify				
account balance or				
request for re-				
assessment /				
adjustment of fees'				
schedule of				
payment.				
For Walk-In	For Walk-in	None	2 minutes	Accounting
Request:	Request:	None	2 minutes	Staff
Present the Pre-	Receives			Accounting Unit
Assessment / Pre-	submitted			1000000000000000000000000000000000000
Registration Form	requirements			
or TSU ID to the	and opens			
Accounting Office.	Student			
	Account in the			
	TSU Enrolment			
	System.			

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	1.2 For Online Request: Opens the Student Account in TSU Enrolment System, checks the account balance and reviews for possible reassessment / adjustment of fees as requested in accordance with the University Policy.	None	5 minutes	Accounting Staff Accounting Unit
	For Walk-in: Checks the account balance and reviews for possible reassessment / adjustment of fees in accordance with the University policy.	None	2 minutes	Accounting Staff Accounting Unit
2. For Online Request: Receive an e-mail response to the request.	2.For Online Request: Responds to Student's Request verification thru e-mail.	None	5 minutes	Accounting Staff Accounting Unit
For Walk-In: Receive response to request.	For Walk-In: Responds to student's request.	None	2 minutes	Accounting Staff Accounting Unit
TOTAL FOR O	NLINE REQUEST:	None	1 Working Day & 10 Minutes	
TOTAL FOR WA	ALK-IN REQUEST:	None	6 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 - D	Cashiering Unit - Disbursement (CU)			
Classification:	Simple	Simple			
	G2C - Governmen	t to Citizen			
Type of		G2B – Government to Business Entity/ies			
Transaction:		G2G - Government to Government			
Who may avail:	All				
	F REQUIREMENTS	T	WHERE TO SE	CURE	
1. One (1) Valid ID		The client v	will provide		
2. For Authorized	=				
	n or Special Power of A)- (1 Original Copy)				
	d ID of Representative				
(1 Original C	•				
	I ID of Payee with				
	ecimen Signature				
(1 Photocopy	/)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Present valid	1. Checks the	None	5 minutes	Releasing	
ID. If	completeness of			Officer	
transacting as authorized	requirements.			Cashiering Unit	
representative,	Note: If				
present the	requirements are				
needed	lacking, terminate				
requirements.	transaction and				
·	inform the client of				
	the lacking.				
2. Issue an	2. Verifies the	None	5 minutes	Releasing	
Official	issued Official			Officer	
Receipt.	Receipt.	None	5 minutes	Cashiering Unit	
3. Sign on the Disbursement	3. Requests for client's signature	None	5 minutes	Releasing Officer	
Voucher.	on the			Cashiering Unit	
V Odorici.	Disbursement			Odomorning Orm	
	Voucher.				
4. Claim check	4. Releases the	None	5 minutes	Releasing	
and tax	check and tax			Officer	
certificate for	certificate, if any.			Cashiering Unit	
suppliers.					
	TOTAL:	None	20 Minutes		



2. Processing of Cash Payment for Outstanding Balances

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

Office or Division:	Cashiering Unit- Co	Cashiering Unit- Collection (CU)			
Classification:	Simple	Simple			
Type of Transactio	n: G2C - Government	to Citizen			
Who may avail:	Existing TSU Stude	nts and Alu			
	REQUIREMENTS		WHERE TO SE		
1. Assessment Slip		Office of Admission and Registration, Office of Business Affairs and Auxiliary Services, or Accounting Unit			
2. Valid TSU ID (1 C	riginal Copy)		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	1.1 Receives the submitted requirements.	None	1 minute	Collecting Staff Cashiering Unit	
Unit.	1.2 Encodes the necessary data to the computerized Collection System.	None	1 minute	Collecting Staff Cashiering Unit	
Pay the necessary amount.	Accepts legal tender currencies.	Outstan ding Balance	1 minute	Collecting Staff Cashiering Unit	
3. Receive Official Receipt (O.R.) from Collecting Officer	3. Issues the Official Receipt to the client.	None	1 minute	Collecting Officer Cashiering Unit	
	TOTAL:	Outstan ding Balance	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 – C	Cashiering Unit – Collection (CU)				
Classification:	Simple	Simple				
Type of Transaction	n: G2C - Government	G2C - Government to Citizen				
Who may avail:	Existing TSU Stude	nts and Alu	mni			
	REQUIREMENTS		WHERE TO SE	CURE		
1. Affidavit of Lost 1	<u> </u>	The client	will provide			
2. Valid TSU ID (1 C	riginal Copy)	FFFOTO	PROGEOGINA	DEDOON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Inform Collection Window the intent to request for Certificate of Payment and present pertinent requirements. Pay the	Verifies correctness of the Affidavit of Loss and ID Number. 2.1 Collects the	None	5 minutes 1 minute	Collecting Staff Cashiering Unit Collecting Staff		
Certification Fee.	payment.	20.00 / transacti on		Cashiering Unit		
	2.2 Processes, prints and signs the Certificate of Payment.	None	3 minutes	Collecting Staff Cashiering Unit		
Receive the Certificate of Payment.	Releases the Certificate of Payment.	None	1 minute	Collecting Staff Cashiering Unit		
	TOTAL:	Php 20.00 per Transac tion	10 Minutes			

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



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.

0.00						
Office or Division:	Cashiering Unit - Disbursement (CU)					
Classification:	Simple	Simple				
Type of	G2C - Government to Citizen					
Type of Transaction:	G2B – Governmen	t to Busines	s Entity/ies			
		G2G - Government to Government				
Who may avail:	All					
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
1. One (1) Valid ID (The client	will provide			
2. For Authorized						
	or Special Power of					
	· (1 Original Copy)					
` ,	ID of Representative					
c. One (1) Valid						
Three (3) Specir	nen Signature					
(1 Photocopy)		FFFOTO	BBOOFOONO	DEDOON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Present valid	1. Checks the	None	5 minutes	Releasing		
ID. If	completeness	INOTIC	J minutes	Officer		
transacting as	of			Cashiering Unit		
authorized	requirements.			Oddinoring Offic		
representative,	roquirornonio.					
present the	Note: If					
needed	requirements are					
requirements.	lacking, terminate					
'	transaction and					
	inform the client of					
	the lacking.					
2. Issue an	2. Verifies the	None	5 minutes	Releasing		
Official	issued			Officer		
Receipt.	Official			Cashiering Unit		
	Receipt.					
3. Sign on the	3. Requests for	None	5 minutes	Releasing		
Disbursement	client's			Officer		
Voucher.	signature on			Cashiering Unit		
	the					
	Disbursement					
1 Claim sheet	Voucher.	None	5 minutes	Dologoina		
4. Claim check and tax	4. Releases the check and tax	None	ว minutes	Releasing Officer		
certificate for						
suppliers.	certificate, if any.			Cashiering Unit		
Suppliers.						
	TOTAL:	None	20 Minutes			



2. 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 Overthe-Counter processing.

Office or Division	Cashiering Unit – I	Cashiering Unit – Disbursement (CU)			
Classification:	Simple	Simple			
Type of Transacti	on: G2C - Governmen	G2C - Government to Citizen			
Who may avail:	Existing TSU Stud	ents			
CHECKLIST O	F REQUIREMENTS		WHERE TO SEC	URE	
1. Valid TSU ID (1	Original Copy)	The client v	vill 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) 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 or needed requirements if transacting as authorized representative.	Checks the completeness of requirements.	None	3 minutes	Collecting Staff Cashiering Unit	
2. Sign on the payroll.	Requires the student to sign the payroll.	None	2 minutes	Collecting Staff Cashiering Unit	
3. Receive cash.	3. Releases cash benefits to the student or representative.	None	2 minutes	Collecting Staff Cashiering Unit	
	TOTAL:	None	7 Minutes		



3. 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- 0	Cashiering Unit- Collection (CU)				
Classification:	Simple	Simple				
Type of Transacti	on: G2C - Governme	nt to Citizen				
Who may avail:	Existing TSU Stud	dents and Alu	mni			
CHECKLIST O	F REQUIREMENTS		WHERE TO SECURE			
·	Assessment Slip (1 Original Copy)		Office of Admission and Registration, Office of Business Affairs and Auxiliary Services, or Accounting Unit			
2. Valid TSU ID (1	Original Copy)	The client w	rill provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Present the Assessment Slip and TSU ID to the	1.1 Receives the submitted requirements.	None	1 minute	Collecting Staff Cashiering Unit		
Cashiering Unit.	1.2 Encodes the necessary data to the computerized Collection System.	None	1 minute	Collecting Staff Cashiering Unit		
2. Pay the necessar y amount.	Accepts legal tender currencies.	Outstan ding Balance	1 minute	Collecting Staff Cashiering Unit		
3. Receive Official Receipt (O.R.) from Collecting Officer	3. Issues the Official Receipt to the client.	None	1 minute	Collecting Officer Cashiering Unit		
	TOTAL:	Outstan ding Balance	4 Minutes			



4. 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	s and Alum		
	REQUIREMENTS		WHERE TO SE	CURE
1. Affidavit of Lost 1	<u> </u>	The client	will provide	
2. Valid TSU ID (1 C	Original Copy)	EEEO TO	PROGEOGINA	DEDOON
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.	Verifies correctness of the Affidavit of Loss and ID Number.	None	5 minutes	Collecting Staff Cashiering Unit
2. Pay the Certification Fee.	2.1 Collects the payment.	Php 20.00 / transacti on	1 minute	Collecting Staff Cashiering Unit
	2.2 Processes, prints and signs the Certificate of Payment.	None	3 minutes	Collecting Staff Cashiering Unit
Receive the Certificate of Payment.	Releases the Certificate of Payment.	None	1 minute	Collecting Staff Cashiering Unit
	TOTAL:	Php 20.00 per Transac tion	10 Minutes	

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



Civil Security Unit

External Services



1. 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	G2C - Government to Citizen			
Transaction:	G2G - Government to Government			
Who may avail:	All Stakeholders		WILEDE TO SE	NUDE.
	REQUIREMENTS		WHERE TO SEC	SURE
1. Letter of Complain	t nd 1 Duplicate Copy)	The client v	will provide	
(1 Original Copy at	ld 1 Duplicate Copy)	FEES TO PROCESSING PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit the needed document to the Civil Security Unit Office.	1.1 Accepts the document and inputs transaction or control number.	None	1 minute	Administrative Aide Civil Security Unit Head Civil Security Unit
	1.2 Gathers information from the complainant and other factors.	None	8 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit
Wait for the copy of the complaint form received by the investigator.	2.1 Prepares spot report and blotter in the security activity logbook.	None	7 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit
	2.2 Endorses higher authority If the findings have probable cause. If not, amicable settlement is observed as an option.	None	10 working days	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit



3. Receive call or text message once settled and	3. Informs client on the status of the complaint.	None	1 minute	Security Guard on Duty or Assistant Head
findings are ready about the	oomplaint.			or Chief for
complaint.				Operation or
				Shift in-Charge
				Civil Security
				Unit
	TOTAL:	None	10 Working Days & 17 Minutes	



2. Processing of Request for CCTV Footage Review

This service allows all stakeholders to gain access by reviewing the footage/s inside the university at a given place and time for the purpose of investigation.

Office or Division:	Civil Security Unit (CSU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies			
	G2G - Government to Business Entity/les G2G - Government to Government			
Who may avail:	All	to Governin	OTTE	
CHECKLIST OF RI	QUIREMENTS		WHERE TO	SECURE
1. Request Letter Subje	ct for Investigation	The client	will provide.	
Addressed to Data P (1 Original Copy)	rivacy Officer		•	
Additional Requiremen	t/s for those asking	for a copy o	of the footage:	
Formal Complaint / C Order			will provide.	
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON
Proceed to Civil	ACTIONS 1. Provides the	BE PAID None	G TIME 3 minutes	RESPONSIBLE Administrative Aide
Security Unit Office	Request for	Tione	o mindico	Civil Security Unit
to acquire Request	CCTV Footage			Head
for CCTV Footage	Review Form			Chief for Operation
Review Form (TSU-	(TSU-CSU-SF-			Security Guard on
CSU-SF-48).	48).			Duty
2. Submit the	2.1 Accords the	None	5 working	Civil Security Unit Administrative Aide
documentary	2.1 Accepts the form and	None	5 working days	Civil Security Unit
requirements to Civil	assess the		days	Head
Security Unit Office.	submitted			Chief for Operation
	request.			Security Guard on
				Duty
	0.05	Nissa		Civil Security Unit
	2.2 Forwards the document to	None		Administrative Aide Shift in-Charge
	the Civil			Chief for Operation
	Security Unit			Assistant Head
	Head and Data			Civil Security Unit
	Privacy Officer			
	for approval.			0: "0 " 11 "
	2.3 Evaluates the forwarded	None		Civil Security Unit Head
	document,			Civil Security Unit
	particularly the			Olvii Goodiity Oliit
	type of request			Data Privacy Officer
	if it is for			Data Privacy Office
	viewing only or			
	requesting a			
	copy of footage and endorse			
	the approved			
	request signed			
	by the			
	University			
	President to			



	TOTAL:	None	5 Working Days & 10 Minutes	
For those asking for a copy of the footage: Receives the copy of the CCTV footage and accomplish the information in the log sheet before leaving the office.	For those asking for a copy of the footage: Provides copy of the CCTV Footage and the log sheet.			Civil Security Unit
4. For viewing only: Accomplish the information in the log sheet before leaving the office.	4. For viewing only: Provides the log sheet.	None	2 minutes	Administrative Aide Civil Security Unit Head Chief for Operation Security Guard on Duty
View on the monitor the requested footage	3. Flashes and reviews the CCTV footage in given specific location and time.	None	5 minutes	Administrative Aide Civil Security Unit Head Chief for Operation Security Guard on Duty Civil Security Unit
	the Civil Security Unit Office for review. 2.4 Receives the endorsed approved request and verifies the attachments (e.g. Formal Complaint / Court Order / Police Order: for those asking for a copy of the footage)	None		Administrative Aide Civil Security Unit Head Chief for Operation Security Guard on Duty Civil Security Unit



Civil Security Unit

Internal Services



1. Processing of Action for Complaints

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

Office or Division:	Civil Security Unit (CS	U)			
Classification:	Highly Technical	•			
Type of		G2C - Government to Citizen			
Transaction:	G2G - Government to	Governmen	<u>ıt</u>		
Who may avail:	All Stakeholders		WILEDE TO SE	NUDE.	
	REQUIREMENTS		WHERE TO SEC	SURE	
1. Letter of Complain	t nd 1 Duplicate Copy)	The client v	will provide		
(1 Original Copy at	ld 1 Duplicate Copy)	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
Submit the needed document to the Civil Security Unit Office.	1.1 Accepts the document and inputs transaction or control number.	None	1 minute	Administrative Aide Civil Security Unit Head Civil Security Unit	
	1.2 Gathers information from the complainant and other factors.	None	8 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit	
Wait for the copy of the complaint form received by the investigator.	2.1 Prepares spot report and blotter in the security activity logbook.	None	7 minutes	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit	
	2.2 Endorses higher authority If the findings have probable cause. If not, amicable settlement is observed as an option.	None	10 working days	Security Guard on Duty or Assistant Head or Chief for Operation or Shift in-Charge Civil Security Unit	



3. Receive call or text message once settled and	3. Informs client on the status of the complaint.	None	1 minute	Security Guard on Duty or Assistant Head
findings are ready about the complaint.				or Chief for Operation or Shift in-Charge Civil Security Unit
	TOTAL:	None	10 Working Days & 17 Minutes	S.m.



2. Processing of Overnight Parking in the University

This service allows all employees (teaching/non-teaching) to park their vehicles overnight when they have official travels / business.

Office or Division:	Civil Security Unit (CS	U)		
Classification:	Simple			
Type of	G2G - Government to Government			
Transaction:				
Who may avail:	All TSU Employees (7	eaching / N	on-teaching)	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
1. Overnight Parking	g Permit Form (TSU-	Civil Secur	ity Office	
CSU-SF-49) (1 C	riginal Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Civil Security Unit Office to acquire Overnight Parking Permit Form (TSU- CSU-SF-49).	1. Provides the Overnight Parking Permit Form (TSU-CSU- SF-49) to the client.	None	1 minute	Administrative Aide Civil Security Unit
2. Fill out the form completely and return it to the staff on duty.	2.1 Assesses the form to see if it's filled out completely; if not, return it to the client and inform them to fill it out completely.	None	3 minutes	Administrative Aide Civil Security Unit
	2.2 Endorses the form to the Chief for Operation and CSU Head for approval.	None	5 minutes	Administrative Aide Chief for Operation Civil Security Unit Head Civil Security Unit
3. Receives the duplicate copy of the submitted form.	3.1 Informs the client and gives the duplicate copy to them.	None	1 minute	Administrative Aide Civil Security Unit
	3.2 Informs the Security Guard on duty about the details of the Overnight Parking Permit Form.	None	1 minute	Administrative Aide Security Guard on Duty Civil Security Unit
	TOTAL:	None	11 Minutes	



3. Processing of Request for CCTV Footage Review

This service allows all stakeholders to gain access by reviewing the footage/s inside the university at a given place and time for the purpose of investigation.

Office or Division:	Civil Security Unit (C	CSU)		
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
	G2B – Government G2G - Government			
Who may avail:	All	to Governine	CIIL	
CHECKLIST OF RE			WHERE TO	SECURE
Request Letter Subject		The client v	will provide.	
Addressed to Data Pr			·	
(1 Original Copy)				
Additional Requiremen				
Formal Complaint / Conder		The client v	will provide.	
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON
	ACTIONS	BE PAID	G TIME	RESPONSIBLE
Proceed to Civil Security Unit Office	Provides the Request for	None	3 minutes	Administrative Aide Civil Security Unit
to acquire Request	CCTV Footage			Head
for CCTV Footage	Review Form			Chief for Operation
Review Form (TSU-	(TSU-CSU-SF-			Security Guard on
CSU-SF-48).	48).			Duty
				Civil Security Unit
2. Submit the	2.1 Accepts the form and	None	5 working	Administrative
documentary requirements to Civil	assess the		days	Aide Civil Security Unit Head
Security Unit Office.	submitted			Chief for Operation
,	request.			Security Guard on
	·			Duty
				Civil Security Unit
	2.2 Forwards the	None		Administrative
	document to the Civil			Aide Shift in- Charge Chief for
	Security Unit			Operation
	Head and Data			Assistant Head
	Privacy Officer			Civil Security Unit
	for approval.			
	2.3 Evaluates the	None		Civil Security Unit
	forwarded document,			Head Civil Security Unit
	particularly the			Civil Security Offic
	type of request			Data Privacy Officer
	if it is for			Data Privacy Office
	viewing only or			
	requesting a			
	copy of footage and endorse			
	the approved			
	request signed			
	by the			
	University			
	President to			



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	the Civil Security Unit Office for review.			
	2.4 Receives the endorsed approved request and verifies the attachments (e.g. Formal Complaint / Court Order / Police Order: for those asking for a copy of the footage)	None		Administrative Aide Civil Security Unit Head Chief for Operation Security Guard on Duty Civil Security Unit
View on the monitor the requested footage	3. Flashes and reviews the CCTV footage in given specific location and time.	None	5 minutes	Administrative Aide Civil Security Unit Head Chief for Operation Security Guard on Duty Civil Security Unit
4. For viewing only: Accomplish the information in the log sheet before leaving the office.	4. For viewing only: Provides the log sheet.	None	2 minutes	Administrative Aide Civil Security Unit Head Chief for Operation Security Guard on Duty
For those asking for a copy of the footage: Receives the copy of the CCTV footage and accomplish the information in the log sheet before leaving the office.	For those asking for a copy of the footage: Provides copy of the CCTV Footage and the log sheet.			Civil Security Unit
	TOTAL:	None	5 Working Days & 10 Minutes	



Contract Management Unit External Services



1. Processing of Service Request

This service allows offices/units, colleges, employees, students at the university, and stakeholders to request documents needed for various purposes.

Office or Division:	Office of Facilities Development and Management – Contract Management Unit				
Classification:	Simple				
	G2B – Government	t to Business Entity/ies			
Type of Transaction:		G2C – Government to Citizen			
	G2G – Governmen				
	• •	Offices, Colleges, and Students who are			
Who may avail:		versity, Contractors, Construction Companies,			
	and Government A				
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE			
A. For Employees, Uni	its, Offices, College	s, and Students who are enrolled in the			
University					
1. Accomplished Service	e Request with the	Office of Facilities Development and			
following information:	: (1 Original Copy)	Management			
 Name of the Red 	uestor				
 Office/Unit/Colleg 	ge				
Date Filed	_				
 Type of Request 					
Purpose of the Request					
Signature of the Head of the					
Requestor's Office/Unit/College					
•	<u> </u>	nies, and Government Agencies			
,	•	Office of Facilities Development and			
11 Accomplished Cong	00 13001100t With the	L ()ttico of L collitica)avalanment and			

- following information: (1 Original Copy)
 - Name of the Requestor
 - Company/ Government Agency
 - Date submitted
 - Type of Request
 - Purpose of the Request
 - Signature of the Head of the Requestor's Office/Unit/College

1. Accomplished Service Request with the Office of Facilities Development and Management

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development and	1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU.	None	10 minutes	Clerk Office of Facilities Development and Management
Management	1.2 Checks and validates whether the request is to be approved or disapproved. If approved: Forward the Service Request to the Personnel-	None	30 minutes	Head Contract Management Unit

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	in-Charge/ CMU Staff. If disapproved: State reason of disapproval and			
	return the Service Request to the client.			
2. Receive and fill-out the Claim Stub with the following information:	2.1 Issues the Claim Stub with control number and claiming date of request.	None	10 minutes	Personnel-in- Charge Contract Management Unit
 Name of the Requestor Office/Unit/ College Date Filed 	2.2 Prepares the requested documents needed by the requestor.	None	2 working days	Personnel-in- Charge Contract Management Unit
3. Receive a notification/message regarding the availability of the requested document.	3. Informs the office concerned / requestor through phone or MS Teams chat to claim their requested document.	None	10 minutes	Clerk Office of Facilities Development and Management
4. Return the Claim Stub to the Office of Facilities Development and Management – Contract Management Unit, receive the requested document and fill out the outgoing logbook.	4. Receives and signs the Claim Stub, release the requested document, and advise the client to affix their signature with date and time in the Claim Stub upon receipt of request.	None	30 minutes	Clerk Office of Facilities Development and Management
	TOTAL:	None	2 Working Days, 1 Hour & 30 Minutes	



Contract Management Unit Internal Services



1. Processing of Service Request

This service allows offices/units, colleges, employees, students at the university, and stakeholders to request documents needed for various purposes.

Office or Division:		Development and Management – Contract	
	Management Unit		
Classification:	Simple		
	G2B – Government to Business Entity/ies		
Type of Transaction:	G2C – Governme		
	G2G – Governme		
VA/In a manus assails		, Offices, Colleges, and Students who are	
Who may avail:		iversity, Contractors, Construction Companies,	
CHECKLIST OF REC	and Government	WHERE TO SECURE	
		ges, and Students who are enrolled in the	
University	ints, Offices, Colle	ges, and Students who are emoned in the	
Accomplished Servi	ce Request with	ffice of Facilities Development and	
the following informa		Management	
(1 Original Copy)			
 Name of the Red 	questor		
Office/Unit/Colleg	ge		
 Date Filed 			
 Type of Request 			
 Purpose of the R 	Request		
 Signature of the 			
Requestor's Office	ce/Unit/College		
B. For Contractors, Co	onstruction Compa	anies, and Government Agencies	
Accomplished Servi	ce Request with	ffice of Facilities Development and	
the following informa	ation:	Management	
(1 Original Copy)			
Name of the Requestor			
Company/ Government Agency			
Date submitted			
Type of Request			
Purpose of the R	•		
Signature of the			
Requestor's Office	ce/Unit/College		

		EEEO TO	DDOOEGGING	DEDOON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development	1.1 Receives and logs the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU.	None	10 minutes	Clerk Office of Facilities Development and Management
and Management	1.2 Checks and validates whether the request is to be approved or disapproved. If approved: Forward the	None	30 minutes	Head Contract Management Unit

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	Service Request to the Personnel-in- Charge/ CMU Staff. If disapproved: State reason of disapproval and return the Service Request to the client.			
2. Receive and fill-out the Claim Stub with the following	2.1 Issues the Claim Stub with control number and claiming date of request.	None	10 minutes	Personnel-in- Charge Contract Management Unit
information: Name of the Requestor Office/Unit /College Date Filed	2.2 Prepares the requested documents needed by the requestor.	None	2 working days	Personnel-in- Charge Contract Management Unit
3. Receive a notification/ message regarding the availability of the requested document.	3. Informs the office concerned / requestor through phone or MS Teams chat to claim their requested document.	None	10 minutes	Clerk Office of Facilities Development and Management
4. Return the Claim Stub to the Office of Facilities Development and Management – Contract Management Unit, receive the requested document and fill out the outgoing logbook.	4. Receives and signs the Claim Stub, release the requested document, and advise the client to affix their signature with date and time in the Claim Stub upon receipt of request.	None	30 minutes	Clerk Office of Facilities Development and Management
, and the second	TOTAL:	None	2 Working Days, 1 Hour & 30 Minutes	



Dental Unit Internal Services



1. Process of Securing a Dental Certificate

This service allows clients to secure a dental certificate.

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



Employee Welfare Unit External Services



1. Processing of Employment Verification Requests

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	Office of Human Resource Development and Management - Employee				
Division:	Welfare Unit (OHRDM-EWU)				
Classification:	Simple				
Type of	G2G – Government to	Governmen	t		
Transaction:	G2B – Government to	Business Er	ntity/ies		
Who may avail:	Any Government Age	ncies and Pr	ivate Companies		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
1. List of Personnel Verified (1 Origin a. Name b. Position c. Date Hired d. Monthly Salary e. Employment S f. Confirmation for	ral Copy) such as / Status or Pending	The client will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

f. Confirmation for Resignation / Se	or Pending			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In / Phone Call Requests: Submit the list of personnel information to be verified to the office of Employee Welfare Unit or call (045) 606- 8155.	1.1 For Walk-In / Phone Call Requests: Receives and lists the needed details and informs the client of feedback after.	None	5 minutes	Staff Employee Welfare Unit
For Online: Request for the employment details of the TSU personnel concerned at hrdmo@tsu.edu.ph	For Online: Receives the email from the Background Investigator and start the verification / checking of the employment records of the personnel concerned.			
	1.2 Verifies if the requested person is/was hired. Prepares and lists the information needed.	None.	30 minutes	Staff Employee Welfare Unit
2. Receive feedback regardin g the inquiry.	2. For Walk-In / Phone Call Requests:	None	5 minutes	Staff Employee Welfare Unit



None	40 Minutes	
	None	None 40 Minutes



2. Processing of Request for Issuance of Certifications

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

Office or	Office of Human Resource Development and Management – Employee			
Division:	Welfare Unit (OHRDM-EWU)			
Classification:	Simple			
Type of	G2G – Government to Government			
Transaction:	G2C – Government to Citizen			
Who may avail:	Active or Inactive TSU Employee FREQUIREMENTS WHERE TO SECURE			
	REQUIREMENTS	Ott. (11		
	omplished Certification		man Resource De	•
or Documents Re			nt or access the for	m ınru
TSU-HRD-SF-26	(1 Original Copy)	http://bit.ly/3	441129	
For Online: Acco	mplished Certification			
or Documents Re	-			
http://bit.ly/3q4tT2				
2. For Inactive Emp		The client w	ill provide	
Clearance (1 Ori			•	
3. For Representati				
Letter (1 Original				
4. Any document as				
•	ut not limited to: List of			
	rements, Letter Asking			
	tc. (1 Original Copy)	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. For Walk-In: Submit the properly accomplished Certification / Documents Request Slip at Office of Human Resource Development and Management.	1. For Walk-In: Receives and verifies the Certification / Documents Request Slip.	None	5 minutes	Staff Employee Welfare Unit
For Online: Email hrdmo@tsu.edu. ph or fill out the online form (http://bit.ly/3q4t T29) to request the employment details of the TSU personnel concerned.	For Online: Checks the Certifications / Documents Request Form online excel file that acts as the database of the online form. Note: If Certification / Documents Request Slip is not			Staff Employee Welfare Unit



Answer additional	properly accomplished, return the slip to client and inform the lacking. 2.1 Asks the Requester for	None	2 hours and 20 minutes	<i>Staff</i> Employee
questions for the confirmation of the request and employment record.	other verification purposes. 2.2 Checks the 201 File Folder of the requesting personnel. 2.3 Prepares and prints the certification.			Welfare Unit
3. Receive the signed and dry-sealed request certificate.	3. For Walk-In: Releases the signed and drysealed certification to the requesting personnel. Have them sign on the Certifications Logbook for records purposes, or depending on the request of the personnel. For Online Application: Scans the signed certification and sends to the	None	5 minutes	Staff Employee Welfare Unit
TOTAL FO	provided email address; or retrieves at the HR file box at a designated date and time. OR WALK-IN / ONLINE	None	2 Hours & 30	
	TRANSACTION:	None	Minutes	



Employee Welfare UnitInternal Services



1. 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	1:	Office of Human Resource Development and Management - Employee Welfare Unit (OHRDM - EWU)		
Classification:		Simple		
Type of Transact	ion:	G2G – Gove	rnment to Govern	ment
Who may avail:		Any Active T	SU Employees Re	endering
			Extended Service	
CHECKLIST OF I	REQUIREMENTS		WHERE TO SEC	URE
Accomplished a Overtime/Exten Form (1 Origina	ded Services	The client wi	II provide	
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the accomplished and duly signed Overtime / Extended Services Form at the Office of Human Resource Development and Management.	1.1 Receives and files the submitted document Note: If documents are incomplete or improperly filled-out, return to client.	None	5 minutes	Staff-in-Charge Employee Welfare Unit
	1.2 Plots the overtime or extended services schedule as reflected on the submitted form	None	10 minutes	Staff-in-Charge Employee Welfare Unit
2. Receive the printed the Daily Time Record (DTR)	2.Prints and issues the plotted Daily Time Record (DTR) schedule.	None	5 minutes	Staff-in-Charge Employee Welfare Unit
	TOTAL:	None	20 Minutes	



2. 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:		ource Development and Management -			
Classification:	Employee Welfare Unit (OHRDM-EWU) Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	Any Active TSU Employee				
CHECKLIST OF R	<u> </u>	WHERE TO SECURE			
A. FOR PERSONAL T	•				
Accomplished Certif		Office of Human Resource Development			
Request Slip (1 Orig		and Management Office (OHRDM)			
Accomplish an Onlin		, ,			
http://bit.ly/3q4tT29					
2. Request Letter to Tra		The client will provide.			
<u>-</u>	visor, Vice President ersity President, with				
the following details:	ersity President, with				
Travel Dates					
Destination					
	el (2 Original Copies)				
3. Approved Applicatio	, ,				
Absence CS Form 6					
4. Approved Make-Up					
VPA-SF-15, if application					
5. Approved Clearance					
applicable (1 Photoc					
B. FOR OFFICIAL BU		Office of Human December Development			
1. Accomplished Certif Request Slip (1 Orig		Office of Human Resource Development and Management Office (OHRDM)			
Accomplish an Onlin	,	and Management Office (Officially)			
http://bit.ly/3q4tT29					
2. Approved Travel Ord		The client will provide			
<i>TSU-ASU-SF-23</i> (1 F					
3. Approved Request L					
applicable (2 Origina					
4. Letter of Invitation, if (1 Photocopy)	аррисавіе				
5. Endorsement from t	he Office of the Vice				
	ch Development and				
Extension, if applical	•				
6. TSU Board of Reger					
(1 Photocopy)					
7. CHED Travel Endors					
C. FOR CHED SCHOL					
1. Accomplished Certif		Office of Human Resource Development			
Request Slip (1 Orig Accomplish an Onlin		and Management Office (OHRDM)			
http://bit.ly/3q4tT29.	o i Oilli Ullu				
2. Approved Request L	etter to Travel	The client will provide			
(2 Original Copies)		5			
3. Approved Travel Ord	der				
		i			



TSU-ASU-SF-23, if applicable
(1 Photocopy)
4. Application for Leave of Absence
CS Form 6, if applicable
(1 Photocopy)
5. Endorsement from Ethics Committee /
University Research Office, if applicable
(1 Photocopy)
,
6. CHED Travel Clearance Certificate
(1 Original Copy)
7. Certificate of Clearance from DHEI
(1 Duplicate Copy)
8. Letter of Invitation, if applicable
(1 Duplicate Copy)

(1 Duplicate Copy)		FEES TO PROCESSING PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	PERSON RESPONSIBLE
Submit the fully accomplished Certification/ Documents Request Slip at the Office of Human Resource Development and Management.	1. Receives the Certification / Documents Request Slip. Note: If documents are incomplete or improperly filledout, return to client.	None	5 minutes	Staff Employee Welfare Unit
2. Receive the checklist of the supporting documents needed for the approval of the request.	2. Issues the Checklist for Authority to Travel Abroad Requirements (TSU-EWU-SF- 11).	None	5 minutes	Staff Employee Welfare Unit
3. Submit other attachments required for the purpose of travel that is being requested.	3.1 Receives and checks the submitted supporting documents, have them photocopied for the preparation of the Authority to Travel Abroad (ATA) document.	None	5 minutes	Staff Employee Welfare Unit
	3.2 Prepares and prints 2 copies of the Authority to Travel Abroad (ATA), attaches a set of supporting documents for each ATA copy.	None	10 minutes	Staff Employee Welfare Unit Director Office of Human Resource Development and Management



	0001		1	0, 5
	3.3 Submits to	None	1 working day	Staff
	Human Resource			Employee
	Development and			Welfare Unit
	Management Director and concerned Vice President for countersign; University President for approval and signing.			Director Office of Human Resource Development and Management Vice President Respective Vice
				President
				President
				University
				President
				Office of the
				University
				President
4. Receive the signed and dry-sealed Authority to Travel Abroad.	4. Releases the signed and dry-sealed Authority to Travel Abroad	None	5 minutes	Staff Employee Welfare Unit
	(ATA) to the			Unit Head
	requesting			Employee
	personnel. Have			Welfare Unit
	them sign on the			
	Logbook for			
	records purposes.		4 104	
	TOTAL:	None	1 Working Day & 30 Minutes	



3. Process for Requesting of Contract of Service (COS) of Lecturers

The service allows the issuance of semestral Contracts of Service (COS) of full-time and part-time lecturer employees of the University for the processing of their Special Orders (SO) and other registrations.

Office or Division:		Office of Human Resource Development and Management - Employee Welfare Unit (OHRDM-EWU)				
Classification:		Simple				
Type of	G2G – Government to Government					
Transaction:						
Who may avail:	Any Active Full-Time and Part-Time TSU Lecturer					
CHECKLIST OF REQUIREMENTS WHERE TO SECURE						
	A. FOR NEWLY HIRED AND RE-EMPLOYED LECTURERS					
Medical Certificate University Medical (1 Original Copy)		The client	will provide			
2. Personal Data She CSC Form 212 Rev (2 Original Copies)	,					
3. Approved Faculty Assignment for the (1 Photocopy)	Semester					
B. FOR RENEWAL (
1. Fully Accomplished and Duly Signed Renewal Notification Slip sent by the Office of the College Dean to the Office of Human Resource Development and Management <i>TSU-EWU-SF-21</i> (1 Original Copy)		The assigr provide	ned college of th	ne client will		
CLIENT STEPS	AGENCY ACTIONS		PROCESSING	PERSON		
	1.1 Receives the complete requirements of the client. Note: If documents are incomplete or improperly filledout, return to client.	None	TIME 5 minutes	RESPONSIBLE Staff Employee Welfare Unit		
	1.2 Checks and coordinates with the Recruitment, Selection and Promotion Unit and College Dean for the employment date and rate per hour.	None	10 minutes	Staff Employee Welfare Unit		
2. Receive the printed Contract of	2.1 Prepares and	None	1 working day	<i>Staff</i> Employee		



	2.2 Receives the signed Contract of Service and logs it.	None	5 minutes	Staff Employee Welfare Unit Director Office of Human Resource Development and
				Management
3. Receive the two (2) certified machine copies of signed Contract of	3.1 Prepares two (2) certified machine copies of the signed Contract of Service.	None	5 minutes	Staff Employee Welfare Unit
Service.				Director Office of Human Resource Development and Management
	3.2 Files the original copy of the signed Contract of Service to the lecturer's 201 File Folder.	None	5 minutes	Staff Employee Welfare Unit Director Office of Human Resource Development and Management
	TOTAL:	None	1 Working Day & 30 Minutes	_



4. Process of Application and Filing for Retirement / Separation, Life Insurance, Terminal Pay & Other Social Insurance Benefits

The service allows the application and filing of documents for retirement/ separation, life insurance, terminal pay and other social insurance benefits of separating and retiring Plantilla and Contractual employees of the University.

Office or Division:	Office of Human Resource Development and Management -						
A1 10 11		Employee Welfare Unit (OHRDM-EWU)					
Classification:	Simple	·					
Type of Transaction:	G2G – Government to Government						
Who may avail:		etiring Plantilla and Contractual TSU					
CHECKLIST OF R	Employee EQUIREMENTS	WHERE TO SECURE					
A. FOR RETIREMENT		WILKE TO SECONE					
1. Approved Copies of		The client will provide					
Retire (3 Original Co		The shell tim provide					
2. Clearance Form CS- (3 Original Copies)							
3. Accomplished GSIS	Application for						
Retirement GSIS For							
RET (1 Original Copy	<u>')</u>						
4. Accomplished GSIS	• •						
for Life Insurance Be							
GSIS Form No. 0310 (1 Original Copy)	2014-RE1						
5. Duly Signed Copy of	Tentative						
	Retirement Pay and						
Life Insurance Benef	_						
(1 Original Copy)							
6. GSIS Policy, if any (
B. FOR RETIREMENT							
1. Approved Copies of		The client will provide					
to Retire (3 Original (. ,						
(3 Original Copies)	·FOIII 1						
3. Accomplished GSIS	Application for						
Retirement GSIS For	• •						
RET (1 Original Copy							
4. Accomplished GSIS							
for Life Insurance Be GSIS Form No. 0310							
(1 Original Copy)	2014-RE1						
5. Duly Signed Copy of	Tentative						
	Retirement Pay and						
Life Insurance Benef	it						
(1 Original Copy)	4.0						
6. GSIS Policy, if any (
7. Duly Signed Insuran (1 Original Copy)	ce Benefit						
8. Duly Signed Medical	Certificate						
(1 Original Copy)							



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about retirement/ separation benefits that are applicable to the client at the Office of Human Resource Development and Management.	Provides information and explains the client's options.	None	20 minutes	Staff Employee Welfare Unit
Receive and take note of the list of supporting documents.	Provides information regarding the checklist of requirements.	None	5 minutes	Staff Employee Welfare Unit
3. Submit a copy of the approved letter of intent to retire and other supporting documents.	3.1 Receives and checks the submitted documents of the client.	None	5 minutes	Staff Employee Welfare Unit
	Note: If documents are incomplete or improperly filled-out, return to client.			
	3.2 Prepares certifications and reports to be forwarded to the Budget Management Unit and/or directly to GSIS.	None	2 hours	Staff Employee Welfare Unit Director Office of Human Resource Development and Management
4. Waits for the confirmation text or email or for their voucher.	4.1 Informs the client and advises them for the confirmation text or email from GSIS or for their voucher.	None	5 minutes	
	4.2 Files the HR copy of the application documents.	None	5 minutes	
	TOTAL:	None	2 Hours & 40 Minutes	



5. Processing of Application for Leave of Absence

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

Office or Division:	Office of Human Resource Development and Management - Employee Welfare Unit (OHRDM-EWU)						
Classification:	Simple						
Type of	G2G – Government to Government						
Transaction:							
Who may avail:	All Permanent, Temporal Employees	All Permanent, Temporary, Contractual, and Substitute TSU					
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE					
A. VACATION LEAVE							
1. Fully Accomplished	• •	The client will provide					
Form CS Form 6 (2							
B. MANDATORY / FO							
1. Fully Accomplished	• •	The client will provide					
Form CS Form 6 (2	Original Copies)						
C. SICK LEAVE							
1. Fully Accomplished	• •	The client will provide					
Form CS Form 6 (2							
2. Medical Certificate of	or Affidavit						
(2 Original Copies) D. MATERNITY LEAV	<u></u>						
		The client will provide					
1. Fully Accomplished	• •	The client will provide					
Form CS Form 6 (2) 2. Proof of Pregnancy							
	on the Expected Date of						
Delivery (2 Photocop							
3. Accomplished Notic							
Maternity Leave Cre							
needed (2 Original (· · · · · · · · · · · · · · · · · · ·						
E. PATERNITY LEAV		I					
1. Fully Accomplished	Application for Leave	The client will provide					
Form CS Form 6 (2	• •	·					
2. Proof of Child's Deli	very such as Birth						
Certificate, Medical	Certificate and Marriage						
Contract (2 Photoco							
F. SPECIA PRIVILEG							
1. Fully Accomplished	• •	The client will provide					
Form CS Form 6 (2							
G. SOLO PARENT LE		TT P (20 - 2)					
1. Fully Accomplished		The client will provide					
Form CS Form 6 (2							
2. Updated Solo Paren	it identification Card						
(2 Photocopies) H. STUDY LEAVE							
1. Fully Accomplished	Application for Leave	The client will provide					
Form CS Form 6 (2		The olient will provide					
2. Contract Between the							
	ntative and the Employee						
Concerned (2 Photo							
I. VAWC LEAVE	1 /	1					
1. Fully Accomplished	Application for Leave	The client will provide					
,		<u> </u>					



	1906
Form CS Form 6 (2 Original Copies)	
2. Any of the following supporting documents:	
Barangay Protection Order (BPO) Obtained	
from the Barangay; Temporary/Permanent	
Protection Order (TPO/PPO) Obtained from	
the Court; Certification Issued by the Punong	
Barangay/Kagawad or Prosecutor or the	
Clerk of Court the Application for the BPO,	
TPO or PPO if protection order is not yet	
issued by the barangay or the court	
(2 Photocopies)	
3. In the absence of the BPO/TPO/PPO or the	
certification, A Police Report Specifying the Details of the Occurrence of Violence on the	
Victim and Medical Certificate may be	
Considered, at the Discretion of the	
Immediate Supervisor of the Woman	
Employee Concerned (2 Photocopies)	
J. REHABILITATION LEAVE	The client will preside
1. Fully Accomplished Application for Leave	The client will provide
Form CS Form 6 (2 Original Copies)	
2. Letter Request Supported by Relevant	
Reports such as Police Report, <i>if any</i>	
(2 Photocopies)	
3. Written Concurrence of a Government	
Physician Should be Obtained Relative to the	
Recommendation for Rehabilitation if the	
Attending Physician is a Private Practitioner,	
particularly on the Duration of the Period of	
Rehabilitation (2 Photocopies)	
K. SPECIAL LEAVE BENEFITS FOR WOMEN	
1. Fully Accomplished Application for Leave	The client will provide
Form CS Form 6 (2 Original Copies)	
Medical Certificate Filled Out by the Proper	
Medical Authorities, e.g. the Attending	
Surgeon Accompanied by a Clinical	
Summary Reflecting the Gynecological	
Disorder which shall be Addressed or was	
Addressed by the said Surgery; the Duration	
of the Surgery Including the Peri-Operative	
Period; as well as the Employees Estimated	
Period of Recuperation for the Same	
(2 Photocopies)	
L. SPECIAL EMERGENCY (CALAMITY) LEAVE	
1. Fully Accomplished Application for Leave	The client will provide
Form CS Form 6 (2 Original Copies)	
M. MONETIZATION OF LEAVE CREDITS	
1. Fully Accomplished Application for Leave	The client will provide
Form CS Form 6 (2 Original Copies)	
2. Letter of Request to the Head of Agency	
Stating the Valid and Justifiable Reasons	
(2 Photocopies)	
N. TERMINAL LÉAVE	
Fully Accomplished Application for Leave	The client will provide
Form CS Form 6 (2 Original Copies)	
2. Proof of Employee's Resignation or	
	•



				1906
-	ation from the Service			
(2 Photocopies)	-			
O. ADOPTION LEAVE 1. Fully Accomplished		The client	will provide	
Form CS Form 6 (2		THE CHEFT	wiii provide	
	2. Authenticated Copy of the Pre-Adoptive			
Placement Authority	•			
Department of Socia				
Development (2 Pho	otocopies)	FEES TO	PROCESSIN	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	G TIME	RESPONSIBLE
1. For Walk-in Applications: Submit a fully- accomplished Application for Leave Form at the Office of Human Resource Development and Management.	1.1 For Walk-in Applications: Receives the Application for Leave Form and endorses to Employee Welfare Unit personnel.	None	5 minutes	Messenger Office of Human Resource Development and Management
For Online Applications: Access the Online Leave Application Portal thru the link: https://leave.tsu.ed u.ph/LeaveApplication and log in using TSU Email	For Online Applications: Checks and receives applications thru the Admin Module of the Online Leave Application Portal https://leave.tsu.edu.ph//LeaveApplication			Staff Employee Welfare Unit
account. Select type of leave of absence applying for. Fill-up other necessary fields and click 'Save' then 'Submit'.	1.2 For Walk-in Applications: Checks and updates the requesting personnel's Leave Credits balance.	None	5 minutes	Staff Employee Welfare Unit
	For Online Applications: The checking and updating of the requesting personnel's Leave Credits balance is automated by the HRIS.	None		
	1.3 Processes the approval / disapproval of the requesting	None	1 hour	Staff Employee Welfare Unit
	personnel's Application for Leave.			<i>Head</i> Employee Welfare Unit



				Vice President concerned Respective Office University President Office of the University President
Receive an update on the status of the application.	2. For Walk-in Applications: Informs requesting personnel of the status of their application. Files the form on the personnel's File folder. For Online Applications: Once all signatories are done, the status of each online application is automatically reflected to the requesting personnel's Leave portal.	None	10 minutes	Staff Employee Welfare Unit Head Employee Welfare Unit
	TOTAL:	None	1 Hour & 20 Minutes	



6. Processing of Request for Issuance of Certifications

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

			· · ·		
Office or	Office of Human Resource Development and Management – Employee				
Division:	Welfare Unit (OHRDM-EWU)				
Classification:	Simple				
Type of	G2G – Government to Gitizen				
Transaction:	G2C – Government to				
Who may avail:	Active or Inactive TSU REQUIREMENTS	Employee	WHERE TO SEC	HDE	
		Office of Llu			
	omplished Certification		man Resource De	•	
or Documents Re TSU-HRD-SF-26	•	http://bit.ly/3	nt or access the for	iiii uiiu	
130-11KD-3F-20	(1 Original Copy)	Tittp://bit.ly/30	44(129		
For Online: Acco	mplished Certification				
or Documents Re	•				
http://bit.ly/3q4tT2					
2. For Inactive Emp		The client wi	ill provide		
Clearance (1 Ori			•		
3. For Representat					
Letter (1 Original	Copy)				
4. Any document as					
<u> </u>	ut not limited to: List of				
	rements, Letter Asking				
for Compliance, e	tc. (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
1. For Walk-In:	1. For Walk-In:	BE PAID None	TIME 5 minutes	RESPONSIBLE Staff	
Submit the	Receives and	INOHE	5 minutes	Employee	
properly	verifies the			Welfare Unit	
accomplished	Certification /			VVCIIAIC OIIII	
Certification /	Documents				
Documents	Request Slip.				
Request Slip at	' '				
Office of Human					
Resource					
Development					
and					
Management.					
				0. 5	
For Online:	For Online:			Staff	
Email	Checks the Certifications /			Employee Welfare Unit	
hrdmo@tsu.edu. ph or fill out the	Documents			vvellare Offit	
online form	Request Form				
(<u>http://bit.ly/3q4t</u>	online excel file				
T29) to request	that acts as the				
the employment	database of the				
details of the	online form.				
TSU personnel					
concerned.	Note: If				
	Certification /				
	Documents				
	Request Slip is not		1	1	



	T		T	
	properly accomplished, return the slip to client and inform the lacking.	N.		01.5
2. Answer additional questions for the confirmation of the request and	2.1 Asks the Requester for other verification purposes.	None	2 hours and 20 minutes	<i>Staff</i> Employee Welfare Unit
employment record.	2.2 Checks the 201 File Folder of the requesting personnel.			
	2.3 Prepares and prints the certification.			
3. Receive the signed and drysealed request certificate.	3. For Walk-In: Releases the signed and dry- sealed certification to the requesting personnel. Have them sign on the Certifications Logbook for records purposes, or depending on the request of the personnel.	None	5 minutes	Staff Employee Welfare Unit
	For Online Application: Scans the signed certification and sends to the provided email address; or retrieves at the HR			
TOTAL EC	file box at a designated date and time. OR WALK-IN / ONLINE		2 Hours & 30	
IOIALFO	TRANSACTION:	None	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.

report was actually	spection in determining y undertaken.	if the repair	specified in the p	ore-inspection		
Office or Division:		Office of Facilities Development and Management – Facilities Maintenance Unit (OFDM – FMU)				
Classification:	Minor Repairs – Simple Major Repairs – Highly Technical Job Outs – Highly Technical					
Type of Transaction:	G2C- Government to G2G- Government to G2G- Government to	o Business E o Governmer	nt			
Who may avail:	TSU Employees, Stu REQUIREMENTS	udents, Office	-			
 Accomplished and Request for Pre-R Repair and Other TSU-FMU-SF-01 If there is no avail (For Internal Clien Request for Funding 	d Duly Signed epair Inspection / Services (2 Original Copies) ilable material/s, nts Only) ng through Letter	Facilities Maintenance Unit or download at https://www.tsu.edu.ph/media/ackfvepa/sf-01-02-request-for-pre-repair-rev-02.docx The client will provide				
(1 Original Copy)	Jniversity President					
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE				
1. Submit the Accomplished and Duly Signed requirement/s to the Facilities	1.1 Receives, records, and documents the submitted document.	None	2 minutes	Clerk Facilities Maintenance Unit		
Maintenance Unit.	1.2 Forwards the submitted	None	3 minutes	Clerk Facilities Maintanana		

		DLFAID	I IIVIL	KESF CROIDEE
1. Submit the Accomplished and Duly Signed requirement/s to the Facilities	1.1 Receives, records, and documents the submitted document.	None	2 minutes	Clerk Facilities Maintenance Unit
Maintenance Unit.	1.2 Forwards the submitted documents to the Unit Head.	None	3 minutes	Clerk Facilities Maintenance Unit
	1.3 Assigns Maintenance Staff to conduct a pre- repair inspection to determine the repair to be done.	None	30 minutes	<i>Unit Head</i> Facilities Maintenance Unit
	1.4 Conducts pre- repair inspection to determine the damage and materials needed.	None	1 hour	Maintenance Staff Facilities Maintenance Unit
Receives notification or e- mail for evaluation of	2.1 Discusses the final evaluation of the request for pre-repair.	None	15 minutes	Unit Head Facilities Maintenance Unit



pre-repair	2.2 Forwards the	None	15 minutes	Maintenance
request.	Return Notice for			Staff
	Repair Form as			Facilities
	notification to the			Maintenance
	request for repair.			Unit
3. Receives the	3.1 If the materials	None	30 minutes	Clerk
notification if	are available:			Facilities
there are	Prepares			Maintenance
available	Requisition and			Unit
materials or	Issuance Slip			OTIL
none, or Return	then, forwards to			
Notice of Repair	the Supply and			
if the repair is				
for Job Out.	Property			
ioi Job Out.	Management Unit			
N. (15 ()	for Approval.			
Note: If the				
client receives	For Job Out			
Notice of	related work or			
Repair, submits	No available			Unit Head
the Request for	material/s:			Facilities
Funding through	Prepares Return			Maintenance
Letter	Notice of Repair,			Unit
addressed to	Purchase			
the University	Request, and			
President to the	Requisition and			
Office of the	Issuance Slip or			
University	Job Order.			
President for	3.2 If the materials	None	20 minutes	Maintenance
approval.	are available:	110110	20111111111111	Staff
approvan.	Prepares all the			Facilities
	Materials needed.			Maintenance
	Materials riceded.			Unit
	Far Joh Out			Offic
	For Job Out			Claule
	Related Work or			Clerk
	No Available			Facilities
	Material/s:			Maintenance
	Forwards the			Unit
	approved Request			
	for Funding			
	Purchase			
	Request, and			
	Requisition and			
	Issuance Slip or			
	Job Order to the			
	Procurement			
	Office.			
	3.3 Conducts the	None	Minor Repair:	Maintenance
	repair.		1 hour	Staff
	F			Facilities
			Major Repairs:	Maintenance
	Ī		7 working days	Unit



4. Fill-Out the Customer Feedback Form and signs accomplishment form if the request pre- repair is completed.	4.1 Once the repair is completed, requests client to fill-out the Customer Feedback Form and signs accomplishment form.	None	10 minutes	Maintenance Staff Facilities Maintenance Unit
	4.2 For Job Out Related Work: Prepares the post Repair Inspection Report Form and forward to Technical Working Committee to conduct of post repair Inspection.	None	30 minutes	Unit Head Facilities Maintenance Unit Staff Facilities Maintenance Unit
	4.2 For Job Out Related Work: Collects excess unused materials will return to Office of Facilities Development and Management stock room for safekeeping.	None	15 minutes	Maintenance Staff Facilities Maintenance Unit
	4.4 Fills out the accomplishment report of completed/ finished tasked.	None	10 minutes	Maintenance Staff Facilities Maintenance Unit
	4.5 Records, encodes and photocopies each of the accomplished project for documentation Purposes.	None	20 minutes	Clerk Facilities Maintenance Unit
=	HERE IS AVAILABLE S (MINOR REPAIRS):	None	4 Hours & 5 Minutes	
	HERE IS AVAILABLE 6 (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.

report was actuall	y undertaken.	, ii tilo ropaii	opcomed in the p		
Office or Division:	Office of Facilities D Maintenance Unit (0	•	•	– Facilities	
Classification	Minor Repairs – Sim	ple	,		
Classification:	Major Repairs – Higl Job Outs – Highly T				
Type of Transaction:	G2G- Government to	G2C- Government to Citizen G2G- Government to Business Entity/ies G2G- Government to Government			
Who may avail:	TSU Employees, St	TSU Employees, Students, Office Occupants, and Stakeholders.			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
 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 The client will provide			
 If there is no available material/s, (For Internal Clients Only) Request for Funding through Letter addressed to the University President (1 Original Copy) 		THE CHEFT W	·		
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	1.1 Receives, records, and documents the submitted document.	None	2 minutes 3 minutes	Clerk Facilities Maintenance Unit	
IVIAII ILEI IAI ILE	1.2 FUIWAIUS LITE	.2 Forwards the None 3 minutes Clerk			

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



	1	T	1	
pre-repair	2.2 Forwards the	None	15 minutes	Maintenance
request.	Return Notice for			Staff
	Repair Form as			Facilities
	notification to the			Maintenance
	request for repair.			Unit
3. Receives the	3.1 If the materials	None	30 minutes	Clerk
notification if	are available:			Facilities
there are	Prepares			Maintenance
available	Requisition and			Unit
materials or	Issuance Slip			Offic
none, or Return	then, forwards to			
	•			
Notice of Repair	the Supply and			
if the repair is	Property			
for Job Out.	Management Unit			
	for Approval.			
Note: If the				
client receives	For Job Out			
Notice of	related work or			
Repair, submits	No available			Unit Head
the Request for	material/s:			Facilities
Funding through	Prepares Return			Maintenance
Letter	Notice of Repair,			Unit
addressed to	Purchase			
the University	Request, and			
President to the	Requisition and			
Office of the	Issuance Slip or			
University	Job Order.			
President for	3.2 If the materials	None	20 minutes	Maintenance
	are available:	None	20 111111111111111111111111111111111111	Staff
approval.				
	Prepares all the			Facilities
	Materials needed.			Maintenance
	'			Unit
	For Job Out			
	Related Work or			Clerk
	No Available			Facilities
	Material/s:			Maintenance
	Forwards the			Unit
	approved Request			
	for Funding			
	Purchase			
	Request, and			
	Requisition and			
	Issuance Slip or			
	Job Order to the			
	Procurement			
	Office.			
	3.3 Conducts the	None	Minor Repair:	Maintenance
		INUITE	1 hour	Staff
	repair.		i noui	
			Major Danaira	Facilities
			Major Repairs:	Maintenance
	1		7 working days	Unit



4. Fill-Out the Customer Feedback Form and signs accomplishment form if the request pre- repair is completed.	4.1 Once the repair is completed, requests client to fill-out the Customer Feedback Form and signs accomplishment form.	None	10 minutes	Maintenance Staff Facilities Maintenance Unit
	4.2 For Job Out Related Work: Prepares the post Repair Inspection Report Form and forward to Technical Working Committee to conduct of post repair Inspection.	None	30 minutes	Unit Head Facilities Maintenance Unit Staff Facilities Maintenance Unit
	4.2 For Job Out Related Work: Collects excess unused materials will return to Office of Facilities Development and Management stock room for safekeeping.	None	15 minutes	Maintenance Staff Facilities Maintenance Unit
	4.4 Fills out the accomplishment report of completed/ finished tasked.	None	10 minutes	Maintenance Staff Facilities Maintenance Unit
	4.5 Records, encodes and photocopies each of the accomplished project for documentation Purposes.	None	20 minutes	Clerk Facilities Maintenance Unit
_	HERE IS AVAILABLE S (MINOR REPAIRS):	None	4 Hours & 5 Minutes	
_	HERE IS AVAILABLE 6 (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	Facilities Development and Management Office –Janitorial and			
Division: Classification:	Ground Services Unit Simple	(FDMO-JG	SU)	
Type of	G2C – Government to	Citizen		
Transaction:	G2G - Government to		t	
Who may avail:	TSU Students and Pe	rsonnel		
	REQUIREMENTS		WHERE TO SE	CURE
None	I	None	DD00E00U0	DEDOON
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.e du.ph.	1. Evaluates the request and sets schedule for the date and time of the manpower availability. Note: Manpower request will be subject for the approval by the Facilities Development and Management Office Director / Vice President for Administration and Finance because of paid overtime, if necessary.	None	20 minutes	Unit Head Janitorial and Ground Services Unit
2. Receive notification and confirm the schedule of deployment.	2.1 Notifies client via phone call for the scheduled manpower request prior to the deployment of Janitorial and Ground Services Unit Personnel.	None	15 minutes	Clerk or Unit Head Janitorial and Ground Services Unit
	2.2 Proceeds with the assigned task/s	None	15 minutes	Cleaning Personnel Janitorial and Ground Services Unit
	2.3 Segregates and disposes waste per offices and classrooms.	None	5 minutes	Cleaning Personnel Janitorial and Ground Services Unit



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



Medical Services Unit External Services



1. Processing of Medical Consultation

This service allows students, employees, visitors, and relatives of employees seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of	G2C - Government to			
Transaction:	G2G - Government to		D 1 (' (E 1	
Who may avail:	Students, Employees,	Visitors, and		
	REQUIREMENTS		WHERE TO SEC	URE
1. Laboratory Test F (1 Original Copy)	result/s, if any	The client wi	II provide	
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Request consultation and present laboratory test results, <i>if any</i> , to the Nurseon-duty (NOD)	1.1. Assesses patient's health condition through data gathering and test procedures/result presented which may include but not limited to ECG, FBS/RBS, and others whichever is available.	None	2 minutes	Nurse-on-Duty Medical Services Unit
	1.2. Evaluates data gathered.	None	1 minute	
	1.3. Decides whether to provide proper intervention or refer to Medical Doctor.	None	2 minutes	
	Note: Proceed with Client Step No. 3 & Agency Action No. 3.1, if referral to Medical Doctor is necessary.			
	1.4 Prepares/ retrieves and fills out medical records.	None	2 minutes	Nurse-on-Duty Medical Services Unit
	1.4.1 For new patient/s, prepares and fills out Patient Profile (TSU-MSU-SF-01) and Consultation			



	T = /=0::	I		
	Form (TSU-			
	MSU-SF-02).			
	1.4.2 For old			
	patients,			
	Retrieves the			
	patient record			
	form filling			
	cabinet/box and			
	updates the data			
	needed.			
	Note: If the			
	patient has			
	Laboratory test			
	results attach it			
	to the			
	consultation			
	form.			
2. Receive proper	2.1 Gives	None	26 minutes	Nurse-on-Duty
intervention.	intervention			Medical
	through nursing			Services Unit
	care, medication,			
	or health teaching,			
	2.2 Fills out the	None	1 minute	Nurse-on-Duty
	Consultation	None	Timilate	Medical
	Logbook (TSU-			Services Unit
	MSU-SF-03)			
	2.3 Reassesses and	None	1 minute	Nurse-on-Duty
	reevaluates			Medical
	patient condition.			Services Unit
	Mata D			
	Note: Proceed			
	with Client Step No. 3 & Agency			
	Action No. 3.1, if			
	the complaint			
	and symptom/s			
	still persist after			
	the intervention			
	for Consultation			
	with the Medical			
	Doctor.		4	N
	2.4 Discharges the	None	1 minute	Nurse-on-Duty
	patient, if the			Medical Services Unit
	intervention is			Services Unit
	adequate and resolves the			
	complaint.			
	oompiant.			
	Note: Certificate			
	of Appearance			
	(COA) may be			
Î	issued upon the	1	I	1



	patient's request to validate their consultation at the clinic.			
Proceed to the Medical Doctor for Consultation.	3.1 Conducts physical examination and evaluates data gathered	None	5 minutes	Medical Doctor/ Director Office of University Health Services
	3.2 Orders procedure/s and refer to the NOD, if medical procedure is needed.	None	1 minutes	Medical Doctor/ Director Office of University Health Services
	3.3 Carries out orders and refers to Medical Doctor.	None	5 minutes	Nurse-on-Duty Medical Services Unit
	3.4 Gives diagnosis, treatment, medical advice, follow-up, laboratory request, referral, and medical certificate if needed.	None	1 minute	Medical Doctor/ Director Office of University Health Services
	3.5 Refers to NOD for carrying out orders.	None	1 minute	Medical Doctor/ Director Office of University Health Services
Carrying Out Doctor's Order	Carries out doctor's order	None	1 minute	Nurse-on-Duty Medical Services Unit
5. Receive health teaching and instructions:	5.1 Gives patient health teaching and instructions: 5.1.1 Medicine, if available. 5.1.2 Prescription, if medicine is not available at the clinic. 5.1.3 Laboratory request 5.1.4 Referral 5.1.5 Medical certificate, if needed 5.1.6 Follow-up date	None	2 minutes	Nurse-on-Duty Medical Services Unit



5.2 Fills out the consultation Logbook (TSU- MSU-SF-03)	None	1 minute	Nurse-on-Duty Medical Services Unit
5.3 Files patient record to the filling cabinet/box	None	1 minute	Nurse-on-Duty Medical Services Unit
TOTAL:	None	54 minutes	

^{*}The total turnaround time considers the type of intervention provided, the patient's resting time, the availability of our doctor, and the specific procedure being performed.



Medical Services UnitInternal Services



1. Processing of Medical Consultation

This service allows students, employees, visitors, and relatives of employees seeking assistance on their health-related concerns by providing assessment, intervention, and treatment services from a medical practitioner.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of	G2C - Government to			
Transaction:	G2G - Government to		Dalatives of France	
Who may avail:	Students, Employees,	visitors, and		
	REQUIREMENTS	T ! ! ! !	WHERE TO SEC	URE
1. Laboratory Test F (1 Original Copy)	result/s, if any	The client wi	III provide	
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Request consultation and present laboratory test results, if any, to the Nurse- on-duty (NOD)	1.1. Assesses patient's health condition through data gathering and test procedures/result presented which may include but not limited to ECG, FBS/RBS, and others whichever is available.	None	2 minutes	Nurse-on-Duty Medical Services Unit
	1.2. Evaluates data gathered.	None	1 minute	
	1.3. Decides whether to provide proper intervention or refer to Medical Doctor. Note: Proceed with Client Step No. 3 & Agency Action No. 3.1, if referral to Medical Doctor is	None	2 minutes	
	necessary. 1.4 Prepares/ retrieves and fills out medical records. 1.4.1 For new patient/s, prepares and fills out Patient Profile (TSU- MSU-SF-01) and Consultation	None	2 minutes	Nurse-on-Duty Medical Services Unit



	T = /=0::	I		
	Form (TSU-			
	MSU-SF-02).			
	1.4.2 For old			
	patients,			
	Retrieves the			
	patient record			
	form filling			
	cabinet/box and			
	updates the data			
	needed.			
	Note: If the			
	patient has			
	Laboratory test			
	results attach it			
	to the			
	consultation			
	form.			
2. Receive proper	2.1 Gives	None	26 minutes	Nurse-on-Duty
intervention.	intervention			Medical
	through nursing			Services Unit
	care, medication,			
	or health teaching,			
	2.2 Fills out the	None	1 minute	Nurse-on-Duty
	Consultation	None	Timilate	Medical
	Logbook (TSU-			Services Unit
	MSU-SF-03)			
	2.3 Reassesses and	None	1 minute	Nurse-on-Duty
	reevaluates			Medical
	patient condition.			Services Unit
	Mata D			
	Note: Proceed			
	with Client Step No. 3 & Agency			
	Action No. 3.1, if			
	the complaint			
	and symptom/s			
	still persist after			
	the intervention			
	for Consultation			
	with the Medical			
	Doctor.		4	N
	2.4 Discharges the	None	1 minute	Nurse-on-Duty
	patient, if the			Medical Services Unit
	intervention is			Services Unit
	adequate and resolves the			
	complaint.			
	oompiant.			
	Note: Certificate			
	of Appearance			
	(COA) may be			
Î	issued upon the	1	I	1



	patient's request to validate their consultation at the clinic.			
Proceed to the Medical Doctor for Consultation.	3.1 Conducts physical examination and evaluates data gathered	None	5 minutes	Medical Doctor/ Director Office of University Health Services
	3.2 Orders procedure/s and refer to the NOD, if medical procedure is needed.	None	1 minutes	Medical Doctor/ Director Office of University Health Services
	3.3 Carries out orders and refers to Medical Doctor.	None	5 minutes	Nurse-on-Duty Medical Services Unit
	3.4 Gives diagnosis, treatment, medical advice, follow-up, laboratory request, referral, and medical certificate if needed.	None	1 minute	Medical Doctor/ Director Office of University Health Services
	3.5 Refers to NOD for carrying out orders.	None	1 minute	Medical Doctor/ Director Office of University Health Services
Carrying Out Doctor's Order	Carries out doctor's order	None	1 minute	Nurse-on-Duty Medical Services Unit
5. Receive health teaching and instructions:	5.1 Gives patient health teaching and instructions: 5.1.1 Medicine, if available. 5.1.2 Prescription, if medicine is not available at the clinic. 5.1.3 Laboratory request 5.1.4 Referral 5.1.5 Medical certificate, if needed 5.1.6 Follow-up date	None	2 minutes	Nurse-on-Duty Medical Services Unit



5.2 Fills out the consultation Logbook (TSU- MSU-SF-03)	None	1 minute	Nurse-on-Duty Medical Services Unit
5.3 Files patient record to the filling cabinet/box	None	1 minute	Nurse-on-Duty Medical Services Unit
TOTAL:	None	54 minutes	

^{*}The total turnaround time considers the type of intervention provided, the patient's resting time, the availability of our doctor, and the specific procedure being performed.



2. Processing of Request for Employee Medical Certificate for Pre-Employment and Annual Physical Examination

This service allows clients to request for Medical Certificate for various purposes such as but not limited to Pre-employment and Annual Physical Examination.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to	Government	t	
Who may avail:	Faculty, and Personne	el		
	F REQUIREMENTS		WHERE TO SEC	URE
A. Full-Time Emp	oloyees			
Laboratory Test Result/s, if any (1 Original Copy) Complete Blood Count (CBC) Urinalysis Chest X ray with Film and Official Reading Drug Test		The client will provide		
CSC Form No. Medical Certification	211 Revised 2018 cate	The client w	vill provide or get i	t to OHDRM
B. Part-Time Em	ployees			
1. Laboratory Tes		The client w	vill provide	
(1 Original Cop	• ,			
Reading	with Film and Official			
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON		
1. Make a verbal request for Medical Certificate and state the name.	1. Checks the name from the list of scheduled employees provided by the Office of Human Resource Development and Management. Note: Informs the scheduled date If the employee is not on the list.	None	TIME 2 minutes	RESPONSIBLE Nurse-on-Duty Medical Services Unit
2. Present all necessary requirements.	2.1 Checks all presented requirements. 2.2 Fills out the Physical Examination	None None	1 minute 3 minutes	Nurse-on-Duty Medical Services Unit Nurse-on-Duty Medical Services Unit
	Form (TSU- MSU-SF10) and			



	Data Gathering Procedure.			
3. Performs the Visual Acuity assessment using Snellen and Ishihara.	3.1 Conducts Visual Acuity assessment using Snellen and Ishihara.	None	3 minutes	Nurse-on-Duty Medical Services Unit
	3.2 Refers the employee to the Medical Doctor with the requirements.	None	1 minute	Nurse-on-Duty Medical Services Unit
4. Proceed to the Medical Doctor for Consultation.	4.1 Conducts Physical Examination (PE).	None	2 minutes	Medical Doctor/ Director Office of University Health Services
	4.2 Evaluates Physical Examination, data gathered, and laboratory test results.	None	2 minutes	Medical Doctor/ Director Office of University Health Services
	4.3 Gives recommendation , if needed the Medical Doctor will prescribe Medicine, laboratory test, and follow up.	None	2 minutes	Medical Doctor/ Director Office of University Health Services
	4.4 Refers to the Nurse-on-Duty for the issuance of Medical Certificate.	None	1 minute	Medical Doctor/ Director Office of University Health Services
	4.4Logs the visual acuity result, certification result, and recommendation on Employment Logbook (TSU-MSU-SF-11).	None	2 minutes	Nurse-on-Duty Medical Services Unit
5. Sign on the Employment Logbook (TSU-MSU-SF-11).	5.1 Asks patient to sign on the Employment Logbook (TSU- MSU-SF-11).	None	1 minute	Nurse-on-Duty Medical Services Unit
ŕ	5.2Stamps the Medical Certificate with dry seal.	None	1 minute	Nurse-on-Duty Medical Services Unit



6. Receive the Medical Certificate.	6.1 Issues the stamped Medical Certificate.	None	1 minute	Nurse-on-Duty Medical Services Unit
Goramodio.	6.2 Informs patient to submit the Medical Certificate to the Office of Human Resource Development and Management.	None	1 minute	Nurse-on-Duty Medical Services Unit
	TOTAL:	None	23 minutes	



3. Processing of Request for Employee Medical Certificate for Return-to-Work Examination, Transfer and/or Separation from Employment

This service allows clients to request for Medical Certificate for various purposes such as but not limited to Transfer Examination, Return to Work Examination, and Separation from Employment Examination.

Office or	milation.				
Division:	Medical Services Unit				
Classification:	Simple				
Type of Transaction:	G2G - Government to	Government			
Who may avail:	Faculty, and Personne	l			
	REQUIREMENTS		WHERE TO SEC	URE	
A. For Return-to- V	Vork				
Medical Certificate from hospital or The client will provide					
physician (1 Oriç	ginal Copy)				
	d Separation from Wor	k			
None		None			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
For Return-to- Work: Present Medical	1.1 Receives requirements/ request.	None	2 minutes	Nurse-on-Duty Medical Services Unit	
Certificate from attending physician.	1.2 Prepares Medical Certificate (TSU- MSU-SF-05).	None	1 minute	Nurse-on-Duty Medical Services Unit	
For Transfer and Separation	1.3 Fills out the necessary data for the Medical Certificate.		2 minutes	Nurse-on-Duty Medical Services Unit	
from Work: Make a verbal request for medical certificate	1.4 Refers to Medical Doctor for consultation	None	1 minute	Nurse-on-Duty Medical Services Unit	
Proceed to the Medical Doctor for consultation.	2.1 Conducts physical examination and gives recommendations	None	5 minutes	Medical Doctor/ Director Office of University Health Services	
	2.2 Signs on the Medical Certificate.	None	1 minute	Medical Doctor/ Director Office of University Health Services	
	2.2 Refers to the Nurse-on-Duty	None	1 minute	Medical Doctor/ Director Office of University Health Services	
	2.3 Stamps the signed Medical Certificate with dry seal	None	1 minute	Nurse-on-Duty Medical Services Unit	



3.	Receive the Medical Certificate	Issues the stamped relemedical cert				
4.	Fill out the Medical Certificate Logbook (TSU- MSU-SF-13)	4. Asks client to out the Med Certificate Logbook (TS MSU-SF-13)	ical SU-	None	1 minute	Nurse-on-Duty Medical Services Unit
		TO	OTAL:	None	15 minutes	



4. Processing of Request for Student Medical Certificate

This service allows clients to request a Student Medical Certificate for various purposes such as OJT, sports related events, seminars, training, and competitions.

Office or Division:	Medical Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to C	Citizen		
Who may avail:	Currently Enrolled Stud	ents		
CHECKLIST O	F REQUIREMENTS		WHERE TO SEC	CURE
1. Certificate of Re	_	The client v	will provide	
(1 Original Copy				
2. SUC III Eligibility			elopment and Man	agement Unit or
applicable (1 Or	<i>1-SF-15</i>), <i>whichever is</i>	SUC III		
3. For On-the-Job		The client v	will provide	
	esults, if required by			
the host compar	າy (1 Original Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
Proceed to the	Checks the name	BE PAID None	TIME 1 minute	RESPONSIBLE
Medical	of the student on	None	i illilliule	Nurse-on-Duty Medical
Services Unit	the master list			Services Unit
on the	attached on the			
scheduled date.	assistance request			
	form.			
	Note: Informs the			
	scheduled date If			
	the student is not			
	on the list.			
2. Present all	2.1. Receives	None	1 minute	Nurse-on-Duty
necessary requirements.	presented			Medical Services Unit
requirements.	requirements. 2.2. Verifies the name	None	1 minute	Nurse-on-Duty
•	in the COR.	140110	1 minute	Medical
				Services Unit
	2.3. For On-the-Job	None	2 minutes	Nurse-on-Duty
	Training: Checks			Medical
	the presented Laboratory Test			Services Unit
	Result/s.			
	2.4. Prepares the	None	2 minutes	Nurse-on-Duty
	Medical			Medical
	Certificate Form			Services Unit
	(TSU-MSU-SF-			
	05). 2.5. Conducts physical	None	5 minutes	Nurse-on-Duty
	examination and	1 10110	3 11111100	Medical
	gives			Services Unit
	recommendations			
	Note: For Group			
	Request of	<u> </u>		



	1			T	
		Medical Certificate, issuance of such will be done once all participants were done in the Physical Examination.			Management
		2.6. Assesses and evaluates the findings of the data gathered.	None	20 minutes	Nurse-on-Duty Medical Services Unit
		Note: If with inconclusive findings, repeat the vital signs after 5 minutes. However, if the findings are still inclusive after 3 attempts and have medical condition it shall be referred to the Medical Doctor.			
3. F	or nconclusive	3.1. Conducts Physical Examination.	None	1 minute	Medical Doctor/ Director
F V	Findings or with Medical Condition:	3.2. Evaluates the PE, data gathered and/or laboratory test result.	None	1 minute	Office of University Health Services
	Medical Doctor for consultation.	3.3. Gives recommendations (Monitoring, Medicine, advise, and follow-up if needed).	None	2 minutes	
		3.4. Signs the SMC and refer back to Nurse-on-Duty.	None		
fo N	Proceed to the Nurse-on-Duty or issuance of Medical Certificate	4.1. Gives health teaching and explains the validity of medical certificate.	None	1 minute	Nurse-on-Duty Medical Services Unit
	and/or health eaching.	4.2. Stamps with dry seal.	None	1 minute	Nurse-on-Duty Medical Services Unit
is N	Receive the ssued Student Medical Clearance.	5. Issues the signed and dry sealed Student Medical Clearance.	None	1 minute	Nurse-on-Duty Medical Services Unit
	Fill out the Medical	6. Instructs the student to log in the	None	1 minute	Nurse-on-Duty



Certificate Logbook (TSU- MSU-SF-13).	Medical Certificate Logbook (TSU- MSU-SF-13).			Medical Services Unit
	TOTAL:	None	40 Minutes	

Note:

- Medical Services Unit (MSU) will not issue medical certificate for seminars, training, and other students' non-physical activities within Tarlac Province. (Reference TSU-MSO-065-22).
- All participants shall appear on the scheduled date.
- Failure to appear on the scheduled date does not guarantee the inclusion of his or her name on the succeeding dates.
- Those whose names are not reflected in the list of participants submitted to the Medical Services Unit will submit a separate request and shall follow this process.
- Dates for the issuance of Medical Certificates are determined based on the submitted request.



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

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	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	



Obligations and Administrative Services Unit Internal Services



1. Processing of Requests for Reproduction, Bookbinding and Ring Binding of Documents

This service offers reproduction, book binding and ring binding assistance to the clients for the various documents of the university.

Office or	Obligations and Administrative Support Services Unit (OASSU)			
Division: Classification:	Simple			
Type of				
Transaction:	G2G - Government to Government			
Who may avail:	TSU Offices, Units and Employees			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE
	CTION OF DOCUMEN			
1. Documents for R	Reproduction The client will provide			
	CTION OF DOCUMEN	IT MORE TH	IAN 500 PCS	
1. Accomplished Re	· · · · Reproduction Section			
(1 Original Copy)	DING AND RINGBIND) 20 BCS	
1. Documents for E		The client w		
	DING AND RINGBIND		•	3
1. Accomplished Re				
(1 Original Copy)	•	Reproducti	on Section	
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Present the	1. Verifies the	None	1 hour	Staff
document for	number of			Obligations and
reproduction or	copies to be			Administrative
binding in the	reproduced or			Support
Reproduction Section and	number of			Services <i>Unit</i>
inform the	copies to be bound including			
number of	the other			
copies needed	formats of the			
and services to	output.			
be availed.	-			
2.1 For	2.1 For	None	2 hours	Staff
Reproduction	Reproduction			Obligations and
of Document	of Document			Administrative
(1 to 500 pcs):	(1 to 500 pcs):			Support
Fill out the Log	Reproduces the			Services <i>Unit</i>
Book for 1 to	document based			
500 pieces of	on client's			
Reproduced	desired quantity,			
Documents.	quality and format.			
2.2For	ioiiiiat.			
Reproduction				
of Document	2.2.1 For	None	6 hours	Staff
More than 500	Reproduction			Obligations and
pcs: Secure	of Document			Administrative
and submit	more than 500			Support
accomplished	pcs: Receives			Services Unit
Request Slip to	Request Slip,			
Reproduction	together with the			
Section.	document to be			
	reproduced, and			

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	1		1	1906
2.3For Bookbinding and Ring binding (1 to 20 pcs):	forwards to Obligations and Administrative Support Services Unit Head for approval. 2.2.2 For Reproduction of Documents More than 500 pcs: Reviews and approves the Request Slip.	None	2 hours	Head Obligations and Administrative Support Services
Fill out the Log	С р.	None	5 hours	Staff
Book for 1 to 19 pieces of Bound Documents.	2.3 For Bookbinding and Ring binding (1 to 20 pcs): Binds the			Obligations and Administrative Support Services <i>Unit</i>
2.4 For Bookbinding and Ring binding of More than 20 pcs: Secure and submit the	document based on the client's desired quantity, quality, and format.	None	8 hours	Staff Obligations and
accomplished Request Slip to the Reproduction Section.	2.4.1 For Bookbinding and Ring binding of More than 20 pcs: Receives Request Slip, together with the document to be bound, and forwards to Obligations and Administrative Support Services Unit Head for	None	2 hours	Administrative Support Services Unit
	approval. 2.4.2 For Bookbinding and Ring binding of More than 20 pcs: Reviews and approves the Request Slip.		5	and Administrative Support Services

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3. Receive the requested output and log the number of copies and type of services availed.	3. Monitors the input logs (number of copies, layout, and type of printing) in the log sheet and releases the output to the client.	None	1 hour	Staff Obligations and Administrative Support Services Unit
TOTAL FOR REPRODUCTION OF DOCUMENT (1 TO 500 PCS)		None	4 Hours	
TOTAL FOR REPRODUCTION OF DOCUMENT (MORE THAN 500 PCS)		None	I Working Day	
TOTAL FOR BOOKBINDING & RING BINDING (1 TO 20 PCS)		None	7 Hours	
TOTAL BOOKBINDING & RING BINDING (MORE THAN 20 PCS)		None	I Working Day & 2 Hours	



Office of Business Affairs and Auxiliary Services 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	: Office of Business	Office of Business Affairs & Auxiliary Services (OBAAS)			
Classification:	Simple				
Type of		G2C – Government to Citizen G2G - Government to Government			
Transaction:					
Who may avail:	Offices and Units of Government Agen	Student Organizations Recognized by the University Offices and Units of the University Government Agencies Non-Government Organizations			
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE	
Request Letter I University President	Approved by the dent (1 Original Copy)	The client	will provide		
Endorsement from President (1 Du	-		e University Presi		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present either	1.1 Receives and	None	2 minutes	Clerk	
of the Request letter approved by the TSU	verifies the document/s presented.			Office of Business Affairs & Auxiliary Services	
President or Endorsement from the TSU President to the Office of Business Affairs and Auxiliary	Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.				
Services.	1.2 Checks the availability of the facility requested and prepares the Application Form and Assessment of Fees (if rental is applicable). Note: If facility is not available on the requested date, inform the client.	None	3 minutes	Clerk Office of Business Affairs & Auxiliary Services	
2. Proceed to the Cashiering Unit for payment. Note: For clients with tarpaulin for posting,	Receives and processes the payment.	Refer to Rental Matrix Below	7 minutes	Staff Cashiering Unit	



3. Submit the accomplished and signed Application Form and the	3.1 Receives the signed Application Form and Official Receipt.	None	1 minute	Clerk Office of Business Affairs & Auxiliary Services
Official Receipt to the Office of Business Affairs and Auxiliary Services.	3.2 Records the transaction in the logbook.	None	1 minute	Clerk Office of Business Affairs & Auxiliary Services
4. Receive a copy of the approved Application Form.	4.1 Issues a copy of the approved Application Form to the client.	None	1 minute	Clerk Office of Business Affairs & Auxiliary Services
	4.2 Forwards the filled-out Application Form to the Office of Civil Security Unit for their copy.	None	3 minutes	Clerk Office of Business Affairs & Auxiliary Services
	TOTAL:	Rate of the Facilities Being Rented	18 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
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



Office of Business Affairs and Auxiliary Services Internal Services



1. Process of Availing Print Shop Services (Tarpaulin, Sticker, Heat Press)

The process of availing the different print shop services such as tarpaulin, sticker and heat press.

Office or Division: Classification:	Office of Business Affairs & Auxiliary Services (OBAAS) Simple					
Type of	G2C – Government to	Citizen				
Transaction:	G2G – Government to Government					
Who may avail:	All REQUIREMENTS		WHERE TO SEC	LIRE		
1. Soft Copy of the La	·	The client	will provide	ONE		
2. Communication let			will provide			
(1 Original Copy)						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Present the soft copy of the layout for tarpaulin, sticker, and heat transfer to be	1.1 Receives the details of job order / soft copy of printing jobs.	None	5 minutes	Clerk of Print Shop Office of Business Affairs & Auxiliary Services		
printed. Send the layout via email at baso@tsu.edu.ph	1.2 Reviews the design and details	None	2 minutes	Clerk of Print Shop Office of Business Affairs & Auxiliary Services		
	1.3 Lays out or edits as required	None	1 hour	Clerk of Print Shop Office of Business Affairs & Auxiliary Services		
	1.4 Executes the Work/Job order	None	Depends on the volume and set up required for a specific job. For Tarpaulin Sizes: 4'x8'- 1hr 6'x12- 1.5hr 12'x18- 6hrs	Clerk of Print Shop Office of Business Affairs & Auxiliary Services		
2. Proceed to the Assessment window of Office of Business Affairs & Auxiliary Services and give the job order for assessment.	2. Receives and assesses the job order.	None	5 minutes	Clerk of General Merchandise Office of Business Affairs & Auxiliary Services		
3. Receive Assessment / Billing Form.	3. Issues Assessment / Billing Form to the client.	None	1 minute	Clerk of General Merchandise		



				Office of Business Affairs & Auxiliary Services
4. Proceed to the Cashiering Unit and present Assessment form to secure Official Receipt.	4. Receives, processes the payment, and issues Official Receipt.	Refer to the Matrix Below	10 minutes	Staff Cashiering Unit
5. Proceed to Print Shop and present the Official Receipt to claim the item.	5. Releases the item to the client.	None	2 minutes	Clerk of Print Shop Office of Business Affairs & Auxiliary Services
	TOTAL:	Refer to the Matrix Below	7 hours, 25 minutes	

^{*} Processing time indicated for the execution of job order is based on the production of biggest tarpaulin size the shop offers, 12ft x 8ft (3pcs).

	RATES
TARPAULIN	Php 18 per square foot
STICKER	Php .50 per square inch
HEAT PRESS	Php 150 per page



2. Processing of Application for Vehicle Gate Pass

The service allows clients to secure vehicle gate pass and be able to park inside the university premises.

Office or Division:	Office of Business Affairs & Auxiliary Services (OBAAS)				
Classification:	Simple				
Type of	G2C – Government				
Transaction:	G2G - Government				
Who may avail:	TSU Students and E	• •			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
1. Accomplished Ap	plication Form	Office of Business Affairs & Auxiliary Services			
(1 Original Copy)		(OBAAS)			
2. Certificate of Reg	istration of Vehicle	The client will provide			
(1 Photocopy)					
3. Valid Official Rece	eipt Registration of	The client will provide			
Vehicle (1 Photoc	copy)				
4. Valid Driver's Lice	ense	The client will provide			
(1 Photocopy)					
5. TSU ID (1 Photod	юру)	The client will provide			
6. For Officially En	rolled Students –	The client will provide			
Certificate of Regi	stration				
(1 Photocopy)					
7. For Vehicles No	t Named After the	The client will provide			
Applicant: Autho	rization Letter from				
1	egistered Owner of the Vehicle				
(1 Original Copy)					
8. For Vehicles Not		The client will provide			
Applicant: Deed	of Sale				
(1 Photocopy)					
	ACENOV	EEEE TO DEOCESSING DEDOON			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit all requirements to the Office of Business Affairs & Auxiliary Services.	1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.	None	15 minutes	Clerk Office of Business Affairs & Auxiliary Services
2. Receives assessment form.	2. Issues assessment form reflecting the	None	3 minutes	Clerk Business Affairs and Auxiliary
	fees to settle.			Services Office



3. Proceed to the Cashiering Unit and pay the assessed fee.	3. Receives payment and issues Official Receipt.	Php 100.00 per vehicle	20 minutes	Staff Cashiering Unit
4. Proceed to the Office of Business Affairs & Auxiliary Services and present the Official Receipt to secure vehicle gate pass.	4. Receives and verifies the Official Receipt and issues the gate pass.	None	1 minute	Clerk Business Affairs and Auxiliary Services Office
TOTAL:		Php 100.00 per Vehicle	39 Minutes	



3. Processing of Request for Re-ID for Worn-Out/Damaged Radio-Frequency Identification (RFID) Card

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

Office or Division:	Office of Business Affairs & Auxiliary Services (OBAAS) – Digital Studio			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:	G2G - Government to Government			
Who may avail:	TSU Students, Facul	ty and Perso		
	REQUIREMENTS		WHERE TO SE	CURE
A. FOR TSU STUDENTS				
Certificate of Regist (1 Photocopy)		The client v	will provide	
2. Worn-Out or Dama	aged ID			
(1 Original Copy) B. FOR TSU EMPLO	VEEC			
		Office of Du	usings Affairs or	ad Auvilians
1. Charge Slip (1 Ori	ginai Copy)	Services	usiness Affairs ar	id Auxiliary
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For TSU Students: Present and submit all pertinent requirements, including old Radio Frequency Identification Card to the Office of Business Affairs and Auxiliary Services.	1. For TSU Students: Receives and verifies submitted requirements and assesses old Radio Frequency Identification Card.	None	5 minutes	Clerk Office of Business Affairs and Auxiliary Services
For TSU Employees: Present Charge Slip to the Office of Business Affairs and Auxiliary Services.	For TSU Employees: Receives and verifies charge slip. Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.	Php 160.00	2 minutes	Clerk Office of Business Affairs and Auxiliary Services
2. For TSU	2. For TSU	None	5 minutes	Clerk
Students:	Students:			



Receive Assessment or	Issue Assessment or			Office of Business Affairs
Billing Slip, then	Billing Slip to the			and Auxiliary
proceed to	student.			Services
Cashiering Unit.				
For TSU	For TSU	None	15 minutes	Clerk
Employees: Proceed to	Employees: Takes photo for			Digital Studio - Office of
Digital Studio for	Radio Frequency			Business Affairs
the processing of	Identification			and Auxiliary
Radio Frequency Identification	Card and processes new			Services
Card.	Radio Frequency			
	Identification Card.			
3. For TSU	3. For TSU	Php	10 minutes	Staff
Students:	Students:	160.00		Cashiering Unit
Pay the required fee to the	Processes the payment and			
Cashiering Unit	issue Official			
and secure	Receipt.			
Official Receipt.				
For TSU	For TSU	None	10 minutes	Clerk
Employees: Receive Radio	Employees: Releases Radio			Digital Studio - Office of
Frequency	Frequency			Business Affairs
Identification	Identification			and Auxiliary
Card and fill out the log sheet.	Card.			Services
4. For TSU	4. For TSU	None	15 minutes	Clerk
Students: Proceed to the	Student: Takes photo for			Digital Studio - Office of
Digital Studio for	Radio Frequency			Business Affairs
the processing of	Identification			and Auxiliary
Radio Frequency Identification	Card and processes new			Services
Card.	Radio Frequency			
	Identification			
5. For TSU	Card. 5. For TSU	None	10 minutes	Clerk
Students:	Students:	_		Digital Studio -
Receive Radio Frequency	Releases Radio Frequency			Office of Business Affairs
Identification	Identification			and Auxiliary
Card and fill out	Card.			Services
the log sheet.		PHP		
TOTAL FO	OR TSU STUDENTS:	160.00	45 Minutes	
TOTAL FOR	R TSU EMPLOYEES:	PHP 160.00	27 Minutes	

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



4. Processing of Request for Reissuance of New Radio-Frequency Identification (RFID) Card

The service allows clients to request and avail the re-issuance of ID due to lost university identification cards.

Office or Division:	Student Development Services Unit (SDSU) and Office of Business Affairs & Auxiliary Services (OBAAS) – Digital Studio				
Classification:	Simple	111000 (00)	bigital Ota	dio	
Type of	G2C – Government to Citizen				
Transaction:	G2G - Government to Government				
Who may avail:	TSU Students, Faculty and Personnel				
A. FOR TSU STUDE	REQUIREMENTS		WHERE TO SE	CURE	
1. Affidavit of Loss		The client	will provide		
(2 Original Copies	or 2 Photocopies)	THO GIGHT	viii provido		
B. FOR TSU EMPLO					
1. Charge Slip (1 Orig	ginal Copy)		Business Affairs ar	nd Auxiliary	
		Services			
CLIENT STEDS	AGENCY	FEES TO BE	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	PAID	TIME	RESPONSIBLE	
1. Proceed to the Office of Management Information Systems –	1.1 Provides the Request to Block / Unblock Logbook to the client.	None	3 minutes	Clerk Office of Management Information Systems	
Software Development Unit and fill out the Request to Block / Unblock Logbook properly.	1.2 Processes the blocking or unblocking of the Radio Frequency Identification and notifies client once done.	None	13 minutes	Staff Software Development Unit	
2. For TSU Students: Proceed to the Student Development Services Unit and submit (1) copy of Affidavit of Loss. Receive the Request of RFID Form and properly fill it out.	2.1 For TSU Students: Receives, verifies the submitted document and issues Request of RFID Form if submitted document is not faulty.	None	3 minutes	Staff Student Development Services Unit	
For TSU Employees: Submit Charge Slip to the Office of Business Affairs and Auxiliary Services	For TSU Employees: Receives, verifies submitted document.	Php 260.00	2 minutes	Clerk Office of Business Affairs and Auxiliary Services	



			1	
	Note: If submitted documents are improperly filled- out, reject the request and inform the client of the lacking document/s.			
3. For TSU	3. For TSU	None	5 minutes	Clerk
Students: Proceed to the Assessment Window of the Office of Business Affairs and Auxiliary Services and submit (1) copy of Affidavit of Loss together with the properly accomplished Request of RFID Form to secure Assessment form.	Students: Receives, verifies the submitted documents and issues Assessment Form if submitted requirements are not faulty. Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.			Office of the Business Affairs and Auxiliary Services
For TSU Employees: Proceed to the Digital Studio for the processing of the Radio- Frequency Identification Card.	For TSU Employees: Processes new Radio-Frequency Identification Card.	None	15 minutes	Clerk Digital Studio - Office of the Business Affairs and Auxiliary Services
4. For TSU Students: Forward the Assessment form to the Cashiering Unit and settle the required fees.	4. For TSU Students: Processes the payment and issues Official Receipt.	Php 260.00	10 minutes	Staff Cashiering Unit
For TSU Employees: Receive the new Radio-Frequency Identification Card and fill out the log sheet.	For TSU Employees: Releases the Radio-Frequency Identification Card.	None	10 minutes	Clerk Digital Studio - Office of the Business Affairs and Auxiliary Services



5. For TSU Students: Proceed to the Digital Studio with the Official Receipt for the processing of the Radio-Frequency Identification Card.	5. For TSU Students: Checks the Official Receipt and processes the new Radio- Frequency Identification Card.	None	15 minutes	Clerk Digital Studio - Office of the Business Affairs and Auxiliary Services
6. For TSU Students: Receive the new Radio-Frequency Identification Card and fill out the log sheet.	6. For TSU Students: Releases the Radio-Frequency Identification Card.	None	10 minutes	Clerk Digital Studio - Office of the Business Affairs and Auxiliary Services
TOTAL FO	OR TSU STUDENTS:	PHP 260.00	59 Minutes	
TOTAL FOR	R TSU EMPLOYEES:	PHP 260.00	43 Minutes	

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

^{*} This is a multi-stage process. The Office of Management Information Systems (Software Development Unit) is responsible for the blocking of lost or damage RFID Cards. The Student Development Services Unit is the unit in-charge for the receiving and verification of initial requirements, and issuance of Request of RFID Form. The Office of Business Affairs and Auxiliary Services is in-charge office for the processing and releasing of the new RFID card.



5. 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 Classification:	Office of Business Simple	Affairs & Au	ıxiliary Services (C	DBAAS)
Type of	G2C – Governmer			
Transaction:	G2G - Governmer Student Organizat			rsity
Who may avail:	Offices and Units of Government Non-Government			
CHECKLIST O	F REQUIREMENTS		WHERE TO SE	CURE
1. Request Letter		The client	will provide	
2. Endorsement from	dent (1 Original Copy)	Office of th	e University Presi	dent
President (1 Du		Office of th	c offiversity i resi	dent
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present either of the Request letter approved by the TSU President or Endorsement from the TSU President to the Office of Business Affairs and Auxiliary Services.	1.1 Receives and verifies the document/s presented. Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s. 1.2 Checks the availability of the facility requested and prepares the Application Form and Assessment of Fees (if rental is applicable). Note: If facility is not available on	None	2 minutes 3 minutes	Clerk Office of Business Affairs & Auxiliary Services Clerk Office of Business Affairs & Auxiliary Services
	the requested date, inform the client.			
2. Proceed to the Cashiering Unit for payment.	Receives and processes the payment.	Refer to Rental Matrix Below	7 minutes	Staff Cashiering Unit
Note: For clients with tarpaulin for posting, proceed to				



	Application Form to the Office of Civil Security Unit for their copy.	Rate of the Facilities	18 Minutes	Business Affairs & Auxiliary Services
i oiiii.	4.2 Forwards the filled-out	None	3 minutes	Clerk Office of
4. Receive a copy of the approved Application Form.	4.1 Issues a copy of the approved Application Form to the client.	None	1 minute	Clerk Office of Business Affairs & Auxiliary Services
Official Receipt to the Office of Business Affairs and Auxiliary Services.	3.2 Records the transaction in the logbook.	None	1 minute	Clerk Office of Business Affairs & Auxiliary Services
Office of Public Affairs for signing. 3. Submit the accomplished and signed Application Form and the	3.1 Receives the signed Application Form and Official Receipt.	None	1 minute	Clerk Office of Business Affairs & Auxiliary Services

RATES OF RENTAL OF FACILITIES

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



Office of Gender and Development External Services



1. Process for Addressing Client's Concerns (Online and Walk-In)

This service allows clients to raise or send any request or concern to the Office of Gender and Development.

Office or Division:	Office of Gender ar	nd Developr	ment	
Classification:	Simple			
Type of	G2C - Government			
Transaction: Who may avail:	G2G - Government			
	TSU Students and REQUIREMENTS	Employees	WHERE TO SE	CURE
A. For Online	TLE GOTTLEMENTO		WILKE 10 OL	OOKE
1. Concerns/Reques	sts	The client	will provide	
(1 Electronic Cor			•	
2. File Attachment, i				
(1 Electronic Cop B. For Walk-In	by)			
None		None		
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. For Walk-In:	1. For Walk-In:	None	15 minutes	Clerk/Technical
Proceed to the	Receives and			Staff
Office of Gender and	acknowledge the clients concerns			Office of Gender and
Development -	and review			Development
Main Campus	letters if there			2010.00
to inquire	are any, then			
regarding the	forward to the			
Childcare enrollment or	officer in charge.			
other services				
offered by the				
office.				
For Online:	For Online:			
Send concerns	Receives and			
or requests to	reviews the			
the Office of	content of email			
Gender and	and attachments			
Development email <i>at</i>	if there are any.			
tsu cgad@gm				
<u>ail.com</u>				
Note: Attach				
file/s, if any.	2. For Walk-In:	None	15 minutes	Tachnical Stoff
2. For Walk-In: Receive	Informs the client	INOILE	าว กาแกนเซร	Technical Staff Office of Gender
response	regarding the			and
regarding the	steps and			Development
concern or list	procedures for			
of requirements	the inquired service.			
requirements needed to avail	SELVICE.			
the inquired				
service.				



For Online: Receive email acknowledgem ent and response regarding the concern/s.	For Online: Acknowledge the receipt of email and takes appropriate action/s on concern/s.			
	TOTAL:	None	30 Minutes	

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



and

Development

2. Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities

This service allows clients to request for Gender-Responsive Extension Program for Short-Term Services/Activities. The Office of Gender and Development will provide Expertise Service through GAD-related seminars/orientations, training, and workshops to the functional linkages (Government or Non-Government Organizations).

Office or Division:	Office of Gender and Development			
Classification:	Highly Technical	·		
Type of	G2G – Government	to Governm	ent	
Transaction:	G2B – Government		•	
Who may avail:	Government and No	n-Governme		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
to the University following data: (3 – Title of the	Time of the event of the event	The client v	·	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the request letter to the Records and Archives Unit – Main Campus.	1.1 Receives the submitted request letter and endorses it to the Office of the University President.	None	1 working day	Clerk/Staff Records and Archives Unit
	1.2 Receives the endorsed request letter and forward it to the Office of Gender and Development.	None		Clerk/Staff Office of the University President
	1.3Receives, reviews, and assesses the requested service.	None	1 working day	Director Office of Gender and Development
	1.4 Endorses letter to the Capacity- Building and Extension Service Unit for action.	None	5 minutes	Director Office of Gender and Development
2. Receives notification on	2.1 Informs client on the action	None	1 working day	Clerk Office of Gender

taken/details of

the request.

the action



taken/details of the request.	2.2 Prepares necessary documents and request to serve meals if included in the request.	None	3 working days	Clerk/Staff Office of Gender and Development
3. Attend the seminar/ orientation/ workshop.	3.1 Facilitates the seminar/ orientation/ workshop	None	3 working days	Staff/ Coordinators Office of Gender and Development
	3.2 Prepares and submits an activity report to the requesting party	None	1 working day	Technical Staff Office of Gender and Development
	TOTAL:	None	10 Working Days & 5 Minutes	



Office of Gender and Development Internal Services



1. Process for Addressing Client's Concerns (Online and Walk-In)

This service allows clients to raise or send any request or concern to the Office of Gender and Development.

Office or Division:	Office of Gender ar	nd Developr	ment	
Classification:	Simple	•		
Type of	G2C - Government			
Transaction:	G2G - Government		ment	
Who may avail:	TSU Students and	Employees	WILEDE TO SE	
A. For Online	REQUIREMENTS		WHERE TO SE	CURE
	<u></u>	The client	will provide	
1. Concerns/Reques (1 Electronic Con		i me dieni	wiii provide	
2. File Attachment,	3 /			
(1 Electronic Cor	•			
B. For Walk-In				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. For Walk-In: Proceed to the	For Walk-In: Receives and	None	15 minutes	Clerk/Technical Staff
Office of	acknowledge the			Office of Gender
Gender and	clients concerns			and
Development -	and review			Development
Main Campus	letters if there			·
to inquire	are any, then			
regarding the	forward to the			
Childcare enrollment or	officer in charge.			
other services				
offered by the				
office.				
	- o ::			
For Online: Send concerns	For Online: Receives and			
or requests to	reviews the			
the Office of	content of email			
Gender and	and attachments			
Development	if there are any.			
email <i>at</i>				
tsu_cgad@gm				
<u>ail.com</u> Note: Attach				
file/s, if any.				
2. For Walk-In:	2. For Walk-In:	None	15 minutes	Technical Staff
Receive	Informs the client			Office of Gender
response	regarding the			and
regarding the	steps and			Development
concern or list	procedures for			
of requirements	the inquired service.			
requirements needed to avail	SCIVICE.			
the inquired				
service.				



For Online: Receive email acknowledgem ent and response regarding the concern/s.	For Online: Acknowledge the receipt of email and takes appropriate action/s on concern/s.			
	TOTAL:	None	30 Minutes	

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



2. Process of Reviewing of Research Proposals/ Finished Researches

This service allows clients to request for reviewing of Research Proposals or Finished Researches in relation to Gender-Responsive Research Program (GRRP) in accordance with the University Research Agenda.

Office or Division:	Office of Gender and [Developmen	t	
Classification:	Highly Technical	-		
Type of	G2G – Government to	Governmer	nt	
Transaction:	E 11 /D 1.5			
Who may avail:	Faculty/Personnel Res	searcher/s	WILEDE TO SE) LIDE
	REQUIREMENTS	The client	WHERE TO SEC	JURE
Capsule Proposa	i (1 Original Copy)	The client v	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit the Capsule Proposal to the Office of Gender and Development – Main Campus.	1.1 Receives capsule proposals and reviews during colloquium.	None	7 working days	Director Office of Gender and Development Unit Head/Staff Database and Monitoring Unit
	1.2 Forwards the reviewed capsule proposal with comments and suggestions to the University Research Ethics Committee (UREC).	None	1 working day	Technical Staff/ Clerk Office of Gender and Development
	1.3 Receives and takes charge in the implementation process of approved research program. If not approved, inform the lacking.	None	26 working days and 20 minutes	Staff University Research Ethics Committee
2. Receives notification regarding the status of the approved research program.	2. Notifies client regarding the status of the approved research program.	None	5 minutes	Staff University Research Ethics Committee
	TOTAL:	None	1 Months, 14 Working Days, & 25 Minutes	



Note: 20 working days is equivalent to 1 month.

Note: Implementation and Monitoring of the approved request may take from 3 months to 3 years depending on the Memorandum of Agreement, Memorandum of Understanding, or Terms and Regulations agreed by both parties.

- Short-term = Less than 3 months
- Medium term = 3 months to 1 year
- Long-term = 1 year to 3 years



3. Processing of Request for Capacity Building

This service allows clients to request assistance from the office to hold Capacity Building or Gender Sensitivity and other Gender and Development related seminars or workshops.

Office or Division: Office of Gender and Development					
Classification:	Highly Technical	•			
Type of Transaction					
Who may avail	G2G – Governmen	nizations, College, and Offices			
Who may avail: CHECKLIST OF	REQUIREMENTS	lizations, C	WHERE TO SE		
Duly Signed Recaddressed to the Gender and Device following data: (3 Original Copic — Title of the Addressed to the Addressed Title of the Addressed Title Title of the Addressed Title Title Of the Addressed Title Ti	quest Letter e Director of Office of velopment with the es) e event Time of the event. of the event		will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the request letter to the Office of Gender and Development – Main Campus, for approval.	1.1 Receives the submitted request letter and endorses it to the Capacity Building and Extension Unit. 1.2 Reviews the submitted request letter. If approved, inform the client to submit the list of facilitators and participants. If disapproved, inform the lacking.	None	1 working day 2 working days	Clerk/Staff Office of Gender and Development Director Office of Gender and Development Staff Capacity Building and Extension Unit Head Capacity Building and Extension Unit Director Office of Gender and Development	
2. Submit the list of facilitators and participants to the Office of	2.1 Receives the submitted list of facilitators and participants.	None	5 minutes	Clerk/Technical Staff Office of Gender and Development	
Gender and Development.	2.2 Prepares budget request of the seminars/ workshop for the	None	3 working days	Clerk/Technical Staff	



approval of the President.			Office of Gender and
2.2.1 If approved,			Development
signs the budget request.			Dropidost
2.2.2 If disapproved, returns the budget request and inform the lacking.			President Office of the University President
2.3.1 Prepares request to serve meals and snacks for the	None	3 working days (less than	Clerk/Technical Staff Office of Gender
approval of the Vice President for		₱5,000) 30 working days	and Development
Administration.		(more than ₱5,000)	
2.3.2.1 If approved, signs the request to serve meals and snack.		·	Vice President Office of the Vice President for Administration
2.3.2.2 If disapproved, returns the request to serve meals and snack and inform the lacking.			
2.3.2 Prepares the necessary requirements for canvassing of meals and snacks.			Staff/Unit Head Procurement Unit
2.4 Prepares the materials to be used in the seminar.	None	1 working day	Clerk/Technical Staff Office of Gender and Development
2.5 Creates and Sends the Request letter for the Resource Speaker	None	1 working day	Clerk/Technical Staff Office of Gender and Development



3. Attend the seminar/ workshop.	3.1 Facilitates the seminar/ workshop.	None	1 working day	Staff/ Coordinators Office of Gender and Development
	3.2 Prepares and forwards the voucher for the honorarium of the Resource Speaker to the Budget Management Unit.	None	1 working day	Clerk/Technical Staff Office of Gender and Development
	3.3 Processes the voucher of the Resource Speaker.	None	3 working days	Staff/Head Budget Management Unit Staff/Head Accounting Unit Vice President Office of the Vice President for Administration
	3.4 Prepares the Accomplishment Report for the Seminar/ Workshop.	None	1 working day	Clerk Office of Gender and Development
TOTAL IF MI	EALS AND SNACK IS LESS THAN ₱5,000:	None	17 Working Days & 5 Minutes	
TOTAL IF MI	EALS AND SNACK IS MORE THAN ₱5,000:	None	47 Working Days & 5 Minutes	

The processing time of this service is covered the Republic Act No. 9184 or the Government Procurement Reform Act, Article I, Section 3 of the General Provisions.



4. Processing of Request for Funding and Program/Project Implementation

Office or Division: Office of Gender and Development

This service allows clients to request funding and program/project implementation of Gender and Development-related Programs, Activities, and Projects (PAPs) subjected to the Harmonized Gender and Development Guideline Checklist (HGDG).

Classification:	Highly Technical	· · · · · · · · · · · · · · · · · · ·			
Type of	G2G – Government to	Government			
Transaction:					
Who may avail:	All colleges/offices/unit				
	REQUIREMENTS		WHERE TO SEC	URE	
, , ,	uest Letter addressed	The client v	vill provide		
	Office of Gender and				
-	n the following data:				
(3 Original Copies	•				
	Programs, Activities,				
and Project					
Date and ?	Time				
Location					
 Details of t 	he Programs,				
Activities,	and Projects				
Who to co	ntact				
2. Program/Project	proposal using	Office of Go	ender and Develo	pment or	
Harmonized Gen	der and Development	download a			
Guidelines (HGD	G) tool		su.edu.ph/media/50		
(3 Original Copies	s)	combined-ge	eneric-checklist-for-	the-project-	
			-and-design-stages.	docx	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
	/ CENTON / CONTONS	BE PAID	TIME	RESPONSIBLE	
1. Submit	1.1 Receives, reviews,	None	1 working day	Director	
program/project	and endorses the			Office of	
proposal using	project proposal to			Gender and	
Harmonized	the Unit Head of			Development	
Gender and	Database and				
Development	Monitoring Unit for				
Guidelines	evaluation.				
(HGDG) tool to	1.2 Receives and	None	1 working day	Head/Staff	
the Office of	evaluates the			Database and	
Gender and	endorsed			Monitoring Unit	
Development –	Program/Project				
Main Campus.	proposal.	.	0 1: 1	01 1/01 5	
2. Receive the	2. Returns and	None	3 working days	Clerk/Staff	
result of the	coordinates the			Office of	
evaluated	result of the			Gender and	
program/project	evaluated			Development	
proposal.	program/project				
3. Prepare and	proposal. 3. Receives and	None	3 working days	Director	
submit additional	reviews submitted	INOLIG	o working days	Office of	
requirements	additional			Gender and	
such as Mode of	requirements.			Development	
Verifications	requirements.			Develobilietit	
(MOVs)				Head/Staff	
documents.				Database and	
doddinonts.				Monitoring Unit	
		I	1	IVIOLIILOLII IU ULIIL	

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4. Receives notification regarding the status of the program/project proposal.	4. Notifies client regarding the details of the approved program/project proposal. If not approved, informs the lacking.	None	5 minutes	Unit Head/Staff Database and Monitoring Unit
	TOTAL:	None	8 Working Days & 5 Minutes	

Note: 20 working days is equivalent to 1 month.

Pursuant to the **Republic Act No. 11695**, also known as the "Revised Tarlac State University Charter," TSU shall 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.

Note: Implementation and Monitoring of the approved request may take from 3 months to 3 years depending on the Memorandum of Agreement, Memorandum of Understanding, or Terms and Regulations agreed by both parties.

- Short-term = Less than 3 months
- Medium term = 3 months to 1 year
- Long-term = 1 year to 3 years



5. Processing of Request for Gender-Responsive Extension Program for Short-Term Services/Activities

This service allows clients to request for Gender-Responsive Extension Program for Short-Term Services/Activities. The Office of Gender and Development will provide Expertise Service through GAD-related seminars/orientations, training, and workshops to the functional linkages (Government or Non-Government Organizations).

	mages (Severimient et		·····ziii ergamzaa	2110)1		
Office or Division:	Office of Gender and	Office of Gender and Development				
Classification:	Highly Technical					
Type of	G2G – Government	to Governm	ent			
Transaction:	G2B – Government					
Who may avail:	Government and No	n-Governme				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE		
1. Duly Signed Requite to the University Following data: (3 — Title of the Date and — Location of Who to co	President with the Original Copies) e event Time of the event of the event	The client will provide				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit the request letter	1.1 Receives the submitted	None	1 working day	Clerk/Staff Records and		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the request letter to the Records and Archives Unit – Main Campus.	1.1 Receives the submitted request letter and endorses it to the Office of the University President.	None	1 working day	Clerk/Staff Records and Archives Unit
	1.2 Receives the endorsed request letter and forward it to the Office of Gender and Development.	None		Clerk/Staff Office of the University President
	1.3 Receives, reviews, and assesses the requested service.	None	1 working day	Director Office of Gender and Development
	1.4 Endorses letter to the Capacity- Building and Extension Service Unit for action.	None	5 minutes	Director Office of Gender and Development
2. Receives notification on the action taken/details of the request.	2.1 Informs client on the action taken/details of the request.	None	1 working day	Clerk Office of Gender and Development



	2.2 Prepares necessary documents and request to serve meals if included in the request.	None	3 working days	Clerk/Staff Office of Gender and Development
3. Attend the seminar/ orientation/ workshop.	3.1 Facilitates the seminar/ orientation/ workshop	None	3 working days	Staff/ Coordinators Office of Gender and Development
	3.2 Prepares and submits an activity report to the requesting party	None	1 working day	Technical Staff Office of Gender and Development
	TOTAL:	None	10 Working Days & 5 Minutes	



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 for the benefit of the concerned personnel or for any legal purposes it may be used.						
Office or Division:	Office of Human Resource Development and Management (OHRDM)					
Classification:	Complex			, ,		
Type of	G2C – Government to	Citizen				
Transaction:	G2B – Government to	Business Ent	tity/ies			
	G2G – Government to	to Government				
Who may avail:	All					
	REQUIREMENTS		WHERE TO SEC	URE		
Request letter that		The client wi	ill provide			
following data: (1						
	ta to be requested					
b. Purpose	1					
c. Who to contact						
2. Any document to	• •					
not limited to:	ent/data such as but					
	or Compliance from	The client wi	ill provide			
other governm		THE CHEFTE WI	iii provide			
(1 Original Cop						
b. For research p	• ,					
	may prove on-going					
research. (1 O						
c. Privacy Conse	nt concerning data					
	ta Privacy Act of 2012					
(1 Original Cop						
	tity/ies: Approved or	The client will provide				
	tion letter from the					
former or current (1 Original Copy)	employee.					
(1 Original Copy)		FEES TO PROCESSING PERSON				
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit the	1.1 Receives the	None	5 minutes	Messenger		
request letter with	submitted	110110		Office of Human		
necessary	document/s.			Resource		
attachments, <i>if</i>				Development		
any, to the Office				and		
of Human				Management		
Resource	1.2 Checks the	None	10 minutes	Messenger/Staff		
Development and	veracity,			and Director		
Management –	purpose, and			Office of Human		
Main Campus.	completeness of			Resource		
	the submitted			Development		
	documents and			and		
	consults with the Director on the			Management		
	said request, if					
	necessary.					

Note: If incomplete return the submitted

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	requirement/s and inform the lacking.			
2. Receives notification on the schedule of the releasing of requested documents.	2.1 Informs the client about the release date of the requested document.	None	5 minutes	Messenger Office of Human Resource Development and Management or Staff Office of Human Resource Development and
	2.2 Prepares the requested personnel-related documents and/or reports.	None	4 working days	Management Staff Office of Human Resource Development and Management
				or Concerned Unit Head Office of Human Resource Development and Management
				or Director Office of Human Resource Development and Management
	2.3 If the requested document/s was completed before released date, informs the client thru MS Teams for releasing.	None	5 minutes	Staff Office of Human Resource Development and Management or
	In case the requested document requires more			Concerned Unit Head Office of Human Resource

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	time to complete, inform the client thru MS Teams for rescheduled releasing date.			Development and Management
3. Receive the requested document/s and/or report/s.	3. Releases the requested document/s and/or reports/.	None	5 minutes	Messenger Office of Human Resource Development and Management
	TOTAL:	None	4 Working Days & 30 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 for the benefit of the concerned personnel or for any legal purposes it may be used.				
Office or Division:	Office of Human Reso	urce Develop	ment and Manag	ement (OHRDM)
Classification:	Complex			
Type of	G2C – Government to Citizen			
Transaction:	G2B – Government to	Business Ent	tity/ies	
	G2G – Government to	•		
Who may avail:	All			
	REQUIREMENTS		WHERE TO SEC	URE
1. Request letter that		The client wi	ill provide	
following data: (1 C				
d. Document/Dat	ta to be requested			
e. Purpose				
f. Who to contact				
2. Any document to		The client wi	III provide	
	ent/data such as but			
not limited to:	an Camanlian as from			
-	or Compliance from			
other governme (1 Original Cop				
b. For research p	3 /			
•	may prove on-going			
research. (1 O	, .			
`	nt concerning data			
1	ta Privacy Act of 2012			
(1 Original Cop	•			
	tity/ies: Approved or	The client wi	ill provide	
Signed Authorization	tion letter from the		•	
former or current	employee.			
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Submit the	1.1 Receives the	None	5 minutes	Messenger
request letter with	submitted			Office of Human
necessary	document/s.			Resource
attachments, if				Development
any, to the Office				and
of Llumon				\/ anadamant
of Human	1.2 Chacks the	None	10 minutes	Management Messenger/Staff
Resource	1.2 Checks the	None	10 minutes	Messenger/Staff
Resource Development and	veracity,	None	10 minutes	Messenger/Staff and Director
Resource Development and Management –	veracity, purpose, and	None	10 minutes	Messenger/Staff and Director Office of Human
Resource Development and	veracity, purpose, and completeness of	None	10 minutes	Messenger/Staff and Director Office of Human Resource
Resource Development and Management –	veracity, purpose, and completeness of the submitted	None	10 minutes	Messenger/Staff and Director Office of Human Resource Development
Resource Development and Management –	veracity, purpose, and completeness of	None	10 minutes	Messenger/Staff and Director Office of Human Resource Development and
Resource Development and Management –	veracity, purpose, and completeness of the submitted documents and	None	10 minutes	Messenger/Staff and Director Office of Human Resource Development

necessary.

Note: If incomplete return the submitted

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	requirement/s and inform the lacking.			
2. Receives notification on the schedule of the releasing of requested documents.	2.1 Informs the client about the release date of the requested document.	None	5 minutes	Messenger Office of Human Resource Development and Management or
				Staff Office of Human Resource Development and Management
	2.2 Prepares the requested personnel-related documents and/or reports.	None	4 working days	Staff Office of Human Resource Development and Management
				or Concerned Unit Head Office of Human Resource Development and Management
				or Director Office of Human Resource Development and Management
	2.3 If the requested document/s was completed before released date, informs the client thru MS Teams for releasing.	None	5 minutes	Staff Office of Human Resource Development and Management or
	In case the requested document requires more			Concerned Unit Head Office of Human Resource

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	time to complete, inform the client thru MS Teams for rescheduled releasing date.			Development and Management
3. Receive the requested document/s and/or report/s.	3. Releases the requested document/s and/or reports/.	None	5 minutes	Messenger Office of Human Resource Development and Management
TOTAL:		None	4 Working Days & 30 Minutes	



Office of the Vice President for Administration Internal Services



1. Processing of Request for Various Services

This allows for the processing of various request such as letter requests, purchase request, work order, job order, payroll, request to serve meals.

Office or Division:	Office of the Vice Presid	ent for Admi	inistration (OVPA)	
Classification:	Simple			
Type of Transaction:	G2G – Government to G	Sovernment		
Who may avail:	TSU Colleges, Offices a	nd Units		
CHECKLIST	OF REQUIREMENTS		WHERE TO SEC	CURE
A. FOR REQUES	ST LETTER			
1. Letter (3 Origin	al Copies)	The client	will provide	
B. FOR PURCHA	ASE REQUEST			
Approved Lette	er (1 Original Copy)	The client v	will provide	
2. Approved Proje Management F (1 Photocopy)				
C. FOR WORK C	RDER			
1. Approved Lette	er (1 Original Copy)	The client v	will provide	
2. Approved Proje Management F (1 Photocopy)				
	hase Request (PR) and d Issue Slip (RIS) ies)			
D. FOR JOB ORI	DER			
1. Approved Lette	er (1 Original Copy)	The client v	will provide	
E. FOR PAYROL	L / VOUCHER			
1. Approved Lette	er (1 Original Copy)	The client will provide		
2. Approved Proje Management F (1 Photocopy)				
	hase Request (PR) and d Issue Slip (RIS) ies)			
	T TO SERVE MEALS			
1. Notice of Meeti	ting (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 Order, Job Order,	None	5 minutes	Staff Office of the Vice President for Administration
	Payroll/Voucher, and			



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

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



Payroll Services Unit Internal Services



1. 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:	Payroll Services Unit (PSU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All TSU Personnel			
	REQUIREMENTS		WHERE TO SE	CURE
1. Properly accomp Form <i>(TSU-PSU</i> (1 Original Copy)	-SF-14)	Payroll Ser	vices Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits properly filled- out Request Slip Form.	1.1 Receives properly accomplished slip and confirms other details, if necessary.	None	3 minutes	Receiving/ Releasing Staff Payroll Services Unit
	1.2 Forwards the slip to the administrative staff in-charge.	None	1 minute	Receiving/ Releasing Staff Payroll Services Unit
	1.3 Prepares, prints, and countersigns the document based on the information found.	None	4 hours	Administrative Staff Payroll Services Unit
	1.4 Signs the document/s.	None	1 minute	Head Payroll Services Unit
2. Acknowledges receipt of documents by signing in the outgoing logbook.	2. Logs the document/s.	None	1 minute	Receiving/ Releasing Staff Payroll Services Unit
	TOTAL:	None	4 Hours & 6 Minutes	



Performance Management Unit Internal Services



1. Processing for Request for Send-Off of Retiree

This service allows the university to recognize retirees who are permanent teaching and non-teaching personnel for their loyal service and commitment to Tarlac State University.

Office or Division	:	Office of Human Resource and Development Management- Performance Management Unit			
Classification: Complex					
Type of Transaction: G2G – Government to Government					
Who may avail:		TSU Retirees Who Personnel	are Permane	ent Teaching and	Non-Teaching
CHECKLIST C	F RE	QUIREMENTS		WHERE TO SEC	URE
Duly Signed and Accomplishe Off Request Form TSU-PRM- (1 Original Copy)			Office of Human Resource and Development Management or download at https://www.tsu.edu.ph/media/e1pdms3n/tsu-prm-sf-12-send-off-celebration-request-form.docx		
CLIENT STEPS	A	GENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Submit the requirement to the Performance Management		Checks if the submitted form is properly filled out	None None	1 minute 1 minute	Clerk Performance Management Unit Clerk
Unit office.		submitted form to the next signatories.			Performance Management Unit
	1.3 Once the request form is approved, prepares the following materials, including but not limited to: Invitations Venue Materials for event styling AVP Cake/wine Food and Catering Services Performances		None	5 working days	Clerk Performance Management Unit
2. Receive the Invitation		Gives the invited personnel a copy of invitation.	None	1 hour	Clerk Performance Management Unit

None.

6 hours

Staff-in-charge

Performance

Management Unit

3. Prepares the

venue and

facilitates the event.

3. Attend the

event.



TOTAL:	None	5 Working Days, 7 Hours & 2 Minutes	
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2. Processing of Request for Individual Faculty Evaluation and Issuance of Strategic Performance Management System

This service allows requesting clients to receive a copy of result of the Individual Faculty Evaluation and Individual Performance Commitment and Review and Department Performance Commitment and Review for various purposes.

Office or Division:	Office of Human Resource and Development Management - Performance Management Unit		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	TSU Faculty/Teaching Personne and all Plantilla		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
/Document Request Slip	Office of Human Resource, Development and Management, or can be accessed at http://bit.ly/3q4tT29
() 17/	

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Fill out the request form and submit to the Office of Human	1.1 Checks the submitted form and verifies if no data privacy is violated.	None	1 minute	Clerk Performance Management Unit
	Resource and Development Management - Performance Management Unit or thru the link: (http://bit.ly/3q4t T29)	1.2 Prepares the requested document.	None	5 minutes	Clerk Performance Management Unit
2.	Requested Soft Copy: Receive a copy of requested document.	2. Request for Soft Copy: Sends the requested document via email or Microsoft Teams.	None	5 minutes	Clerk Performance Management Unit
	Requested Hard Copy: Receive a notification regarding the availability of the requested document.	Request for Hard Copy: Notifies the requestor as soon as the document is ready for pickup.			



3. Proceed to the	3. Releases the	None	3 minutes	Clerk
Performance	requested			PM Unit
Management	document and			OHRDM
Unit office to	hands over the			
receive the	logbook for			Requesting
requested	filling.			personnel
document and				
sign the				
logbook.				
	TOTAL:	None	14 Minutes	_



Planning and Design Unit Internal Services



1. Processing of Service Request for Design Layout

This service allows clients to request 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	n:	Office of Facilities Development and Management – Planning					
Classification/s:		and Design Unit (OFDM-PDU) Highly Technical					
Type of Transact	tion:	G2C – Government to Citizen					
		G2G – Govern					
Who may avail:		Employees, Ui University	nits, Offices,	Colleges and Exis	sting Students of the		
CHECKLIST OF	REQUI		WHERE	TO SECURE			
1. Properly Accon	nplishe	d and Duly	Office of	Facilities Develop	ment and		
Signed Service			_	nent or download			
TSU-PMU-SF-	33 - (1	Original Copy)		<u>vw.tsu.edu.ph/med</u> 3-service-request-:	-		
			FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGE	NCY ACTION	BE PAID	TIME	RESPONSIBLE		
Submit the necessary requirements to the Office of Facilities Development and Management.	logs Req logb dete cont ther	eceives and the Service uest in the look and ermines the crol number a, forwards to Director.	None	10 minutes	Clerk Office of Facilities Development and Management		
	deso purp requ dete requ app	eviews the cription and cose of the lest and ermines if the lest is roved or pproved.	None	25 minutes	Director Office of Facilities Development and Management		
	disa retu Req the infoi reas disa	pproved, rn the Service uest Form to client, and rm them of the son for pproval.					
	Servito th Plar Des appr	orwards the vice Request the Head of the aning and ign Unit if roved.	None	2 minutes	Clerk Office of Facilities Development and Management		
	Stul follo	sues the Claim o with the wing rmation:	None	10 minutes	Clerk 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</i> Planning and Design Unit
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	Project-in-Charge Planning and Design Unit
	2.2 Prepares the preliminary scheme using the gathered data as reference and submits it for approval.	None	5 working days	Project-in-Charge Planning and Design Unit
	2.3 Reviews and approves the preliminary scheme.	None	8 hours	<i>Unit Head</i> Planning and Design Unit
	2.4 Forwards the approved preliminary scheme to the client and notifies them about the 2 nd Client Conference.	None	20 minutes	Project-in-Charge Planning and Design Unit
3. Review the preliminary scheme.	3.1 Conducts 2 nd Client Conference for additional inputs or comments.	None	3 working days	Project-in-Charge Planning and Design Unit
	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	Project-in-Charge Planning and Design Unit



	3.3 Checks the completed preliminary scheme.	None	8 hours	<i>Unit Head</i> Planning and Design Unit
	3.4 Revises the complete drawing as to the suggestions and comments of the Unit Head.	None	2 working days	Project-in-Charge Planning and Design Unit
	3.5 Prints the approved working drawings and endorses to the Clerk.	None	2 hours	Project-in-Charge 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	Clerk Office of Facilities Development and Management
	TOTAL:	None	18 Working Days, 9 Hours & 57 minutes	



Pollution Control and Safety Unit Internal Service



1. Processing of Request for Safety Inspection of College-based Events and Assistance for University-wide Events and Activities

The service aids a offices and colleges in inspecting the area or 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:	For College Events If Compliant: Simple For College Events If Non-Compliant: Simple For University-Wide Events If Compliant: Highly Technical For University-Wide Events If Non-Compliant: Highly Technical				
Type of	G2G - Government	2G - Government to Government			
Transaction:	G2C - Government	to Citizen			
Who may avail:	TSU Students and	Employees			
	REQUIREMENTS		WHERE TO SE	CURE	
	st Letter of the Activity	The client	will provide		
and the Assistan	•				
Venue (1 Origina	ГСору)	FEES TO	DDOCESSING	DEDCON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the	1.1 Receives the letter	None	5 minutes	Staff	
approved	from the			Pollution Control	
request letter of inspection	requesting office.	NI	40	and Safety Unit	
addressed to	1.2Reviews and confirms the letter	None	10 minutes	Staff Pollution Control	
PCSU Unit	as an approval of			and Safety Unit	
Head.	he inspection.			and daloty offic	
2. Receive the	2. Informs the client	None	5 minutes	Staff	
date for the	regarding the			Pollution Control	
inspection.	date of			and Safety Unit	
3. Inspect	3. Inspects the area	None	2 hours	Staff	
together with	or venue of the			Pollution Control	
Pollution Control and	event with the presence of the			and Safety Unit	
Safety Unit	client and proceed				
personnel.	to Agency Action				
F 3.33	No. 6.1 if no non-				
	conformities found.				
	Ala (a. 16 (b				
	Note: If there are non-conformities	None	1 hour		
	found in the				
	area/venue,				
	generate an				
	Occupational				
	Health and Safety				
	Site Observation				
	Report (TSU-				
4. Receive the	PCS- SF-10).	None	1 hour	Staff	
Occupational	4. Communicates non-	INOTIE	i Hour	Pollution Control	
and Safety Site	conformity/ies by			and Safety Unit	
Observation	forwarding the				
Report.	Occupational				



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	Site Observation Report for corrective action.			
5. Act on the non- conformity/ies 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-	6.1 Issues the Certificate (TSU-PCS-SF-12).	None	1 hour	Staff Pollution Control and Safety Unit
12).	6.2 Logs the document/s issued to the Pollution Control and Safety Document Log (TSU-PCS-SF-01).	None	30 minutes	Staff Pollution Control and Safety Unit
7. For University- Wide Events and Activities Assistance: Comply with the health and safety protocols and guidelines and attend the event.	7. For University- Wide Events and Activities Assistance: Assists during the event.	None	6 calendar days	Staff Pollution Control and Safety Unit
8. For University- Wide Events and Activities Assistance: Receive the Occupational and Safety Site Observation report.	8. For University-Wide Events and Activities Assistance: 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 EVENTS, IF COMPLIANT:	None	3 Hours & 50 Minutes	
	COLLEGE EVENTS, IF NON-COMPLIANT:	None	7 Hours & 50 Minutes	
	OR UNIVERSITY WIDE ITS OR ACTIVITIES, IF COMPLIANT:	None	7 Days, 3 Hours & 50 Minutes	



TOTAL FOR UNIVERSITY WIDE None 7 Days, 7
EVENTS OR ACTIVITIES, IF NONCOMPLIANT: Minutes



Procurement Unit

External Services



1. 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	:	4/:	
Type of Transaction:	G2B – Government to E	Business Enti	ty/ies	
Who may avail:	All Eligible Business En	ıtitv/ies		
	F REQUIREMENTS	WHERE TO SECURE		
1. Letter of Intent		The client w		
	or 1 Electronic Copy)			
	r-the-Counter, Official	Cashiering	Unit	
3. If Paid via Onli Receipt (1 Scar	ne Banking, Official nned Copy)	The client w	vill provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all requirements and present all original copies.	1.1 Receives the Letter of Intent and other requirements from prospective bidders.	None	5 minutes	Staff-in-Charge BAC Secretariat Procurement Unit
	1.2 Assesses the submitted requirements and informs the contractors / suppliers on the fee.	None	5 minutes	Staff-in-Charge BAC Secretariat Procurement Unit
2. Pay the fee at the Cashiering Unit.	2. Receives payment and issues Official Receipt.	Maximum Cost of Bidding Document s Based on the Approved Budget for the Contract (ABC) (See table below)	5 minutes	Staff-in-Charge Cashiering Unit
3. Provide photocopy of the Official Receipt and submit complete set of bidding documents.	3. Requires the prospective bidder or supplier a complete set of bidding documents and a photocopy of the Official Receipt.	None	5 minutes	Staff-in-Charge BAC Secretariat Procurement Unit



TOTAL:	Maximum Cost of Bidding Documen ts based on ABC	20 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	G2B – Government to	Business E	ntity/ies	
Transaction:	G2G – Government to		,	
Who may avail:	TSU Units, Offices an	d Colleges		
	REQUIREMENTS		WHERE TO SEC	CURE
1. Accomplished Re	quest for Funding	Budget Mo	nitoring Unit	
Form (3 Original (· ·	
2. Accomplished Pur	chase Request Form	Downloadable from TSU Portal		
(3 Original Copies	s)	(https://www	<u>w.tsu.edu.ph/medi</u>	a/2vynentz/purc
		hase-reque		
3. Requisition and Is	sue Slip	Downloada	able from TSU Por	tal
(3 Original Copies	s)	https://www	v.tsu.edu.ph/media	a/hw1j3hyp/requit
			<u>ue-slip.docx</u>	
4. Accomplished Job	Order Form	Downloada	able from TSU Por	tal
(3 Original Copies	s)		<u>w.tsu.edu.ph/medi</u>	<u>a/klnloiyn/job-</u>
		order.docx		
5. Purchase Reques	t (5 Original Copies)	Contract M Unit	anagement Division	on, Procurement
6. Job Order (3 Origi	nal Copies)	Contract Management Division, Procurement		
7 For Infrastructur	e Projects Designs	Unit The client will provide		
7. For Infrastructure Projects, Designs or Layout (if applicable)		The client will provide		
or zayout (ii uppii		FFFCTO	DDOCECCING	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all requirements and present all original copies to the receiving Staff-in-Charge of the Procurement Unit.	Purchase Request or Job Order along with the supporting documents and attached form for the number of days to process:	None	5 minutes	Receiving Clerk Procurement Unit - Planning & Canvassing Division
	Period of Action- SF 076.			
		None	5 minutes 5 minutes	Receiving Staff Procurement Unit - Planning & Canvassing Division



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



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



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



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



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	



Records and Archives Unit External Services



1. Process of Receiving and Controlling Records and Documents

The service allows a systematic procedure of receiving records / documents from other agencies/institutions (government or non-government), taking into consideration the agency's Policies and Procedure on official communications (Admin. Order No. 67, s.2018), compliance to Republic Act 9470 (National Archives of the Philippines, (NAP Act of 2007), RA 10173 (Data Privacy Act), Executive Order No. 2 -The Freedom of Information (FOI) Act and RA 11032-Ease of Doing Business (EODB).

Information (FOI) Act and RA 11032-Ease of Doing Business (EODB).					
Office or Division:	Records and Archives Unit (RAU)				
Classification:	Simple				
Type of	G2C - Government to Citizen				
Transaction:	G2B – Government to Government				
G2G - Government to Government Who may avail: All Stakeholders					
CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
Correspondences from outside agencies addressed to the TSU President (2 Original Copies) Approved Letter from the University President (2 Original Copies)		The client will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON DESDONSIBLE	
1. Present the communication letter with attachments, if any, at the Records and Archives Unit.	1.1 Receives and reviews the communication letter addressed to the TSU President and shall be indicated if printed by or received thru postal. 1.2 Stamps at the upper right portion using the Records and Archives Unit seal and assigns a	None None	7 minutes 7 minutes	Staff Records and Archives Unit Staff Records and Archives Unit	
	tracer number, date, time and initial of the Records and Archives Unit receiving staff. 1.3 Records the communication in the assigned logbook of external	None	7 minutes	Staff Records and Archives Unit	
2. Receive notification that the communication is already forwarded to the University President for	documents. 2. Forwards the communication to the University President for appropriate action.	None	7 minutes	Staff Records and Archives Unit	

appropriate action.



TOTAL: None 28 Minutes



Records and Archives Unit Internal Services



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



2. Process of Receiving and Controlling Records and Documents

The service allows a systematic procedure of receiving and controlling of records/documents within the University, taking into consideration the agency's policies and procedure on official communications (Admin. Order No. 67, s.2018), compliance to Republic Act 9470 (National Archives of the Philippines, (NAP Act of 2007), RA 10173 (Data Privacy Act), Executive Order No. 2 - The Freedom of Information (FOI) Act and RA 11032-Ease of Doing Business (EODB).

Office or Division:	Records and Archives Unit (RAU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to G	Sovernment		
Who may avail:	All TSU Employees			
	F REQUIREMENTS		WHERE TO SEC	URE
1. Correspondences TSU President / V Authorized Repre (2 Original Copies	/ice President/s or sentative	The client w	·	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the communication letter with attachments, if any, at the Records and	1.1 Receives and reviews the nature and format of the communication that is duly signed by proper authority.	None	7 minutes	Staff Records and Archives Unit
Archives Unit.	1.2. Stamps at the upper right portion using the Records and Archives Unit seal and assigns a tracer number, date, time and initial of the Records and Archives Unit receiving staff. Note: An original copy is to be kept by Records and Archives Unit. If the original is to be released, the records file shall indicate "Received Original Copy" by the data owner.	None	7 minutes	Staff Records and Archives Unit
	1.3. Records on the appropriate logbook.	None	7 minutes	Staff Records and Archives Unit
Receive the recorded communication	Dispatches the recorded communication via	None	30 minutes	Staff Records and Archives Unit



logbook. b. Via MS Teams / Electronic Data Management System (eDMS) c. Sign in the pigeonhole monitoring form.	owner. b. Send to MS Teams or post to Electronic Data Management System (eDMS) (if recipients are less than ten (10) different colleges or offices). c. Pigeonhole stationed at the Records and Archives Unit and inform the concerned personnel.	None	51 Minutes	
· ·				



3. 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 - Governmen	t to Governr	ment	
Who may avail:	All TSU Employees	S		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
Accomplished Request for Authority to Dispose of Records or Use of Storage Form TSU-RAU-SF-05 (2 Original Copies)			nd Archives Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the accomplished and duly signed Request for	1.1 Reviews the completeness of the submitted form.	None	1 working day	Staff Records and Archives Unit
Authority to Dispose of Records or Use of Storage to	1.2 If for disposal , transfers to the disposal.	None		Staff Records and Archives Unit
the Record and Archives Unit.	If for storing, transfer to storage area depending upon the capacity of Records and Archives Unit designated area.			
2. Receive One (1) copy of the signed Request for Authority to Dispose of Records or Use of Storage Form.	2.1 Dispatches one (1) copy of the signed Records and Archives Unit Form to the requestor and file one (1) copy for Records and Archives Unit.	None	1 working day	Staff Records and Archives Unit
	2.2 The storage and disposal in charge shall conduct regular monitoring based on the General Disposition Schedule and Records Disposition Schedule.	None	1 working day Note: The actual monitoring depends on the retention time of the documents.	Staff and Head Records and Archives Unit



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



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".



4. Processing of Request of Records Copy/ies

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			
IWho may avail:	All TSU Employees			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
(FOI) Request Fo	eedom of Information orm ′ (2 Original Copies)	Records a	nd 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. 2. Receive the available record or information.	1. Receives and conducts the initial evaluation of the submitted form. Note: If the form is incompletely filled out, deny the request. 2.1 Retrieves and releases the information, if available, upon the approval of the Unit Head.	None	10 minutes 15 working days	Staff Records and Archives Unit FOI Officer Tarlac State University Staff Records and Archives Unit
	2.2 Prepares and submits of Freedom of Information reports.			FOI Officer Tarlac State University
	TOTAL:	None	15 Working Days & 10 Minutes	

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



Supply and Property Management Unit External Services

1. 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			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to	Business		
Who may avail:	Business Enterprises			
	REQUIREMENTS		WHERE TO SEC	CURE
· ·	1 Certified Photocopy) Municipal Office			
2. Latest Income Ta				
(1 Certified Phot 3. Sealed Bid Documents)				
(1 Set Original C		Secretariat		on Disposai
,		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Inquires/ Secures bidding guidelines	Issues bidding documents to interested bidder/s	None	30 minutes	Disposal Staff Disposal Secretariat Supply and Property Management Unit
2. Conducts an inspection of the item(s) for disposal	2.1 Assists in the inspection of the Internal Audit Services (IAS) and the Commission on Audit (COA) on the item(s) for Disposal	None	1 working day	Disposal Staff Supply and Property Management Unit
	2.2 Assists in the inspection of the prospective bidders on the item(s) for Disposal	None	3 working days	Disposal Staff Supply and Property Management Unit
3. Submit sealed bid during the Public Auction Conference	3. Opening and Evaluation of Bids; Declare the Winning Bidder	None	2 hours	Bids and Awards Committee on Disposal Supply and Property Management Unit
4. For Winning Bidder: Proceed to the Cashiering Unit for the payment of 10% Bid Bond and	4. Receives and checks the submitted OR	10% Bid Bond	30 minutes	BAC Secretariat Supply and Property Management Unit

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submit the of the Official Receipt to the BAC-D Secretariat				
5. Accept and conform with the Notice of Award and Proceed	5. Prepares and Issues Notice of Awards and Proceed to the winning bidder	None	3 working days	Secretariat Bids and Awards Committee Supply and Property Management Unit
6. Proceed to the Cashiering Unit for the payment of Bid Amount	6. Receives payment and issues Official Receipt	Bid Amount	5 working days Note: Upon receipt of Notice of Award and Notice to Proceed	Cashiering Staff Cashiering Unit
7. Submit Official Receipt to the BAC-D Secretariat	7. Receives and records Official Receipt	None	10 minutes	Secretariat Bids and Awards Committee on Disposal Disposal Staff Supply and Property Management Unit
8. Receives the gate pass	8. Prepares and issues gate pass	None	2 working days	Disposal Staff Supply and Property Management Unit
9. Hauling of used/ unserviceable items	9. Checks and verifies the items to ensure they conform to the information provided on the gate pass	None	5 working days Note: Upon full payment	Disposal Staff Supply and Property Management Unit Staff Janitorial and Grounds Services Unit or Staff Civil Security Unit
	TOTAL:	Bid Amount	19 working days, 3 hours, & 10 minutes	

2. 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			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to	Business Er	ntity/ies	
Who may avail:	Suppliers/Contractors			
	F REQUIREMENTS WHERE TO SECURE			CURE
Approved Purch Order (1 Original	al Copy)	Procureme		
2. Invoice/ Delivery (1 Original Copy	•	The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Suppliers present a copy of the Purchase Order/ Work Order, and the Invoice/ Delivery Receipt is given to the staff-in- charge upon delivery of goods/ services to the Supply and Property Management Unit.	Receives and checks the completeness of the documents provided	None	20 minutes	Supplies and Materials Staff Property, Plant and Equipment Staff Supply and Property Management Unit
2. Delivers the item/s	2.1 Checks and receives delivery of item/s if it is in conformity with the specifications indicated in the Purchase Order / Work Order; count the items delivered. Note: For cases of non-conformity with the specifications, return item to the supplier.	None	1 working day	Supplies and Materials Staff Property, Plant and Equipment Staff Supply and Property Management Unit

2.2 Prepares and issues Request for Inspection-to-Inspection Committee Member/s	None	30 minutes	Supplies and Materials Staff Property, Plant and Equipment Staff 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 it is 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 attachments; forwards Disbursement Voucher to enduser to certify expenses incurred under his/her direct supervision; forward to the Accounting Office	None	5 working days	Clerk Head Supply and Property Management Unit
Total:	None	11 Working Days, 5 Hours, & 50 Minutes	



Supply and Property Management Unit Internal Services



1. Processing of Request for Physical Inventory of Property Accountabilities

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

Office or Division:	Supply and Property Management Unit				
Classification:	Complex				
Type of Transaction:	G2G – Government to Government				
Who may avail:	End-users/ Accountable Officers				
1. Accomplished Re	REQUIREMENTS	Supply and	WHERE TO SEC Property Manage		
(1 Original Copy	•		able at the TSU W		
(1 Gilgiliai Gap)	,			/yjufpfkr/tsu-sup- sf-	
		06-request			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit accomplished Request for Inventory to the office of Supply and Property	1.1 Receives, Records and Approves Request for Inventory	None	10 minutes	Inventory Staff Head Supply and Property Management Unit	
Management Unit.	1.2 Prepares checklist/ summary list and set schedule for Inventory	None	10 minutes	Inventory Staff Supply and Property Management Unit	
2. Attends set schedule of Inventory	2.1Conducts Inventory	None	4 working days	Inventory Staff Supply and Property Management Unit	
	2.2 Prepares report on the conducted Inventory which includes list of Missing Property Accountabilities (if any)	None	2 working day	Inventory Staff Inventory Committee Supply and Property Management Unit	
				Accounting Staff Accounting Unit	
3. If there are missing property accountabilities: Prepares a Report of Lost, Stolen, Damaged or Destroyed Property/	3. Receives and checks notarized Report of Lost, Stolen, Damaged or Destroyed Property/ Report of Lost, Stolen, Damaged or Destroyed Semi-Expendable Property	None	5 minutes	Inventory Staff Supply and Property Management Unit	

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Report of Lost, Stolen, Damaged or Destroyed Semi- Expendable Property and submits a notarized copy to Supply and Property Management Unit 4. Settles missing property accountabilities to the Cashiering Unit and submits Official Receipts or replacement of lost items as proof of settlement	4.1 For payment of the lost item(s), receives payment for the assessed amount of missing property accountabilities Note: If the item(s) is replaced, present the item(s) and submit the Official Receipt to the SPMU to verify that the purchased item is equivalent to the lost item(s).	Assessed amount of missing property accounta bilities	10 minutes	Cashiering Staff Cashiering Unit Inventory Staff SPMU
	4.2 Receives and Records proof of settlement	None	5 minutes	PPE Staff Supply and Property Management Unit
	4.3 Drops property in the database/ Inventory Record	None	5 hours	PPE Staff Supply and Property Management Unit
TOTAL With	out Missing Property Accountabilities:	None	6 Working Days & 20 Minutes	
TOTAL With Miss	ing Accountabilities:	Amount of assesse d missing account ability/ ies	6 Working Days, 5 Hours, & 40 Minutes	



2. 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 N	Managemen [.]	t Unit	
Classification:	Complex			
Type of	G2G- Government to	Governmen	t	
Transaction: Who may avail:	Respective End-Users	<u> </u>		
	REQUIREMENTS	,	WHERE TO SEC	CURE
Accomplished Residue (RIS) (3 Original Copie (1 Photocopy for transferred to oth)	equisition and Issue s) items to be	Downloada https://www ion-and-iss	d Property Manage able at the TSU W v.tsu.edu.ph/media ue-slip.docx	ebsite: <u>/hw1j3hyp/requit</u>
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. For Requisition of Supplies, Materials and PPE: Submits	1.1 Receives Requisition Slip for stock availability inquiry	None	TIME 5 minutes	RESPONSIBLE Receiving Staff Supply and Property Management Unit
accomplished Requisition Slip to the office of Supply and Property Management Unit.	1.2 Checks availability of stocks	None	3 hours	Supply And Materials Staff Property, Plant and Equipment Staff Supply and Property Management Unit
	1.3 Certifies non- availability of stocks and return to Requisitioning officer the Requisition and Issue Slip for preparation of Purchase Request	None	3 hours and 10 minutes	Head Supply and Property Management Unit
2. For Issuance of Supplies, Materials, and Equipment: Receives notice for available item/s	2. For Supplies and Materials, PPE, and Semi-Expendable PPE: Prepares and issue notice to end-user/s for the availability of	None	1 working day	Supply And Materials Staff Property, Plant and Equipment Staff Supply and Property

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

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Supplies, Materials and PPE: Posts issued items manually and electronically in the property/stock card and supply inventory system 4.4 Prepares and submits a Report of Supplies and Materials Issued and Report of Semi- Expendable Property Issued to the Accounting	None	3 hours	Property, Plant and Equipment Staff Supply and Property Management Unit Supply And Materials Staff Property, Plant and Equipment Staff SPMU
Office 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	



3. 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 N	//anagemen	t Unit	
Classification:	Complex			
Type of Transaction:	G2G – Government to	Governmer	nt	
Who may avail:	End-users/ Accountab	ole Officers		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
Accomplished Re (1 Original Copy) Fully Accomplishe (1 Original Copy)	ed Inspection Report	Downloada https://www sf-06-reque	d Property Manage able at the TSU W v.tsu.edu.ph/media est-slip.docx intenance Unit	ebsite
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	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 1.2 Prepares and issue pull out slip to the end-user 1.3 Pulls out item/s to condemn then	None	10 minutes 1 working day 1 working day	Receiving Staff Disposal Staff Head Supply and Property Management Unit Disposal Staff Supply and Property Management Unit Disposal Staff Supply and Property Management Unit Disposal Staff
	transfer the item to the storage			Supply and Property
	room for disposal			Management Unit
	1.4 Prepares ITR/PTR to the	None	1 working day	Disposal Staff
	Supply Officer and label the condemn properties using the number indicated on the ITR/PTR			Head Supply and Property Management Unit
	TOTAL:	None	3 Working Days, & 10 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			
Classification:	Simple			
Type of Transaction:	G2G – Government to	Governme	ent	
Who may avail:	End-users/ Accountab	le Officers		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
Accomplished Re (1 Original Copy)	Supply and Property Management Unit/ Downloadable at the TSU Website https://www.tsu.edu.ph/media/yjufpfkr/tsu-sup-sf-06-request-slip.docx		
Fully Accomplish (1 Original Copy	ed Inspection Report)	-	aintenance Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Request Slip with attached Inspection Report to the office of Supply	1.1 Receives, checks and Approves Request to Return properties	None	10 minutes	Receiving Staff Inventory Staff Head Supply and Property Management Unit
and Property Management Unit	1.2Pull out serviceable properties to be returned	None	2 working days	Inventory Staff Supply and Property Management Unit
	1.3 Prepares Inventory Transfer Report (ITR)/ Property Transfer Report (PTR) to the Supply Officer and put label on the returned items using the number indicated on the ITR/PTR	None	1 hour	Inventory Staff Head Supply and Property Management Unit
	1.4 Issue a copy of ITR/PTR to new end user	None	10 minutes	PPE Staff Supply and Property Management Unit
	TOTAL:	None	2 Working Days, 1 Hour, & 20 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.

	ei eilu-usei.			
Office or Division:	Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to	Governme	ent	
Who may avail:	End-users/ Accountab	ole Officers		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
Accomplished Request Slip (1 Original Copy)		Supply and Property Management Unit/ Downloadable at the TSU Website https://www.tsu.edu.ph/media/yjufpfkr/tsu-sup-sf-06-request-slip.docx		
(1 Original Copy	ed Inspection Report	l acility ivid	aintenance Unit	
Fully Accomplish Materials/ Equip	ed Permit to Bring	Supply and Property Management Unit		ement Unit
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Request to Transfer /Request Slip with attached checklist and/or Property Acknowledgem ent Receipt/ Inventory Custodian Slip	1.1 Receives, checks and Approves Request to Transfer of Property Accountabilities Note: The end user shall be responsible for transferring the items. If the items are to be transferred to another campus, the new end user prepares a Permit to Bring Materials/Equip ment from One Campus to Another TSU-SUP-SF-51 to be approved by the SPMU	None	10 minutes	Receiving Staff Inventory Staff Head Supply and Property Management Unit

Head.

	1.2 Prepares Inventory Transfer Receipt for Semi- Expendable Property, Plant and Equipment and Property	None	1 hour	Inventory Staff° Head Supply and Property Management Unit
	1.3 Prepares Inventory Custodian Slip for Semi- Expendable Property, Plant and Equipment and Property Acknowledgeme nt Receipt for PPE items to the new End-user	None	1hour	Property, Plant and Equipment Staff Head Supply and Property Management Unit
2. Transfer the accountability to the new end user	2. Issue a copy Inventory Custodian Slip/ Property Acknowledgeme nt Receipts to new end user	None	2 working day	Inventory and Property, Plant and Equipment Staff Supply and Property Management Unit
	TOTAL:	None	2 Working Days 7 Hours & 10 Minutes	



Training and Organizational Development Unit Internal Services



1. 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.

Office or Division:	Office of Human Book	ouroo Dovole	onmont and Mana	gomont
Office of Division.	Office of Human Reso Training and Organiza			
Classification:	Highly Technical	AUGUAL DOVE	iopinoni onii (orii	(DIVI 1000)
Type of	G2C – Government to	Governmen	nt	
Transaction:	OZO GOVOTIIIIOTICIO			
Who may avail:	TSU Faculty with Twe	ntv-five (25)	Years and Above	Tenure
CHECKLIST OF			WHERE TO SE	
1. Accomplished Appli		Training ar		Development Unit
Sabbatical Leave T		or downloa		·
(3 Original Copies)		https://www	v.tsu.edu.ph/media	a/fbgfvg3x/tsu-
			pplication-for-sabb	oatical-leave.docx
2. Proposed Program of	of Work	The client	will provide	
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. Cultimait the	1.1 Descives and	BE PAID None	TIME 1 minute	RESPONSIBLE
1. Submit the	1.1 Receives and verifies	None	i minute	Clerk Office of the
accomplished Application Form	completeness of			University
with the Proposed	the submitted			President
Program of Work to	documents.			rresident
Office of the	1.2 Endorses verified	None	1 minute	Clerk
University President.				Office of the
	Office of Human			University
	Resource and			President
	Development			
	Management			
	(OHRDM).		4	
	1.3 Receives and	None	1 minute	Messenger
	endorses the documents to the			Office of Human Resource
	Administrative			Development
	Assistant of			and
	Training and			Management
	Organizational			J
	Development Unit.			
	1.4 Receives and	None	1 minute	Administrative
	endorses the			Assistant II
	documents to the			Training and
	Human Resource			Organizational
	and Development			Development
	Management Office (UDDMO)			Unit
	Office (HRDMO) Director.			or
	טוופטנטו.			Director
				Office of Human
				Resource
				Development
				and
				Management
	1.5 Convenes and	None	7 working days	Members



	evaluates the applicant's proposed program of work.			TSU- Administrative Council
	1.6 Prepares and accomplishes CSW for Board Confirmation.	None	7 working days	Administrative Assistant II Training and Organizational Development Unit
				Board of Regents Tarlac State University
2. Receive an update on the status of the application.	2.Notifies the applicant on the status of his/her application.		3 working days	Administrative Assistant II Training and Organizational Development
	2.1 If approved, facilitates contract signing.			Unit
	2.2 If denied, informs the lacking			
	TOTAL:	None	17 Working Days & 4 Minutes	

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



2. Process of Filing Cases and Complaints

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

Office or Division:	Office of Human Resort Training and Organizat			•
Classification:	Simple			
Type of	G2C – Government to	Citizen		
Transaction:	G2G – Government to	Governmen	t	
Who may avail:	Faculty Members, Non	-Teaching P	ersonnel, and sta	keholders of
	Tarlac State University	,		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
Complaint 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 complainee d. Address of complainee e. Position and Designation of complainee 2. Narrative Report Containing the Acts or		The client v	·	
Employee (1 Original Copy or				
3. Documentary Evide the Witness, <i>if any</i>	nce and Affidavits of (1 Certified True Copy)	The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
Submit the documents to the Office of the University President.	1.1 Receives the submitted documents and endorses to the Office of Human Resource Development and Management through Office of the Vice President for Administration.	None None	TIME 3 minutes	Clerk Office of the University President
	1.2 Initially assesses and evaluates the case.	None	30 minutes	Director Office of Human Resource Development and Management or Administrative Assistant II Training and Organizational



				Development Unit
	1.3 Informs parties of the schedule of the interview and mediation.	None	2 minutes	Administrative Assistant II Training and Organizational Development Unit
2. Attend the interview and mediation at the Office of Human Resource Development and Management (OHRDM).	2. Interviews the parties involved and facilitates initial mediation and amicable settlement.	None	1 hour	Director Office of Human Resource Development and Management or Administrative Assistant II Training and Organizational 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.	None	2 working days	Director Office of Human Resource Development and Management Vice President Office of the Vice President for Administration President Office of the University President
	TOTAL:	None	2 Working Days, 1 Hour & 35 Minutes	



3. Processing of Request for Thesis/Dissertation Financial Assistance

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

Office or	Office of Human Resource Development and Management –				
Division:	Training and Organizational Development Unit (OHRDM-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 C	F REQUIREMENTS		WHERE TO SEC	CURE	
1. Accomplished Re	<u> </u>	Training ar	nd Organizational [
•	ncial Assistance Form	or downloa	_		
	(3 Original Copies)	https://www	v.tsu.edu.ph/media	a/dkjjg0g3/tsu-	
	` ,		equest-for-financia		
		thesis-or-d	issertation-1.docx		
2. Accomplished P	ermit to Study Form	Training ar	nd Organizational I	Development Unit	
TSU-TOD-SF-28	8 (3 Original Copies)	or downloa			
			<u>v.tsu.edu.ph/media</u>	<u>a/tfsjek3a/tsu-tod-</u>	
			<u>it-to-study.docx</u>		
	mance Commitment and	Training ar	nd Organizational I	Development Unit	
	y (IPCR) for the Past Two				
(2) years (1 Origi		T	20 2.1		
-	sal Certified by the Dean	The client	will provide.		
Concerned (1 Or	iginai Copy)	FEES TO	DDOCESSING DEBOON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit	1.1 Receives and	None	1 minute	Clerk	
accomplished	verifies completeness	140110	Timilato	Office of the	
forms and	of the submitted			University	
supporting	documents.			President	
	1.2 Endorses verified	None	1 minute	Clerk	
the Office of the	documents to Office of			Office of the	
University	Human Resource			University	
President.	Development and			President	
	Management				
	(OHRDM).				
	1.3 Receives and	None	1 minute	Messenger	
	endorses documents			Office of Human	
	to the Administrative			Resource	
	Assistant of Training			Development	
	and Organizational			and Managament	
	Development Unit. 1.4 Convenes and	None	7 working days	Management Administrative	
	evaluates if the	INUILE	working days	Assistant II	
	thesis/dissertation is			Training and	
	relevant with the			Organizational	
	development thrust of			Development	
	the University, if			Unit	
	affirmative, shall			Members	
	endorse the			TSU- Faculty	
	application to the			Scholarship	
		1	I	•	
	Budget Office to			Committee	
1	Rudget Office to			Committee	



	determine if there are funds available.			Non-Academic Personnel Scholarship Committee (NAPSC) Clerk Budget Management Unit
	1.5 Endorses the application to the Office of the University President for approval.	None	3 working days	Clerk Office of the University President
	1.6 Endorses to the Administrative Assistant of Training and Organizational Development Unit.	None	1 minute	Messenger Office of Human Resource Development and Management
	1.7 Compiles and endorses all the requirements to the Administrative Services Unit for the processing of voucher.	None	5 minutes	Administrative Assistant II Training and Organizational Development Unit Staff
				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	Administrative Assistant II Training and Organizational Development Unit
	TOTAL	None	10 Working Days & 10 Minutes	

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



4. Processing of Application for Scholarship

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

Office or Division:	Office of Human Reso	Office of Human Resource Development and Management –			
	Training and Organizational Development Unit (OHRDM-TODU)				
Classification:	Highly Technical				
Type of	G2C – Government to	Government			
Transaction:					
Who may avail:	Permanent employees	s who have rendered two (2) years and above to			
	the University.				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
Letter of Intent Add		The client will provide.			
of the University P					
Endorsement from					
Dean/Director and					
President (1 Origin					
•	ce from the University	The client will provide.			
	she Plans to Enroll				
(1 Original Copy)					
` '	tive Very Satisfactory				
	ing for the Previous				
IPCR rating period					
(1 Original copy ar					
4. Certificate of Emplo	yment				
(1 Original Copy)	(4 Oni nin -1 On)				
5. Medical Certificate	(1 Original Copy)				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter of Intent to the Office of the University President.	1.1 Endorses the letter to the HRDM Office.	None	1 minute	Clerk Office of the University President
	1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.	None	1 minute	Messenger Office of Human Resource Development and Management
	1.3 Informs requestor of the needed requirements.	None	3 minutes	Administrative Assistant II Training and Organizational Development Unit
2. Submit the requirements	2.1 Receives submitted documents.	Non	1 minute	Administrative Assistant II Training and Organizational Development Unit
	2.2 Through the Office of Human Resource	None	7 working days	Administrative Assistant II



<u></u>				
	Development and Management (OHRDM), the Faculty Scholarship			Training and Organizational Development Unit
	Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) shall convene to evaluate and, if in the affirmative, shall recommend the application for approval by the Office of the			Members TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC) President Office of the
	University President.			University President
	2.3 Prepares and accomplishes CSW for Board Confirmation.	None	3 working days	Administrative Assistant II Training and Organizational Development Unit
				Board of Regents 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	Administrative Assistant II Training and Organizational Development Unit
	TOTAL:	None	13 Working Days & 6 Minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only processes and endorses scholarship applications, approval depends on the evaluation of other processing office.



5. 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.

Office or Division:		Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)				
Classification:	Highly Technical	alional Deve	elopment onit (Or	TRDIVI-TODO)		
Type of	G2G - Government to	o Governme	ent			
Transaction:						
Who may avail:	TSU Employees					
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC			
1. Accomplished Tra			nd Organizational	Development		
TSU-TOD-SF-1 (4	Original Copies)	Unit				
		_	<u>v.tsu.edu.ph/medi</u>			
0 4			raining-request-for			
2. Approved Learnin			nd Organizational	Development		
Plan 150-100-51	F-09 (1 Photocopy)	Unit or dow		a/baadyud2/tau		
			<u>v.tsu.edu.ph/medi</u> earning-and-devel			
		plan.docx	<u>saming-and-dever</u>	ортнетт-		
3. Accomplished Res	source Person		nd Organizational	Development		
	Design TSU-TOD-SF-	Unit	ia Organizational	Bevelopment		
13 (1 Original Cop	•	J				
4. Accomplished Lea	3 /	Training ar	nd Organizational	Development		
	uctional Design <i>TSU-</i>	Unit	J	'		
TOD-SF-12 (1 Ori						
5. List of Target Part	icipants	The client will provide				
(1 Original Copy)						
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
		BE PAID	TIME	RESPONSIBLE		
4. Cook as it Too in its a	4.4.Danahura Har					
1. Submit Training	1.1 Receives the	None	2 minutes	Front Desk		
Request Form	submitted Training			Front Desk Clerk		
Request Form (TRF) and other	submitted Training Request Form with			Front Desk Clerk Office of Human		
Request Form (TRF) and other attachments to	submitted Training			Front Desk Clerk Office of Human Resource		
Request Form (TRF) and other attachments to the Training and	submitted Training Request Form with			Front Desk Clerk Office of Human Resource Development		
Request Form (TRF) and other attachments to	submitted Training Request Form with			Front Desk Clerk Office of Human Resource Development and		
Request Form (TRF) and other attachments to the Training and Organizational	submitted Training Request Form with			Front Desk Clerk Office of Human Resource Development		
Request Form (TRF) and other attachments to the Training and Organizational Development	submitted Training Request Form with			Front Desk Clerk Office of Human Resource Development and		
Request Form (TRF) and other attachments to the Training and Organizational Development	submitted Training Request Form with			Front Desk Clerk Office of Human Resource Development and Management		
Request Form (TRF) and other attachments to the Training and Organizational Development	submitted Training Request Form with			Front Desk Clerk Office of Human Resource Development and Management or Training		
Request Form (TRF) and other attachments to the Training and Organizational Development	submitted Training Request Form with			Front Desk Clerk Office of Human Resource Development and Management or Training Assistant		
Request Form (TRF) and other attachments to the Training and Organizational Development	submitted Training Request Form with			Front Desk Clerk Office of Human Resource Development and Management or Training Assistant Training and		
Request Form (TRF) and other attachments to the Training and Organizational Development	submitted Training Request Form with			Front Desk Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational		
Request Form (TRF) and other attachments to the Training and Organizational Development	submitted Training Request Form with			Front Desk Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development		
Request Form (TRF) and other attachments to the Training and Organizational Development	submitted Training Request Form with other attachments.	None	2 minutes	Front Desk Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development Unit		
Request Form (TRF) and other attachments to the Training and Organizational Development	submitted Training Request Form with other attachments.			Front Desk Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development Unit Head		
Request Form (TRF) and other attachments to the Training and Organizational Development	submitted Training Request Form with other attachments. 1.2 Reviews and evaluates the	None	2 minutes	Front Desk Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development Unit Head Training and		
Request Form (TRF) and other attachments to the Training and Organizational Development	submitted Training Request Form with other attachments. 1.2Reviews and evaluates the submitted Training	None	2 minutes	Front Desk Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development Unit Head Training and Organizational		
Request Form (TRF) and other attachments to the Training and Organizational Development	submitted Training Request Form with other attachments. 1.2 Reviews and evaluates the submitted Training Request Form and	None	2 minutes	Front Desk Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development Unit Head Training and		
Request Form (TRF) and other attachments to the Training and Organizational Development	submitted Training Request Form with other attachments. 1.2Reviews and evaluates the submitted Training	None	2 minutes	Front Desk Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development Unit Head Training and Organizational Development		
Request Form (TRF) and other attachments to the Training and Organizational Development	submitted Training Request Form with other attachments. 1.2 Reviews and evaluates the submitted Training Request Form and supporting	None	2 minutes	Front Desk Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development Unit Head Training and Organizational Development		
Request Form (TRF) and other attachments to the Training and Organizational Development	submitted Training Request Form with other attachments. 1.2 Reviews and evaluates the submitted Training Request Form and supporting documents.	None	2 minutes 15 minutes	Front Desk Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development Unit Head Training and Organizational Development Unit Head Training and Organizational Development Unit		

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Office of Human Resource Development and Management			Organizational Development Unit
(OHRDM) Director.			Office of Human Resource
			Development and Management
1.4 Endorses signed documents to the Budget Management Unit.	None	5 minutes	Training Assistant Training and Organizational Development Unit
1.5 Receives the signed documents and have them signed by the Budget Officer.	None	1 working day	<i>Clerk</i> Budget Management Unit
If approved, forward to the Accounting Unit.			
If not, notify the client.			
1.6 Receives the signed documents and have them signed by the Accounting Officer. If approved, forward to the concerned Vice President. If not, notify the client.	None	1 working day	Clerk Accounting Unit
1.7 Receives the signed documents and have them signed by the Vice President. Once signed, endorse the document to the Office of the University President.	None	1 working day	Clerk Respective Vice President
1.3 Receives the signed documents and have them signed by the University President.	None	1 working day	Clerk Office of the University President
1.8.1 Once approved,			



				1906
2. Receive the copy	forwards the approved Training Request Form to the Records and Archives Unit. 2. Certifies the	None	10 minutes	Clerk
of Approved Request for External Training	Approved Request for External Training and issue a copy to the Training Assistant and Requesting Office			Records and Archives Unit
3. Announce the training details through eDMS.	3. Secures a copy of the signed memo.	None	10 minutes	Training Assistant Training and Organizational Development Unit
4. Coordinates training details with the Resource Speakers, and participants and prepares other training logistics (venue, food, equipment, and training materials).	4. Prepares necessary training needs before scheduled training or webinar, (Zoom/MS Teams Link, Attendance and Registration Link and Post Training Evaluation)	None	3 working days	Training Assistant Training and Organizational Development Unit
	TOTAL:	None	7 Working Days & 47 minutes	

Note: This is a multi-stage process. The Training and Organizational Development Unit only approves and endorses requests for In-house training and seminars.



6. Processing of Request for External Training

This service allows Tarlac State University employees to attend training and seminars (Face-to-face or Online) offered and organized by training providers outside the University for personal and professional development.

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)				
Classification:	External Training (Face-to-Face with Registration Fee and/or TEV) – Highly Technical External Training (Online with Registration Fee)– Highly Technical External Training (Free Online Training) - Complex				
Type of	G2G – Government to Government				
Transaction: Who may avail:	All TSU Plantilla Personnel (Teaching and Non-Teaching)				
	REQUIREMENTS	linei (Teacili	WHERE TO SE		
1. Letter of Invitation, F		Training Pr		OUNE	
and Other Attachme (1 Original Copy)	nts, <i>if any</i>				
2. Endorsement Form (1 Original Copy)	/ Letter <i>if any</i>	Office of th	e University Presi	ident	
3. Accomplished Requ			nd Organizational	Development	
Training Form <i>TSU</i> -	10D-SF-22	Unit or dov		- / - 4 £ / 4	
(4 Original Copies)		_	v.tsu.edu.ph/media		
4. Accomplished Train	ing Commitment Form		equest-for-externa		
TSU-TOD-SF-23 (1	•	Training and Organizational Development Unit			
		https://www.tsu.edu.ph/media/44wi0wcn/tsu-			
5 Approved Learning	and Development Plan	tod-sf-23-training-commitment-form.docx Training and Organizational Development			
TSU-TOD-SF-09 (1		Unit or download at			
700 700 01 03 (1	т погосору)	https://www.tsu.edu.ph/media/hsgdyud3/tsu-			
			earning-and-devel		
		plan.docx			
6. For Non-Teaching,	Duly Signed and	Training ar	nd Organizational	Development	
Approved Individual	Career Development	Unit or dov	vnload at	-	
Plan for Non-Teachi	ng <i>TSU-TOD-SF-07</i>		<u>v.tsu.edu.ph/medi</u>		
(1 Photocopy)			<u>ndividual-career-de</u>	evelopment-plan-	
	0: 1 1 1	for-non-tea		D	
7. For Teaching, Duly		Training and Organizational Development Unit or download at			
Individual Career De Non-Teaching <i>TSU</i> -		https://www.tsu.edu.ph/media/gzgmu213/tsu-			
(1 Photocopy)	100-31-00		v.tsu.edu.pn/media ndividual-career-de		
(ттысосору)			g-personnel.docx	ovolopinont-plan-	
		FEES TO PROCESSING PERSON			
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit all	1.1 Receives and	None	5 minutes	Front Desk	
requirements to	reviews submitted			Clerk	
the Training and	requirements.			Office of Human	
Organizational				Resource	
Development Unit.				Development	
				and	
				Management	



			or
			Training Assistant Training and Organizational Development Unit
1.2 Screens and evaluate the request and recommend actions and/or adjustment, if needed.	None	10 minutes	Unit Head Training and Organizational Development Unit
1.4 Adds control number and have it signed by the Office of Human Resource Development and Management (OHRDM) Director.	None	5 minutes	Training Assistant Training and Organizational Development Unit Director Office of Human Resource Development and
	A 1	4 1.	Management .
1.5 For External Training (Face- to-Face and Online) with Registration Fee: Endorses signed documents to the Budget Management Unit.	None	1 working day	Training Assistant Training and Organizational Development Unit
1.6 For External Training (Face- to-Face and Online) with Registration Fee: Receives the signed documents and have it signed by the Budget / Accounting Officer. 1.51. Once signed, endorse the document to the concerned Vice President's Office.	None	1 working day	Clerk Budget and Management Unit Head Budget Management Unit



	1.7 Receives the signed documents and have it signed by the Concerned Vice President 1.6.1. Once signed, endorse the document to the Office of the University	None	1 working day	Clerk Concerned Vice President
	President. 1.8 Receives the signed documents and have them signed by the University President.	None	2 working days	Clerk Office of the University President
	1.71. Once approved, forward the approved Request for External Training to the Records and Archives Unit			
2. Receives the copy of Approved Request for External Training	2. Certify the Approved Request for External Training and issue copy to the Training Assistant and Requesting Office	None	10 minutes	Clerk Records and Archives Unit
3. Confirm attendance through the registration form /link or confirmation form from the training provider and prepare Travel Order. And have it signed by the participants, their Office Heads, their respective VPs, and the President.	3. Upon receipt of the approved Request for External Training, notify the client/ requesting office	None	5 minutes	Training Assistant Training and Organizational Development Unit
For Face-to- Face External Training Prepare the Travel Order. Have it signed by		None	2 working days	



	EXTERNAL TRAINING E ONLINE TRAINING):	None	3 Working Days & 35 Minutes	
(OI	EXTERNAL TRAINING WITH REGISTRATION FEE):	None	8 Working Days & 55 Minutes	
,	WITH REGISTRATION FEE AND/OR TEV):	None	Days & 55 Minutes	
	EXTERNAL TRAINING		10 Working	
	provided by the training provider.			
	registration fee to the account			Cashiering Unit
	Cashiering Unit. 4.5 Deposits the			Clerk
	reaches the			Unit
	remaining signatories until it			Budget Management
	Management Unit. 4.4 Process the			Clerk
	and Status (ORS) to the Budget			
	Voucher (DV) and Obligation Request			Unit
	Disbursement			Management
	4.3 Forwards the certified	None	3 working days	<i>Clerk</i> Budget
the participants.	Obligation Request and Status (ORS).			
the payment of the registration fee and per diem of	accomplished Disbursement Voucher (DV) and			Management Unit
Request and Status (ORS) for	4.2 Reviews and certifies the	None	10 minutes	<i>Clerk</i> Budget
Registration Fee: Fill out both Disbursement Voucher (DV) and Obligation	accomplished Disbursement Voucher (DV) and Obligation Request and Status (ORS).			Budget Management Unit
4. For Training with	4.1 Receives the	None	10 minutes	Clerk Budget
their Office Heads, their respective VPs, and the President.				
the participants,				

Note: This is a multi-stage process. The Training and Organizational Development Unit only approves and endorses requests for training and seminars.



7. 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.

Office or Division:	Office of Human Reso	ource Develo	pment and Manage	ment –	
	Training and Organizational Development Unit (OHRDM-TODU)				
Classification:	Highly Technical				
Type of	G2C – Government to	Governmen	t		
Transaction:					
Who may avail:	Employee-Scholars of	f the Universi	ty		
CHECKLIST OF	REQUIREMENTS		WHERE TO SECU	JRE	
1. Letter of Intent Add	dressed to the Office	The client w	vill provide.		
of the University P	resident with an				
Endorsement from	the College				
Dean/Director and	Dean/Director and concerned Vice				
President					
(1 Original Copy a	and 1 Photocopy)				
2. Updated Study Plan	n (1 Original Copy)				
3. Grade Reports (1 C	Original Copy)				
4. Certification from	the Adviser Indicating				
	eded Period by the Grantee to				
Finish the Degree,	•				
(1 Original Copy)	•				
		EEEC TO	DDOCESSING	DEDCON	

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).	1.1 Endorses the letter to the Office Human Resource Development and Management.	None	1 minute	Clerk Office of the University President
Note: Request to extend shall be made one (1) month before the current semester or end of summer or	1.2 Endorses to the Administrative Assistant of Training and Organizational Development Unit.	None	1 minute	Messenger Office of Human Resource Development and Management
midyear for the FSC actions and endorsement to the OUP.	1.3 Informs requestor of the needed requirements.	None	3 minutes	Administrative Assistant II Training and Organizational Development Unit
2. Submit the requirements.	2.1 Receives submitted documents.	None	1 minute	Administrative Assistant II Training and Organizational Development Unit



	2.2 Through the Office of Human Resource Development and Management (OHRDM), the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) shall convene to evaluate and, if in the affirmative, shall recommend the request for approval by the Office of the University President.	None	7 working days	Technical Staff on Employee Relations Training and Organizational Development Unit Members TSU- Faculty Scholarship Committee (FSC)/ Non-Academic Personnel Scholarship Committee (NAPSC) President Office of the University President
3. Receives notification on the status of the request.	3. Notifies the applicant on the status of his/her request, in writing.	None.	2 working days	Administrative Assistant II Training and Organizational Development Unit
	TOTAL:	None	9 Working Days & 6 Minutes	

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



8. 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 Office of Human Resource and Development Management Office (OHRDM).

Office or Division:	Office of Human Reso	urce Develo	pment and Manag	ement –	
	Training and Organizational Development Unit (OHRDM-TODU)				
Classification:	Highly Technical				
Type of	G2G – Government to	Governmen	t		
Transaction:					
Who may avail:	Employee-Scholars of	Employee-Scholars of the University			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
1. Request Letter (2	Original Copies)	The client v	will provide		
2. Certifications, if ap					
(1 Original copy ar	nd 1 Photocopy)				
3. Report of Grades,					
(1 Original copy ar	nd 1 Photocopy)				
4. GANNT Chart, if a	pplicable				
(1 Original copy ar	nd 1 Photocopy)				
5. Updated Study Pla					
(1 Original copy ar	nd 1 Photocopy)				
		EEEG TO	DDOCESSING	DEDCON	

CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Submit request letter together with the supporting documents, if any, to the Training and Organizational Development Unit.	1.1 Receives and checks the request and documents submitted. Note: If the submitted document is incomplete, notifies the scholar and informs about the lacking.	None	15 minutes	Administrative Assistant II Training and Organizational Development Unit
	1.2 Discusses all the conditions to the requestor relating to his/her request.	None	15 minutes	Administrative Assistant II 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	Administrative Assistant II Training and Organizational Development Unit
	1.4 Through the Office of Human Resource	None	7 working days	Administrative Assistant II



	Development and Management (OHRDM), the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) convenes to evaluate and, if in the affirmative, shall recommend the request for approval by the Office of the University President.			Training and Organizational Development Unit Members TSU- Faculty Scholarship Committee (FSC)/ or Non-Academic Personnel Scholarship Committee (NAPSC) President Office of the University President
Receives the notification regarding the status of request.	2. Notifies the requestor on the status of his/her request, in writing.	None	3 working days	Administrative Assistant II Training and Organizational Development Unit
	TOTAL:	None	13 Working Days & 30 Minutes	

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



9. 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.

1. Accomplished Let Form TSU-TOD-S (3 Original Copies	Training and Organiz Highly Technical n: G2C – Government Employee-Scholars F REQUIREMENTS tter of Reinstatement SF-31	ent to Government ars of the University WHERE TO SECURE Training and Organizational Development Unit or download at https://www.tsu.edu.ph/media/nmniddjt/tsu-tod-sf-31-letter-of-reinstatement-form.docx		CURE Development
Where he/she Gra (1 Original Copy) 3. Transcript of Reco for Private School 4. Hard Copy of the (1 Original Copy)	ords (with Special Order ols) (1 Original Copy) Thesis/Dissertation	FEESTO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit requirements to the Office of the University President.	1.1 Endorses to the Office of Human Resource Development and Management 1.2 Endorses to the	None None	1 minute 1 minute	Clerk Office of the University President Messenger
	Employee Relations Staff.			Office of Human Resource Development and Management
	1.3 Receives the documents.	None	1 minute	Administrative Assistant II Training and Organizational Development Unit
	1.4 Through the Office of Human Resource Development and Management (OHRDM), the Faculty Scholarship Committee (FSC) or Non-Academic Personnel Scholarship Committee (NAPSC) shall	None	7 working days	Administrative Assistant II Training and Organizational Development Unit Committee Members Faculty Scholarship Committee (FSC)/



	convene to evaluate and, if in the affirmative, shall recommend the request for approval by the Office of University President.			or Non-Academic Personnel Scholarship Committee (NAPSC) President Office of the University President
2. Receive the notification regarding the status of request	2. Notifies the applicant on the status of his/her request, in writing.	None	2 working days	Administrative Assistant II Training and Organizational Development Unit
	TOTAL:	None	9 Working Days & 3 Minutes	

Note: This is a multi-stage process. The 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.



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR RESEARCH, INNOVATION, AND EXTENSION



Center for Community and Local Governance Studies and Policy Development External Services



1. Processing of Center for Community and Local Governance Studies and Policy Development Service Requests

This procedure allows the client to request services on community empowerment and advocacy, local governance, policy development, and technical training of the Center for Community and Local Governance Studies and Policy Development.

Note: This service is a multi-stage process. The timeliness of the service depends on the availability of the group/s involved.

Office or Division:	Center for Community and Local Governance Studies and Policy Development (CCLGSPD)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter addressed to the University President with contact details (email & mobile number) of the requester (1 Original Copy)	The client will provide

(1 Original Copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the signed Request Letter to the Records and Archives Unit.	1.1 Logs and maintains a copy of the received Request Letter and forwards it to the Office of the University President.	None	1 working day	Staff Records and Archives Unit	
	1.2 Endorses Request to the Office of Vice President for Research, Development and Extension.	None	1 working day	President, or Officer-in- Charge, or Representative Office of the University President	
	1.3 Endorses Request to Center for Community and Local Governance Studies and Policy Development.	None	1 working day	Vice President, or Officer-in- Charge, or Representative Office of the Vice President for Research, Development and Extension	
	1.4 Assesses the Request Letter as to the availability of service and endorsement to the Center for Community and	None	15 minutes	Director Center for Community and Local Governance Studies and	



	Local Governance Studies and Policy Development Department Head/s.	N.	45	Policy Development
	1.5 Reviews the submitted request. Note: If the request is not approved, a notification letter will be sent via email.	None	15 minutes	Department Head/s Center for Community and Local Governance Studies and Policy Development
2. Receive a Notice of Receipt of Service Request via email or text message.	2.1 Sends Notice of Receipt of Service Request through email and/or mobile number. Note: The Notice of Receipt of Service Request contains a proposed schedule of the initial consultation meeting.	None	15 minutes	Department Head/s Center for Community and Local Governance Studies and Policy Development
3. Confirm available schedule and attendance at the initial consultation meeting.	3.1 Receives confirmation on the proposed schedule.3.2 Organizes the initial consultation meeting.	None	3 working days	Director, Department Head/s, Staff Center for Community and Local Governance Studies and Policy Development
4. Attend to the scheduled initial consultation meeting.	 4.1 Conducts the initial consultation meeting with the client. 4.2 Drafts and finalizes the relevant document to the service requested. 4.3 Delivers the service activities depending on the agreed terms and 	None	1 working day	Director, Department Head/s, Staff Center for Community and Local Governance Studies and Policy Development



	4.4 Drafts and finalizes relevant documents (e.g. NDA, Project Proposal, Research Proposal, MOA, etc.).	None	7 working days	Director, Department Head/s, Staff Center for Community and Local Governance Studies and Policy Development
5. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.	5.1 Delivers service activities.	None	30 working days Note: The conformity depends on the processing time of each office involved in the project (e.g. LGU, offices, marginalized community, leaders).	Service Providers, Director, Department Head/s, Staff Center for Community and Local Governance Studies and Policy Development
	TOTAL:	None	44 Working Days & 45 Minutes	



Center for Community and Local Governance Studies and Policy Development Internal Services



1. Processing of Client's Service Request as an Extension Proposal from Various Offices and Colleges

This procedure applies when submitting the client's service request from various offices and colleges. It materializes as an extension project/program.

Note: This service is a multi-stage process. The timeliness of the service depends on the availability of the person/s and the processing time of the office/s involved. The unit is only in charge on the receipt of the endorsements up to the organization of the initial consultation.

Office or Division:		Center for Community and Local Governance Studies and Policy Development (CCLGSPD)			
Classification:	Highly Technical				
Type of Transaction:	G2G – Governmer	overnment to Government			
Who may avail:	TSU Offices and C	olleges			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
Endorsement S (1 Original Cop	Slip <i>TSU-OUP-SF-01</i> y)	Office of the	University Preside	ent	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the service request to the concerned office and/or college.	1.1 Receives the third endorsement from various offices and colleges.	None	5 minutes	Clerk or Staff Center for Community and Local Governance Studies and Policy Development	
	1.2 Reviews the service request. Note: If the request is not approved, a notification letter will be sent via email.	None	10 minutes	Director Center for Community and Local Governance Studies and Policy Development	
	1.3 Logs the third level endorsement addressed to the Department Heads for Action.	None	5 minutes	Clerk or staff, Director Center for Community and Local Governance Studies and Policy Development	
2. Receive a Notice of Receipt of Service Request via email or text message.	2.1 Sends a Notice of Receipt of Service Request containing the proposed schedule of the initial consultation meeting through	None	15 minutes	Department Head/s Center for Community and Local Governance	



	email and/or mobile number. Note: The Notice of Receipt of Service Request contains a proposed schedule of the initial consultation meeting.			Studies and Policy Development
3. Confirm available schedule and attendance to the initial consultation meeting.	3.1 Receives confirmation on the proposed schedule. 3.2 Organizes the initial consultation meeting.	None	10 working days Note: The processing time depends on the availability of the person/s involved on the request (e.g. LGU Officials, marginalized community leaders, beneficiaries).	Director, Department Head/s, Staff Center for Community and Local Governance Studies and Policy Development
4. Attend to the scheduled initial consultation meeting	 4.1 Conducts the initial consultation meeting with the client. 4.2 Drafts and finalizes the relevant document to the service requested. 4.3 Prepares extension documents (Extension Activity Proposal with Supporting Attachments) then, submits to Office of University Extension Services. 	None	5 working days	Clerk Office of University Extension Services
	TOTAL:	None	15 Working Days & 35 Minutes	



Center for Engineering and Environmental Research

Internal Services



1. Processing of Requests for Geospatial Analysis Support and Related Services

The service allows clients to avail mapping and other geospatial analysis to model location-specific subjects or regions of interest for research and other applications.

Office or	Center for Engineerir	ng and Envi	ironmental Resear	rch	
Division: Classification:	Highly Technical	ig and Lilvi			
Type of	G2C – Government t	o Citizen			
Transaction:	G2G - Government to		ent		
	TSU Masters Studen	ts (Type A	Client)		
Who may avail:	TSU Doctorate Stude				
willo illay avail.	TSU Faculty Research				
CHECKLIST OF	TSU Undergraduate Students (Type D Client) REQUIREMENTS WHERE TO SECURE				
	<u> </u>	Contor for			
Accomplished Good Operations Required		Research	Engineering and	Environmental	
	and 1 Electronic	rescaron			
Copy)	<u>-</u>				
2. For Type A to C	Clients -	TSU Cash	niering Unit		
	of Payment for Test		J		
	Geospatial Analysis				
Support and Rel					
(1 Duplicate or 1 *Refer to the table b					
	ment if the Proposal	has been <i>i</i>	Approved:		
Revised Geospa	•	The client will provide.			
	ıest Form (1 Original	·			
Copy and 1 Elec					
	ndation of the Center for vironmental Research				
review		,,,			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the	1.1 Receives and	None	2 working days	Staff	
accomplished	verifies the			& Unit Heads	
Geospatial	completeness of			Center for	
Analysis	the submitted			Engineering and	
Operations	documents.			Environmental	
Request Form to the Center	4.0 A a a a a a tha a	Nana	4	Research	
for Engineering	1.2 Assess the capability of the	None	1 working day	Staff & Unit Heads	
and	Geomatics			Center for	
Environmental	laboratory			Engineering and	
Research office	equipment and			Environmental	
and electronic	software to			Research	
copies to	perform the				
ceer@tsu.edu.	requested				
ph	geospatial				
	analysis operations and				
	the availability				
	of staff and				
1	supervisors.	1	i	1	

		1.3 Assesses, reviews, and gives recommendatio ns, if necessary, before the approval of the request.	None	2 working days	Unit Heads Center for Engineering and Environmental Research
2.	Receive a notification of the status and recommendatio ns regarding the request.	2. Notifies the client regarding the status and recommendatio ns of the request through email.	None	5 minutes	Staff & Unit Heads Center for Engineering and Environmental Research
3.	For Type A-C Clients: Submit the Official Receipt of Payment for Geospatial	3.1 Receives the submitted documents and process the approval of the request	None	5 minutes	Staff Center for Engineering and Environmental Research
	Analysis Support and Related Services to Center for Engineering and Environmental Research office.	3.2 Performs geospatial analysis requested by the client as indicated in the request form and recommendatio ns.	Per Client Type + Operatio n/ Analysis Type	14 working days	Geomatics Lab Staff Center for Engineering and Environmental Research
	For All Client Types: Submit the Revised Geospatial Analysis Operations Request Form to Center for Engineering and Environmental Research office.				
4.	Receive the requested Geospatial Analysis Files/ Visualizations through email or personally from the Center for Engineering and Environmental Research.	4. Issue the requested documents, geospatial analysis maps, visualizations, and other related files	None	4 hours	Staff Center for Engineering and Environmental Research



Note: This is a multi-stage process. The Center for Engineering and Environmental Research is only responsible for processing the request for Geospatial Analysis and other services, while the Cashiering Unit is only responsible for assessing and receiving the payment.

List of Payment					
Geospatial Analysis/ Operations	Type A-C client	Type D			
Georeferencing/ Custom Mapping	₱500.00/ ROI	Free (Assistance)			
Measurements and Transformations (digitizing)	₱1000.00/ 10sq.km	Free (Assistance)			
Topographical Surveying (GPS/Remote Sensing Method)	₱2000.00/ 10sq.km	Free (Assistance)			
Land Use –Land Cover Mapping Trend	₱5000.00/ 5 years	Free (Assistance)			



Center for Natural Products Research External Services



1. Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services

The service allows clients to avail Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other analyses for plant and related samples.

Office or Division:	Center for Natural	Products Rese	earch		
Classification:	Highly Technical				
Type of Transaction:	G2B – Governmer	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Graduate Stu TSU Undergradua Client)	U Faculty Researchers (Type A Client) U Graduate Students (Type B Client) U Undergraduate Students and Non-TSU Students (Type C			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	,	
A. For Use of Equ	ipment Request/s -				
1. Printed Journal	/ Research Paper ting the Method and e-Used /)	The client will	provide		
1. Accomplished F	Request for Analysis	Center for Na	tural Products Re	esearch or	
TSU-PCL-SF-3	3 (1 Original Copy)	Analytical Tes	sting Laboratory		
Accomplished F Proposal Form TSU-URO-SF-0 Accomplished N signed by a Rep University Rese	Research Capsule signed by the Dean of (1 Photocopy) Notice to Proceed presentative from the	Office of University Research and Development, or download at https://www.tsu.edu.ph/media/nrwgfm3v/tsu-ord-sf-01-research-capsule-proposal-new.docx The client will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
1. Proceed to the Center for Natural Products Research facility for an initial meeting or via MS Teams, Messenger, Zoom Teleconferencing and other online platforms.	1. Attends the initial meetings and informs all necessary requirements for the requested laboratory analysis or services. Then, logs the client's name on the Laboratory Analyses / Service(s) Log (TSU-PCL-SF-42).	None	TIME 1 hour	RESPONSIBLE Staff-in-Charge Center for Natural Products Research	



	If Disapproved: Sends notification of disapproval thru online or via email or informs clients in person.	None	2 hours	Staff-in-Charge Center for Natural Products Research
2. For the Proponent/s of TSU Approved Research Proposal/s: Submit requirements for Type A Clients, to the Center for Natural Products Research. Note: It MUST be explicitly stated in the Line-Item Budget the specific analyses and laboratory service(s)-to- be requested.	2. Reviews and files the submitted forms.	None	30 minutes	Staff-in-Charge Center for Natural Products Research
3. For Client Types B, C, and D: File the Request for Analysis (TSU-PCL- SF-33) and review Line- Item budget of the study (TSU-PCL- SF-48).	3.1 Discusses the compulsory materials that client needs to bring for the analysis or laboratory services requested, proper sampling, and transportation procedures.	None	30 minutes	Staff(s) Center for Natural Products Research
	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	Number of Samples x Fees for each Service	1 hour	Staff(s) Center for Natural Products Research



		3.3 Assesses the Line-Item Budget of the study if analyses are listed.	None	4 hours	Staff(s) Center for Natural Products Research
4.	Pay the assessed fee at the Cashiering Unit – Main Campus.	Receives and processes the payment	None	1 hour	Staff Cashiering Unit
5.	Send a photocopy the receipt or scan the official receipt and send it thru email: natprod@tsu.edu.ph	5. Accepts, reviews, and archives the photocopy of the receipt or the ecopy of the receipt. And communicates the schedule the submission of samples of the Client(s) (thru face-to-face meeting or thru email)	None	30 minutes	Staff(s) Center for Natural Products Research
6.	Deliver the samples to the Center for Natural Products Research office with proper sample	6.1 Receives and reviews the samples. Note: Proper sampling procedures must also be followed.	None	10 minutes	Staff(s) Center for Natural Products Research
	descriptions and labels. Note: Samples must	6.2 Labels each sample with assigned laboratory sample number.	None	2 hours	Staff(s) Center for Natural Products Research
	be delivered to the laboratory immediately after sampling. Physico-Chem and Phytochem samples must be placed in a clean	6.3 Conducts the laboratory analysis for various parameters and render requested laboratory service(s).	None	13 working days Note: 1 day per analysis requested or 2-3 days per spectrophoto metric analysis depending on parameter requested.	Staff(s) Center for Natural Products Research
	container (preferably glass amber bottle or plastic	6.4 Fills out necessary analysis forms with results from the analyses	None	1 working day	Staff(s) Center for Natural Products Research

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				1906
container, ≥1000mL) and are securely capped. Enough	and/or laboratory services.			
	6.5 Rechecks and encodes the results in the Results of the Analyses	None	6 hours	Staff(s) Center for
	6.6 Prints and signs the Results of the Analyses.	None	1 hour	Staff(s) Center for Natural Products Research
7. Receive the printed copy of the Results of the Analyses via email or face- to-face.	For face- to face: Returns	None	1 hour	Staff(s) Center for Natural Products Research
	excess samples to the client(s) If via email: Discusses the implications of the results and		hours	
	make necessary recommendation s thru face-to-face meeting or thru online or via email.			
TOTAL FOR	RONLINE REQUEST:	Number of Samples x Fees for each Service	16 Working Days,1 Hour & 40 Minutes	
TOTAL	FOR FACE-TO-FACE REQUEST:	Table of fees attached	16 Working Days & 40 Minutes	



Note: This is a multi-stage process. The Center for Natural Products Research is responsible for processing the request for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and other services. While the Cashiering Unit is only responsible for assessing and receiving the payment.

Center for Natural Products Research Schedule of Analysis and Service Fees

*Payment Matrix for approval of BOR and may be subjected to change upon approval

PHYTOCHEMICAL ANALYSIS						
ANALYSIS	TYPE A CLIENTS	TYPE B CLIENTS	TYPE C/D CLIENTS			
Sample preparation	₱ 225.00	₱ 202.50	₱ 191.25			
Extraction of crude	₱ 225.00 ₱ 225.00	₱ 202.50 ₱ 202.50	₱ 191.25			
content in water (per liter)	F 225.00	P 202.50	P 191.25			
Extraction of crude content using rotavap (per liter)	₱ 500.00	₱ 450.00	₱ 425.00			
Filtration of sample	₱ 225.00	₱ 202.50	₱ 191.25			
Detection of Carboxylic acid	₱ 225.00	₱ 202.50	₱ 191.25			
Antioxidant activity of plant extract (Spectrophotometric)	₱ 1,000.00	₱ 900.00	₱ 850.00			
Radical Scavenging activity of plant extract (Spectrophotometric)	₱ 2,000.00	₱ 1,800.00	₱ 1,700.00			
	PHYSICOCHEM	MICAL ANALYSIS				
Sugar content (Brix)	₱ 150.00	₱ 135.00	₱ 127.50			
рН	₱ 150.00	₱ 135.00	₱ 127.50			
Temperature	₱ 150.00	₱ 135.00	₱ 127.50			
Total Solids	₱ 400.00	₱ 360.00	₱ 340.00			
Total Acidity	₱ 400.00	₱ 360.00	₱ 340.00			
Moisture content	₱ 400.00	₱ 360.00	₱ 340.00			
ANTIMICROBIAL ANALYSIS						
Disc-diffusion Method	₱ 600.00	₱ 540.00	₱ 510.00			
Broth dilution method	₱ 600.00	₱ 540.00	₱ 510.00			
Agar dilution method	₱ 600.00	₱ 540.00	₱ 510.00			



Center for Natural Products Research Internal Services



1. Processing of Requests for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other Laboratory Services

The service allows clients to avail Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and Other analyses for plant and related samples.

Office or Division:	Center for Natural	Products Rese	arch		
Classification:	Highly Technical	Highly Technical			
Type of Transaction:	G2C – Governmer G2B – Governmer G2G – Governmer TSU Faculty Rese TSU Graduate Stu	nt to Business E nt to Governme archers (Type / udents (Type B	ent A Client) Client)		
Who may avail:	TSU Undergradua Client) Other Interested Ir				
CHECKLIST OF	REQUIREMENTS	١	WHERE TO SEC	URE	
	pment Request/s -				
Conditions-to-be (1 Original Copy	ing the Method and e-Used ∕)	The client will	provide		
B. For All Client T	/ !	Contor for No	tural Products Re	accurate ou	
	Request for Analysis 3 (1 Original Copy)		iural Products Re sting Laboratory	esearch or	
C. For Type A Clients					
	desearch Capsule signed by the Dean 1 (1 Photocopy)	Office of University Research and Development, or download at https://www.tsu.edu.ph/media/nrwgfm3v/tsu-ord-sf-01-research-capsule-proposal-new.docx			
University Rese	resentative from the	The client will	provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1 Proceed to the Center for Natural Products Research facility for an initial meeting or via MS Teams, Messenger, Zoom Teleconferenc ing and other online platforms.	1. Attends the initial meetings and informs all necessary requirements for the requested laboratory analysis or services. Then, logs the client's name on the Laboratory Analyses / Service(s) Log (TSU-PCL-SF-42).	None	1 hour	Staff-in-Charge Center for Natural Products Research	



		If Disapproved: Sends notification of disapproval thru online or via email or informs clients in person.	None	2 hours	Staff-in-Charge Center for Natural Products Research
	For the Proponent/s of TSU Approved Research Proposal/s: Submit requirements for Type A Clients, to the Center for Natural Products Research. Note: It MUST be explicitly stated in the Line-Item Budget the specific analyses and laboratory service(s)-to- be requested.	2. Reviews and files the submitted forms.	None	30 minutes	Staff-in-Charge Center for Natural Products Research
3.	For Client Types B, C, and D: File the Request for Analysis (TSU-PCL- SF-33) and review Line- Item budget of the study (TSU-PCL- SF-48).	3.1 Discusses the compulsory materials that client needs to bring for the analysis or laboratory services requested, proper sampling, and transportation procedures.	None	30 minutes	Staff(s) Center for Natural Products Research
		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	Number of Samples x Fees for each Service	1 hour	Staff(s) Center for Natural Products Research



	7		1	
	3.3 Assesses the Line-Item Budget of the study if analyses are listed.	None	4 hours	Staff(s) Center for Natural Products Research
4. Pay the assessed fee at the Cashiering Unit – Main Campus.	Receives and processes the payment	None	1 hour	Staff Cashiering Unit
5. Send a photocopy the receipt or scan the official receipt and send it thru email: natprod@tsu.edu.ph	5. Accepts, reviews, and archives the photocopy of the receipt or the ecopy of the receipt. And communicates the schedule the submission of samples of the Client(s) (thru face-to-face meeting or thru email)	None	30 minutes	Staff(s) Center for Natural Products Research
6. Deliver the samples to the Center for Natural Products Research office with proper sample	6.1 Receives and reviews the samples. Note: Proper sampling procedures must also be followed.	None	10 minutes	Staff(s) Center for Natural Products Research
descriptions and labels. Note: Samples must	6.2 Labels each sample with assigned laboratory sample number.	None	2 hours	Staff(s) Center for Natural Products Research
be delivered to the laboratory immediately after sampling. Physico- Chem and	6.3 Conducts the laboratory analysis for various parameters and render requested laboratory service(s).	None	13 working days Note: 1 day per analysis requested or 2-3 days per spectrophoto	Staff(s) Center for Natural Products Research
Phytochem samples must be placed in a clean			metric analysis depending on parameter requested.	

STATE UNITED STATE
1906

container (preferably glass amber bottle or plastic container,	6.4 Fills out necessary analysis forms with results from the analyses and/or laboratory	None	1 working day	Staff(s) Center for Natural Products Research
≥1000mL) and are securely capped. Enough amount of samples must	services. 6.5 Rechecks and encodes the results in the Results of the Analyses	None	6 hours	Staff(s) Center for Natural Products Research
be provided by client.	6.6 Prints and signs the Results of the Analyses.	None	1 hour	Staff(s) Center for Natural Products Research
7. Receive the printed copy of the Results of the Analyses via email or face- to-face.	7. Releases the result to the client(s) via email or face-to-face. For face- to	None	1 hour	Staff(s) Center for Natural Products Research
lace.	face: Returns excess samples to the client(s)			
	Discusses the implications of the results and make necessary recommendati on s thru		hours	
	face-to- face meeting or thru online or via email.			
TOTAL FO	R ONLINE REQUEST:	Number of Samples x Fees for each Service	16 Working Days,1 Hour & 40 Minutes	
TOTAL	. FOR FACE-TO-FACE REQUEST:		16 Working Days & 40 Minutes	



Note: This is a multi-stage process. The Center for Natural Products Research is responsible for processing the request for Phytochemical, Proximate, Microbial Analyses, Raw Materials Identification and Authentication and other services. While the Cashiering Unit is only responsible for assessing and receiving the payment.

Center for Natural Products Research Schedule of Analysis and Service Fees

*Payment Matrix for approval of BOR and may be subjected to change upon approval

PHYTOCHEMICAL ANALYSIS						
ANALYSIS	TYPE A CLIENTS	TYPE B CLIENTS	TYPE C/D CLIENTS			
Sample preparation	₱ 225.00	₱ 202.50	₱ 191.25			
Extraction of crude content in water (per liter)	₱ 225.00	₱ 202.50	₱ 191.25			
Extraction of crude content using rotavap (per liter)	₱ 500.00	₱ 450.00	₱ 425.00			
Filtration of sample	₱ 225.00	₱ 202.50	₱ 191.25			
Detection of Carboxylic acid	₱ 225.00	₱ 202.50	₱ 191.25			
Antioxidant activity of plant extract (Spectrophotometric)	₱ 1,000.00	₱ 900.00	₱ 850.00			
Radical Scavenging activity of plant extract (Spectrophotometric)	₱ 2,000.00	₱ 1,800.00	₱ 1,700.00			
	PHYSICOCHE	MICAL ANALYSIS				
Sugar content (Brix)	₱ 150.00	₱ 135.00	₱ 127.50			
рН	₱ 150.00	₱ 135.00	₱ 127.50			
Temperature	₱ 150.00	₱ 135.00	₱ 127.50			
Total Solids	₱ 400.00	₱ 360.00	₱ 340.00			
Total Acidity	₱ 400.00	₱ 360.00	₱ 340.00			
Moisture content	₱ 400.00	₱ 360.00	₱ 340.00			
ANTIMICROBIAL ANALYSIS						
Disc-diffusion Method	₱ 600.00	₱ 540.00	₱ 510.00			
Broth dilution method	₱ 600.00	₱ 540.00	₱ 510.00			
Agar dilution method	₱ 600.00	₱ 540.00	₱ 510.00			



Center for Peace, Indigenous People's Resources and Development

External Services



1. Processing of Request for Office Consultancy and Assistance

This service allows clients to request consultation or assistance with the Director and/or Department Head.

·						
Office or Division:	Center for Peace, In	digenous Pe	eople's Resources	and		
Classification:	Development Simple	Simple				
	G2C – Government to	Citizen				
Type of	G2B – Government to		tity/ies			
Transaction:	G2G – Government to					
Who may avail: All						
	REQUIREMENTS		WHERE TO SEC			
Accomplished C	3		Peace, Indigenous			
Assistance Req	uest Form (2 Original Copies)		and Developmen rd@tsu.edu.ph	it Office or		
	pproved request letter	Elliali at <u>ip</u>	ru@isu.euu.pii			
	e University President					
		FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit the	1. Receives	None	5 minutes	Staff		
requirement to	submitted			Center for		
the Center for	requirement/s.			Peace,		
Peace, Indigenous				Indigenous People's		
People's				Resources and		
Resources				Development		
and				'		
Development						
– Lucinda						
Campus.	0.45.4	N.I	F : (0, 5		
2. Receive the	2.1 Returns the	None	5 minutes	Staff Center for		
receiving copy of the	receiving copy of the submitted			Peace,		
submitted	request and			Indigenous		
document.	forwards the			People's		
	office's copy to			Resources and		
	the officer-in-			Development		
	charge.	N.I.	00 : 1	0.66		
	2.2 Receives,	None	20 minutes	Officer-in-		
	reviews, and evaluates			<i>Charge</i> Center for		
	forwarded			Peace,		
	request.			Indigenous		
	'			People's		
				Resources and		
	0.00			Development		
	2.3 Creates a	None	1 working day	Staff		
	Schedule for a Consultation			Center for		
	and/or			Peace, Indigenous		
	Assistance			People's		
	Meeting			Resources and		
				Development		



3. Receive notification on the schedule of Consultation and/or Assistance Meeting.	3. Notifies client regarding the schedule of the Consultation and/or Assistance Meeting via Text or Email	None	5 minutes	Staff Center for Peace, Indigenous People's Resources and Development
4. Attends the Consultancy and/or Assistance Meeting on the scheduled date.	4. Conducts the Consultancy and/or Assistance Meeting	None	1 hour	Director and/or Department Head(s) Staff Center for Peace, Indigenous People's Resources and Development
	TOTAL:	None	1 Working Day, 1 Hour & 35 Minutes	•



Center for Peace, Indigenous People's Resources and Development

Internal Services



1. Processing of Request for Office Consultancy and Assistance

This service allows clients to request consultation or assistance with the Director and/or Department Head.

Office or Division:	Center for Peace, Indigenous People's Resources and Development				
Classification:	Simple				
Type of	G2C – Government to				
Transaction:	G2B – Government to G2G – Government to				
Who may avail:	All	Governmen	<u>. </u>		
_	REQUIREMENTS		WHERE TO SEC	CURE	
Assistance Requ TSU-IPD-SF-04 *In lieu of the ap	2. Accomplished Consultancy / Assistance Request Form TSU-IPD-SF-04 (2 Original Copies) *In lieu of the approved request letter addressed to the University President		Center for Peace, Indigenous People's Resources and Development Office or Email at iprd@tsu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the requirement to the Center for Peace, Indigenous People's Resources and Development – Lucinda Campus.	1. Receives submitted requirement/s.	None	5 minutes	Staff Center for Peace, Indigenous People's Resources and Development	
2. Receive the receiving copy of the submitted document.	2.1 Returns the receiving copy of the submitted request and forwards the office's copy to the officer-in-charge.	None	5 minutes	Staff Center for Peace, Indigenous People's Resources and Development	
	2.2 Receives, reviews, and evaluates forwarded request.	None	20 minutes	Officer-in- Charge Center for Peace, Indigenous People's Resources and Development	
	2.3 Creates a Schedule for a Consultation and/or Assistance Meeting	None	1 working day	Staff Center for Peace, Indigenous People's Resources and Development	



3.	Receive notification on the schedule of Consultation and/or Assistance Meeting.	3.	Notifies client regarding the schedule of the Consultation and/or Assistance Meeting via Text or Email	None	5 minutes	Staff Center for Peace, Indigenous People's Resources and Development
4.	Attends the Consultancy and/or Assistance Meeting on the scheduled date.	4.	Conducts the Consultancy and/or Assistance Meeting	None	1 hour	Director and/or Department Head(s) Staff Center for Peace, Indigenous People's Resources and Development
			TOTAL:	None	1 Working Day, 1 Hour & 35 Minutes	



Center for Solar and Emerging Technology External Services



1. Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related services

This service allows clients to avail service/s that combine solar energy expertise with the exploration and utilization of emerging technologies. Specifically, technology assessment and Integration, Research and Development, Pilot projects and Demonstration, Technology transfer and Commercialization, Policy and Regulatory Support, Education and Training, Demand Analysis and Trends, Collaboration and Partnerships.

and Training, Demand Analysis and Trends, Collaboration and Partnerships.				
Office or Division:	Center for Solar and	Emerging 7	Technology	
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 SE	CURE
to University Pres Solar and Emergi the following infor (1 Original Copy a • Full Name of • Office/Unit/Co • Email Addres • Type of Docu • Specific Docu • Purpose(s)	and Electronic Copy) the Client/Requestor ollege/Visitor s (for soft copy) ment(s) Requested iment Requested he Requestor and		will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For External clients: Submit a hardcopy of the requirement to the Records and Archives Unit – Main Campus and an	1.1 For External clients: Receives and forwards the submitted requirement to the Office of the University President.	None	1 working day	Staff Records and Archives Unit

electronic copy to the Center for

(cset@tsu.edu.p

Solar and Emerging Technology

<u>h</u>)



For Internal clients: Submit a hardcopy of the requirement to the Center for Solar and Emerging Technology – San Isidro	For Internal clients: Receives and endorses the submitted requirement to the Director of Center for Solar and Emerging Technology.	None	10 minutes	Staff Center for Solar and Emerging Technology
Campus.	1.2 For External clients: Receives the submitted requirement and forwards the First Endorsement Form to the Office of the Vice President for Research Development and Extension.	None	1 working day	Staff Office of the University President
	1.3 For External clients Receives forwarded requirement and First Endorsement. Then, endorses it to the Center for Solar and Emerging Technology.	None	2 hours	Staff Office of the Vice President for Research Development and Extension
	1.4 Receives and evaluates the forwarded requirement and Second Endorsement to determine the necessary actions to be taken.	None	2 working days	Evaluation Committee Center for Solar and Emerging Technology
	Note: If not approved, inform the client of the reason for disapproval via email.			



2. Receive notification regarding the schedule of the meeting via email or phone call.	2. Notifies the client via email or phone call regarding the schedule of the meeting to discuss the design and planning related to their approved request.	None	1 hour	Staff, Department Head, & Director Center for Solar and Emerging Technology
3. Attend the meeting on the scheduled date. Output Description: The scheduled date is a scheduled date. The scheduled date is a scheduled date.	3. Attends and facilitates the meeting for presentation. Note: Following the meeting, a series of consultations may take place depending on the agreed extent or scope of the request. If approved, implements and monitors the approved request. If not approved, inform the client of the reason for disapproval via email.	None	4 working days	Staff, Department Head, & Director Center for Solar and Emerging Technology
TOTAL FOR EX	XTERNAL CLIENTS:	None	6 Working Days & 3 Hours	
TOTAL FOR II	NTERNAL CLIENTS:	None	6 Working Days, 1 Hour, & 10 Minutes	

Note: Implementation and Monitoring of the approved request may take from 3 months to 3 years depending on the Memorandum of Agreement, Memorandum of Understanding, or Terms and Regulations agreed by both parties. While the conduct of the Impact Assessment is done up to 3 years after the completion of the implemented project.

Note for External clients: Not all requested documents are being issued, (e.g. manual/s, operation manual/s, process manual/s) but can be viewed and read. Copy of manuals are being given to internal clients for accreditation, audit, assessment, and certification purposes only.



Center for Solar and Emerging Technology Internal Services



1. Processing of Requests for Innovation of the Intersection of Solar Energy and Emerging Technology and other Related services

This service allows clients to avail service/s that combine solar energy expertise with the exploration and utilization of emerging technologies. Specifically, technology assessment and Integration, Research and Development, Pilot projects and Demonstration, Technology transfer and Commercialization, Policy and Regulatory Support, Education and Training, Demand Analysis and Trends, Collaboration and Partnerships.

and Training, Demand Analysis and Trends, Collaboration and Partnerships.					
Office or Division:	Center for Solar and	Emerging 1	echnology		
Classification:	Highly technical				
Type of	G2C - Government to	Citizen			
Type of Transaction:	G2B - Government to	Business E	Entity/ies		
mansacuon.	G2G - Government to	Governm	ent		
Who may avail:	All				
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE	
to University Presidents Solar and Emerging the following inform (1 Original Copy and Full Name of Office/Unit/Cole Email Addres Type of Docule Specific Docule Purpose(s)	CHECKLIST OF REQUIREMENTS Duly Signed Letter of Intent addressed to University President thru Center for Solar and Emerging Technology with the following information: (1 Original Copy and Electronic Copy) 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		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID PROCESSING PERSON RESPONSIBLE			
1. For External clients: Submit a hardcopy of the requirement to	1.1 For External clients: Receives and forwards the submitted	None	1 working day	Staff Records and Archives Unit	

CLIENT STEPS	AGENCY	TO BE	PROCESSING	PERSON
	ACTIONS	PAID	TIME	RESPONSIBLE
1. For External clients: Submit a hardcopy of the requirement to the Records and Archives Unit – Main Campus and an electronic copy to the Center for Solar and Emerging Technology (cset@tsu.edu.ph)	1.1 For External clients: Receives and forwards the submitted requirement to the Office of the University President.	None	1 working day	Staff Records and Archives Unit



For Internal	For Internal	None	10 minutes	Staff
clients:	clients:			Center for Solar
Submit a	Receives and			and Emerging
hardcopy of the	endorses the			Technology
requirement to	submitted			
the Center for	requirement to			
Solar and	the Director of			
Emerging	Center for Solar			
Technology –	and Emerging			
San Isidro	Technology.			
Campus.	1.2 For External	None	1 working day	Staff
- Campusi	clients:		,	Office of the
	Receives the			University
	submitted			President
	requirement and			riodidone
	forwards the			
	First			
	Endorsement			
	Form to the			
	Office of the			
	Vice President			
	for Research			
	Development and Extension.			
	1.3 For External	None	2 hours	Staff
	clients	None	2 Hours	
	Receives			Office of the Vice President
	forwarded			
	requirement and			for Research
	First			Development
	Endorsement.			and Extension
	Then, endorses			
	it to the Center			
	for Solar and			
	Emerging			
	Technology.			
	1.5 Receives and	None	2 working days	Evaluation
	evaluates the			Committee
	forwarded			Center for Solar
	requirement and			and Emerging
	Second			Technology
	Endorsement to			
	determine the			
	necessary			
	actions to be			
	taken.			
	Note: If not			
	approved,			
	inform the			
	client of the			
	reason for			
	disapproval			
	via email.			
	via Ciliali.			



2. Receive notification regarding the schedule of the meeting via email or phone call.	2. Notifies the client via email or phone call regarding the schedule of the meeting to discuss the design and planning related to their approved request.	None	1 hour	Staff, Department Head, & Director Center for Solar and Emerging Technology
Attend the meeting on the scheduled date.	3. Attends and facilitates the meeting for presentation. Note: Following the meeting, a series of consultations may take place depending on the agreed extent or scope of the request. If approved, implements and monitors the approved request. If not approved, inform the client of the reason for disapproval via email.	None	4 working days	Staff, Department Head, & Director Center for Solar and Emerging Technology
TOTAL FOR EX	XTERNAL CLIENTS:	None	6 Working Days & 3	
TOTAL FOR II	NTERNAL CLIENTS:	None	Hours 6 Working Days, 1 Hour, & 10 Minutes	

Note: Implementation and Monitoring of the approved request may take from 3 months to 3 years depending on the Memorandum of Agreement, Memorandum of Understanding, or Terms and Regulations agreed by both parties. While the conduct of the Impact Assessment is done up to 3 years after the completion of the implemented project.

Note for External clients: Not all requested documents are being issued, (e.g. manual/s, operation manual/s, process manual/s) but can be viewed and read. Copy of manuals are being given to internal clients for accreditation, audit, assessment, and certification purposes only.



Center for Food Technology and Research External Services



1. Processing of Food Technology and Research Center 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 Food Technology and Research Center.

the Food Technol	ogy and research cen	tor.		
Office or Division:	Food Technology an	d Research	n Center (FTRC)	
Classification:	Highly Technical			
Type of	G2C - Government to			
Transaction:	G2B - Government to		•	
	G2G - Government t	o Governm	ent	
Who may avail:	All		WHERE TO SE	CUDE
	REQUIREMENTS DO Samino Paguaget	WHERE TO SECURE		
Form TSU-FTRC	RC Service Request	Food Technology and Research Center or TSU Website or download at		
	or 1 Electronic Copy)		w.tsu.edu.ph/med	-
with the following	,		service-request-for	
_	the Client/Requestor	01 01 140		m rov oracox
Nature of Cli	•			
Products and	l Services			
 Contact Num 	ber			
Service Requ	uest/ Purpose /			
Details of Re	•			
 Signature of 	the Requestor			
2. Approved Reque		The client	will provide	
	n the TSU President,			
if any.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		DE I AID	I IIIVI 🗀	ILOI OITOIDEE
1. Submit the duly	1.1 Receives and	None	1 working day	Staff
Submit the duly accomplished	1.1 Receives and checks Service	None	1 working day	Staff Records and
Submit the duly accomplished and signed		None	1 working day	
accomplished and signed documents to	checks Service Request and endorses to the	None	1 working day	Records and
accomplished and signed documents to the Records	checks Service Request and endorses to the Office of the	None	1 working day	Records and Archives
accomplished and signed documents to the Records and Archives	checks Service Request and endorses to the	None	1 working day	Records and Archives
accomplished and signed documents to the Records and Archives Unit or email at	checks Service Request and endorses to the Office of the University President.	None	1 working day	Records and Archives
accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph	checks Service Request and endorses to the Office of the University President. Note: If form is not	None	1 working day	Records and Archives
accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or	checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out	None	1 working day	Records and Archives
accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres office@tsu	checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents	None	1 working day	Records and Archives
accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or	checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are	None	1 working day	Records and Archives
accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres office@tsu	checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents	None	1 working day	Records and Archives
accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres office@tsu	checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return	None	1 working day	Records and Archives
accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres office@tsu	checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking.		1 working day	Records and Archives
accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres office@tsu	checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking. 1.2 Endorses the	None	1 working day 1 working day	Records and Archives Unit
accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres office@tsu	checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking. 1.2 Endorses the Service Request			Records and Archives Unit University President
accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres office@tsu	checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking. 1.2 Endorses the Service Request to Food			Records and Archives Unit University President Office of the
accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres office@tsu	checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking. 1.2 Endorses the Service Request to Food Technology and			Records and Archives Unit University President Office of the University
accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres office@tsu	checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking. 1.2 Endorses the Service Request to Food Technology and Research Center.	None	1 working day	Records and Archives Unit University President Office of the University President
accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres office@tsu	checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking. 1.2 Endorses the Service Request to Food Technology and Research Center. 1.3 Assesses the			Records and Archives Unit University President Office of the University
accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres office@tsu	checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking. 1.2 Endorses the Service Request to Food Technology and Research Center.	None	1 working day	Records and Archives Unit University President Office of the University President Director
accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres office@tsu	checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking. 1.2 Endorses the Service Request to Food Technology and Research Center. 1.3 Assesses the Service Request	None	1 working day	Records and Archives Unit University President Office of the University President Director Center for Food

service and



			Г	
	endorses to the Food Technology and Research Center Unit Head.			
	1.4 Reviews the submitted Service Request Form as to the availability of resources (e.g., schedule of facility uses, and service provider/ food specialists).	None	30 minutes	Unit Head Center for Food Technology and Research
Receive Notice of Receipt of Service Request.	2. Sends Notice of Receipt of Service Request through email and mobile number.	None	10 minutes	Unit Head Center for Food Technology and Research
	Note: Notice of Receipt of Service Request contains proposed schedule of initial consultation meeting.			
3. Confirm available schedule and attendance to the initial consultation meeting.	3.1 Receives confirmation; organizes and conducts the initial consultation meeting.	None	30 minutes	Director, Unit Head, Staff Center for Food Technology and Research
	3.2 Drafts and finalizes the relevant document to the service requested.			
	3.3 Delivers the service activities depending on the agreed terms and conditions.			
	3.4 Drafts and finalizes relevant documents (e.g., MOA, TOR, NDA, Service Proposal, Research Proposal, etc.).	None	5 working days	



4. Conform to	4. Delivers service	None	10 working	Staff, Service
agreed service	activities		days	Providers
terms and				Center for
conditions, and				Food
project activities				Technology and
as stipulated in				Research
the relevant				
documents				
			17 Working	
		None	Days, 1 Hour	
	TOTAL:	140116	&	
			20 Minutes	



2. Processing of Market-Driven Research Service

This service allows Micro, Small and Medium Enterprises (MSMEs), Students, Faculty, and Researchers to request services related to the processing and delivery of market-driven research services.

Office or Division:	Proof Technology and Research Center - Research and					
	Development Unit (FTRC-RDU)					
Classification:	Highly Technical					
Type of	G2C - Government t	o Citizen				
Type of	G2B - Government to	Business	Entity/ies			
Transaction:	G2G - Government t					
	Micro, Small, Mediur			lents. Faculty and		
Who may avail:	Researchers			,		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE		
1. Accomplished FTF		Food Tecl	nnology and Rese			
Form TSU-FTRC-	•	download		arch ochici oi		
	r 1 Electronic Copy)	https://tsu.edu.ph/media/hcifh0f3/tsu-ftr-sf- 01-ftrc-service-request-form-rev-0.docx				
with the following		UT-TUC-Ser	vice-request-torm	<u>-rev-u.docx</u>		
	of the Client /					
Requestor						
 Nature of 0 	Client					
 Products a 	and Services					
Contact No.	umber					
	equest/ Purpose /					
	•					
Details of	•					
Signature	of the Requestor	f the Requestor				
2. Approved Regues	2. Approved Request Letter or					
Endorsement from the TSU President,			will provide			
if any.	raio roo rioolaoni,					
		FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		

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 ttrc@tsu.edu.ph and/ or pres office@ts u.edu.ph or submit to the Director's	1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President. If Submitted to	None	1 working day	Staff Records and Archives Unit
Office of Food Technology and Research Center.	the Director's Office: Accepts and checks the completeness of the submitted documents and forward them to the Records and Archives Unit.	None	1 working day	Director, Department Head, Staff Center for Food Technology and Research



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Note: If submitted form is improperly filled out, return and inform the lacking.			
1.2 If Submitted to Records and Archives Unit: Endorses the Service Request Form from the Office of the University President to Food Technology and Research Center Director.	None	1 working day	University President Office of the University President
If Submitted to the Director's Office: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President.	None	1 working day	Staff Records and Archives Unit
1.3 If Submitted to Records and Archives Unit: Endorses the Service Request Form from the Director of CFTR to the Department Head of Research and	None	15 minutes	Director Center for Food Technology and Research
Development. If Submitted to the Director's Office: Endorses the Service Request Form from the Office of the University President to Food Technology and	None	1 working day	University President Office of the University President



	Doogarah Caistais			
	Research Center Director.			
	1.4 If Submitted to Records and Archives Unit: Assesses the capability of the Food Technology and Research Center to deliver the service requested.	None	30 minutes	Director, Department Head, Staff Center for Food Technology and Research
	If Submitted to the Director's Office: Endorses the Service Request Form from the Director of CFTR to the Department Head of Research and Development.	None	15 minutes	Director Center for Food Technology and Research
	1.5 If Submitted to the Director's Office: Assesses the capability of the Food Technology and Research Center to deliver the service requested.	None	30 minutes	Director, Department Head, Staff Center for Food Technology and Research
2. Receive notification on the approval or declination of the requested service.	2. Provides a notification through email or through the provided contact number regarding the approval or declination of the requested service.	None	1 working day	Department Head, Staff Center for Food Technology and Research
	Note: If the requested service is approved, confirm the availability of the client for an initial and needs assessment meeting.			



3. Confirm the available schedule and attendance to the initial meeting.	3. Organizes an initial meeting to conduct the needs assessment to determine the details of the requested service. Note: The client and the CFTR must have common time for	None	10 minutes	Director, Department Head, Staff Center for Food Technology and Research
	scheduling the meeting and agree with the mode of meeting (either in-person or via online meeting)			
4. Attend the scheduled needs assessment meeting.	4. Conducts of needs assessment meeting and provides the Target Product Specification Form TSU-FTR-SF-30 to the client.	None	2 hours	Director, Department Head, Staff Center for Food Technology and Research
5. Fill-out the Target Product Specification Form TSU-FTR- SF-30 and submit to Food Technology and Research Center.	5. Accepts and checks the completeness of the submitted documents. Note: If submitted form is improperly filled out, return and inform the lacking.	None	5 minutes	Director, Department Head, Staff Center for Food Technology and Research
6. Review and conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.	6.1 Prepares the Memorandum of Agreement (MOA), Non- Disclosure Agreement and Research License Agreement which will be signed accordingly.	None	5 working days	Director, Department Head, Staff Center for Food Technology and Research
	6.2 Signs the Memorandum of Agreement (MOA), Non- Disclosure	None	5 working days	University President Office of the University President

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	Agreement and Research License Agreement			Vice President Office of Vice President for Research Development and Extension
				Director Center for Food Technology and Research
				Director Office of Innovation and Business Development
	6.3 Releases Special Order to the designated researcher(s) for the service requested. Creates the Capsule Research Proposal Form TSU-URO-SF- 01 according to TSU-FTR-SF- 30.	None	5 working days	Director, Department Head, Staff Center for Food Technology and Research
7. Review the research proposal using the External Client Review Form TSU-FTR-SF-31.	7. Forwards the accomplished research proposal and the review form to the client for perusal.	None	1 working day	Department Head, Staff Center for Food Technology and Research
8. Participate to the execution of the research and development activities.	8.1 Conducts Research and Development Activities.	None	More than 20 days	Department Head, Staff Center for Food Technology and Research
	8.2 Submits Terminal Report.	None	1 working day	Department Head, Staff Center for Food Technology and Research
9. Participate in the execution of the Transfer of knowledge and technology through inperson training.	9. Transfer of Knowledge and Technology through in-person training.	None	1 working day	Department Head, Staff Center for Food Technology and Research

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TOTAL IF SUBMITTED TO RECORDS AND ARCHIVES UNIT:	None	9 Working Days	
TOTAL IF SUBMITTED TO THE DIRECTOR'S OFFICE:	None	34 Working Days, 3 Hours & 45 Minutes	



3. Processing of Shared Facility Services Request

The service allows Micro, Small and Medium Enterprises (MSMEs). Students, Faculty, and Researchers to request services related to usage of machines and equipment through shared facilities related to food processing, food packaging ang co-working space.

Office or Division:	Food Technology and Research Center – Production Services Unit (FTRC-PSU)				
Classification:	Complex				
	G2C - Government to Citizen				
Type of	G2B - Government to				
Transaction:	G2G - Government t	•			
140		m Enterprises (MSMEs), Students, Faculty and			
Who may avail:	Researchers	, , ,			
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE			
A. FOR INTERNAL C	CLIENTS				
1. For Internal Clien	t: Accomplished	Food Technology and Research Center or			
Shared Facility Ser	vices Request Form	download at			
TSU-FTR-SF-06		https://www.tsu.edu.ph/media/jmmhsy4l/tsu-			
, ,	1 Electronic Copy)	ftrc-sf-06-shared-facility-services-internal-			
with the following in		<u>client-request-form-rev-1.docx</u>			
	ne of the Client/				
Reques					
	s and Services				
	Number				
SFS Service Request/					
Purpose / Details of					
Reques					
_	re of the Requestor	The client will provide			
2. For Students:	stration (COD)	The client will provide			
Certificate of Registration (COR) (1 Original Copy or 1 Photocopy)					
B. FOR EXTERNAL	CLIENTS				
Accomplished Sha		Food Technology and Research Center or			
Request Form <i>TSU</i>		download at			
(1 Original Copy or		https://www.tsu.edu.ph/media/jmmhsy4l/tsu-			
with the following in	,	ftrc-sf-06-shared-facility-services-internal-			
Full Name of the Client/		client-request-form-rev-1.docx			
Requestor					
Products and Services					
 Contact Number 					
 SFS Service Request/ 					
	e / Details of				
Reques					
Signatu	re of the Requestor				
CLIENT STEDS	ACENCY ACTIONS	FEES TO PROCESSIN PERSON			

0.9.1.1.1.					
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
	1. For Internal Client: Submit duly accomplishe d and signed documents and Certificate of Registration, if any, to the Food	1.1 Receives and verifies the completeness of the submitted documents. Note: If submitted documents are incomplete and	None	5 minutes	Unit Head & Staff Center for Food Technology and Research



Technology and Research Center.	improperly filled out, return and inform the			
For External Client: Submit the duly accomplished documents to the Food Technology and Research Center.	lacking. 1.2 Assessment of Request Form: Checks the readiness and availability of shared facilities including the equipment and test/s to be conducted. Also, the Production Supervisor / Laboratory Supervisor in- charge who will assist the client.	None	15 minutes	Unit Head & Staff Center for Food Technology and Research
	1.3 Receives and reviews scheduled service/s by the Unit Head alongside with the approval of the Director. Once approved, proceed to the next step.	None	15 minutes	Unit Head & Staff Center for Food Technology and Research
2. Receive notification on the approved Shared Facility Service request.	2. Notifies client through email or number provided regarding if the request is approved or disapproved (subject for rescheduling) Shared Facility Service request and the required Personal Protective Equipment / Uniforms that needs to be brought on the scheduled date. *Incase the request is disapproved, they will be notified regarding the	None	15 minutes	Unit Head & Staff Center for Food Technology and Research



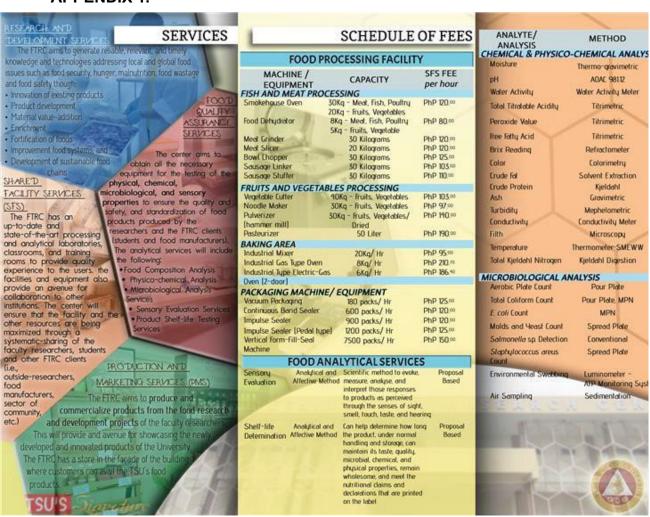
	a a !l = la l = -! = 1			
	available dates			
	for rescheduling			
	of their request.			
	Note: Client must			
	come on the			
	scheduled time			
	and date.			
3. For Internal	3.1 For Internal	None	5 minutes	Unit Head &
Client:	Client:	INOILE	J Illillules	Staff
Confirm the	Receives			Center for Food
_				
available	and verifies			Technology and
schedule for the	the			Research
Shared Facility	submitted			
Service Request	Certificate			
and submit a	of			
copy of	Registration.			
Certificate of				
Registration to	Note: Services			
Food	for internal			
Technology and	clients (including			
Research	enrolled			
Center.	students, faculty,			
	and researcher			
	of the University			
For External	are free of	None	30 minutes	Director, Unit
Client:	charge.			Head & Staff
Confirm the				Center for Food
available				Technology and
schedule for the	For External			Research
Shared Facility	Client:			
Service Request.	Makes quotation			
Oct vice request.	amounting the			
	requested			
	Shared Facility			
	Service services			
	and the			
	Production			
	Project Assistant			
	II and sends			
	quotation to the			
	client as			
	agreement for future			
	payment.	None	20 minutes	Director Hait
	3.2 For External	INOHE	30 minutes	Director, Unit
	Client:			Head, Staff
	Requests for			Center for Food
	transaction			Technology and
	number to			Research
	accounting			
	office nd send			
	details of			
	payment to the			
	client thru			
	email.			

4. For External Client: Pay at the Cashiering unit of the University and submit the Official Receipt to the Center for Food Technology and Research Center	4. For External Client: Receives and verifies the Official Receipt.	SFS Fees = Machine rate per hour x total number of hours used x discount (if applicabl e)	15 minutes	Director, Unit Head, Staff Center for Food Technology and Research
		Discount MSMEs = 15% External Student, Research er, and Faculty = 10% *Please see SFS Brochure for the list of machine and equipmen t hourly rates)		
5. Conform to agreed service terms and conditions, and requested activities as stipulated in the Shared Facility Request Quotation.	5.1 Delivers service activities and conducts Shared Facility Service request ith the assistance of the Production Supervisor / Laboratory Supervisor	None	3 working days	Staff Center for Food Technology and Research
	5.2 Signs the Rendered Service Form as evidence that the services have been rendered and finished.	None	15 minutes	Staff Center for Food Technology and Research



TOTAL FOR INTERNAL CLIENTS:	None	3 Working Days, 1 Hour & 10 Minutes	
TOTAL FOR EXTERNAL CLIENTS:	SFS Fees = Machin e rate per hour x total number of hours used x discou nt (if applica ble)	3 Working Days, 2 Hours & 20 Minutes	
	Discount MSMEs = 15% External Student, Researc h er, and Faculty = 10%		

APPENDIX 1.





Food Technology and Research Center Internal Services



1. Processing of Food Technology and Research Center 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 Food Technology and Research Center.

Office or Division:	Food Technology and	d Research	Center (FTRC)	
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Transaction:	G2B - Government to		•	
	G2G - Government to	o Governme	ent	
Who may avail:	All			A
	REQUIREMENTS WHERE TO SECURE			
1. Accomplished FTF			hnology and Rese	
Form TSU-FTRC-			site or download a	
, , ,	r 1 Electronic Copy)		w.tsu.edu.ph/med	
with the following i		SI-U I-IIIC-S	service-request-for	m-rev-u.docx
Nature of Clie	he Client/ Requestor			
Nature of Cile Products and				
Contact Number				
Service Requirements				
Details of Rec	•			
Signature of the state of				
2. Approved Reques		The client	will provide	
	the TSU President,	THE CHOIL	viii provido	
if any.	i ano 1001 rootaona,			
	AGENCY FEES TO PROCESSING PERSON			
CLIENT STEDS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE
1. Submit the duly	ACTIONS 1.1 Receives and			RESPONSIBLE Staff
Submit the duly accomplished	ACTIONS 1.1 Receives and checks Service	BE PAID	TIME	RESPONSIBLE Staff Records and
Submit the duly accomplished and signed	ACTIONS 1.1 Receives and checks Service Request and	BE PAID	TIME	RESPONSIBLE Staff Records and Archives
Submit the duly accomplished and signed documents to the	ACTIONS 1.1 Receives and checks Service Request and endorses to the	BE PAID	TIME	RESPONSIBLE Staff Records and
Submit the duly accomplished and signed documents to the Records and	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the	BE PAID	TIME	RESPONSIBLE Staff Records and Archives
Submit the duly accomplished and signed documents to the Records and Archives Unit or	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University	BE PAID	TIME	RESPONSIBLE Staff Records and Archives
Submit the duly accomplished and signed documents to the Records and Archives Unit or email at	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the	BE PAID	TIME	RESPONSIBLE Staff Records and Archives
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President.	BE PAID	TIME	RESPONSIBLE Staff Records and Archives
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is	BE PAID	TIME	RESPONSIBLE Staff Records and Archives
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ttro@tsu.edu.ph and/ or pres office@tsu.	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President.	BE PAID	TIME	RESPONSIBLE Staff Records and Archives
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled	BE PAID	TIME	RESPONSIBLE Staff Records and Archives
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ttro@tsu.edu.ph and/ or pres office@tsu.	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents	BE PAID	TIME	RESPONSIBLE Staff Records and Archives
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.	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the	BE PAID	TIME	RESPONSIBLE Staff Records and Archives
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ttro@tsu.edu.ph and/ or pres office@tsu.	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking.	None None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ttro@tsu.edu.ph and/ or pres office@tsu.	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking. 1.2 Endorses the	BE PAID	TIME	RESPONSIBLE Staff Records and Archives Unit
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ttro@tsu.edu.ph and/ or pres office@tsu.	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking. 1.2 Endorses the Service Request	None None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit University President
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ttro@tsu.edu.ph and/ or pres office@tsu.	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking. 1.2 Endorses the Service Request to Food	None None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit University President Office of the
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.	ACTIONS 1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking. 1.2 Endorses the Service Request	None None	TIME 1 working day	RESPONSIBLE Staff Records and Archives Unit University President



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	1.3 Assesses the Service Request Form as to the availability of the service and endorses to the Food Technology and Research Center Unit Head.	None	10 minutes	Director Center for Food Technology and Research
	1.4 Reviews the submitted Service Request Form as to the availability of resources (e.g., schedule of facility uses, and service provider/ food specialists).	None	30 minutes	Unit Head Center for Food Technology and Research
Receive Notice of Receipt of Service Request.	Sends Notice of Receipt of Service Request through email and mobile number.	None	10 minutes	Unit Head Center for Food Technology and Research
	Note: Notice of Receipt of Service Request contains proposed schedule of initial consultation meeting.			
3. Confirm available schedule and attendance to the initial consultation meeting.	3.1 Receives confirmation; organizes and conducts the initial consultation meeting.	None	30 minutes	Director, Unit Head, Staff Center for Food Technology and Research
	3.2 Drafts and finalizes the relevant document to the service requested.			
	3.3 Delivers the service activities depending on the agreed terms and conditions.			
	3.4 Drafts and finalizes relevant documents (e.g., MOA, TOR, NDA,	None	5 working days	



	Service Proposal, Research Proposal, etc.).			
4. Conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents	4. Delivers service activities	None	10 working days	Staff, Service Providers Center for Food Technology and Research
	TOTAL:	None	17 Working Days, 1 Hour & 20 Minutes	



2. Processing of Market-Driven Research Service

This service allows Micro, Small and Medium Enterprises (MSMEs), Students, Faculty, and Researchers to request services related to the processing and delivery of market-driven research services.

Office or Division:	Food Technology and Research Center - Research and				
	Development Unit (F	TRC-RDU)			
Classification:	Highly Technical	0'''			
Type of	G2C - Government to				
Transaction:	G2B - Government to		_		
	G2G - Government to			. = 1/	
Who may avail:	Micro, Small, Medium Enterprises (MSMEs), Students, Faculty and			ents, Faculty and	
	Researchers REQUIREMENTS		WHERE TO SE	CUDE	
	•	Food Tool			
1. Accomplished FTF Form TSU-FTRC-	•	download	nnology and Rese	arch Center of	
	1 Electronic Copy)		.edu.ph/media/hcif	h0f3/teu_ftr_ef_	
with the following i	,		vice-request-form		
	ne Client / Requestor	01-10-301	vice-request-iorni	-1CV-0.GOCX	
Nature of Clien	•				
Products and S					
Contact Number					
_					
of Request	st/ Purpose / Details				
Signature of th	e Reguestor				
					
2. Approved Reques		The client	will provide		
	the TSU President,				
if any.	ACENOV	EEEO TO	DDOCECCING	DEDCON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the duly	1.1 If Submitted to	None	1 working day	Staff	
accomplished	Records and	140110	i wonting day	Records and	
and signed	Archives Unit:			Archives	
documents to the	Receives the			Unit	
Records and	Service Request				
Archives Unit or	Form and the				
email at	Endorsement /				
ftrc@tsu.edu.ph	Action Form and				
and/ or	forwards to the				
pres_office@tsu.	Office of the				
edu.ph or submit	University				
to the Director's	President.				
Office of Food	160 1 144 14		4 11 1		
Technology and	If Submitted to	None	1 working day	Director,	
Research Center.	the Director's Office:			Department	
Center.				Head, Staff	
	Accepts and checks the			Center for Food	
	completeness of			Technology and	
	the submitted			Research	
	documents and				
	forward them to				
	the Records and				
	Archives Unit.				



Note: If submitted form is improperly filled out, return and inform the lacking.			
1.2 If Submitted to Records and Archives Unit: Endorses the Service Request Form from the Office of the University President to Food Technology and Research Center Director.	None	1 working day	University President Office of the University President
If Submitted to the Director's Office: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President.	None	1 working day	Staff Records and Archives Unit
1.3 If Submitted to Records and Archives Unit: Endorses the Service Request Form from the Director of CFTR to the Department Head of Research and Development.	None	15 minutes	Director Center for Food Technology and Research
If Submitted to the Director's Office: Endorses the Service Request Form from the Office of the University President to Food Technology and Research Center Director.	None	1 working day	University President Office of the University President



	1.4 If Submitted to Records and Archives Unit: Assesses the capability of the Food Technology and Research Center to deliver the service requested.	None	30 minutes	Director, Department Head, Staff Center for Food Technology and Research
	If Submitted to the Director's Office: Endorses the Service Request Form from the Director of CFTR to the Department Head of Research and Development.	None	15 minutes	Director Center for Food Technology and Research
	1.5 If Submitted to the Director's Office: Assesses the capability of the Food Technology and Research Center to deliver the service requested.	None	30 minutes	Director, Department Head, Staff Center for Food Technology and Research
2. Receive notification on the approval or declination of the requested service.	2. Provides a notification through email or through the provided contact number regarding the approval or declination of the requested service.	None	1 working day	Department Head, Staff Center for Food Technology and Research
	Note: If the requested service is approved, confirm the availability of the client for an initial and needs assessment meeting.			



3. Confirm the available schedule and attendance to the initial meeting.	3. Organizes an initial meeting to conduct the needs assessment to determine the details of the requested service. Note: The client and the CFTR must have common time for scheduling the meeting and agree with the mode of meeting (either in-person or via online meeting)	None	10 minutes	Director, Department Head, Staff Center for Food Technology and Research
4. Attend the scheduled needs assessment meeting.	4. Conducts of needs assessment meeting and provides the Target Product Specification Form TSU-FTR-SF-30 to the client.	None	2 hours	Director, Department Head, Staff Center for Food Technology and Research
5. Fill-out the Target Product Specification Form TSU-FTR- SF-30 and submit to Food Technology and Research Center.	5. Accepts and checks the completeness of the submitted documents. Note: If submitted form is improperly filled out, return and inform the lacking.	None	5 minutes	Director, Department Head, Staff Center for Food Technology and Research
6. Review and conform to agreed service terms and conditions, and project activities as stipulated in the relevant documents.	6.1 Prepares the Memorandum of Agreement (MOA), Non-Disclosure Agreement and Research License Agreement which will be signed accordingly.	None	5 working days	Director, Department Head, Staff Center for Food Technology and Research
	6.2 Signs the Memorandum of Agreement (MOA), Non-Disclosure Agreement and	None	5 working days	University President Office of the University President



			T	
	Research License Agreement			Vice President Office of Vice President for Research Development and Extension
				Director Center for Food Technology and Research
				<i>Director</i> Office of Innovation and Business Development
	6.3 Releases Special Order to the designated researcher(s) for the service requested. Creates the Capsule Research Proposal Form TSU-URO-SF- 01 according to TSU-FTR-SF- 30.	None	5 working days	Director, Department Head, Staff Center for Food Technology and Research
7. Review the research proposal using the External Client Review Form TSU-FTR-SF-31.	7. Forwards the accomplished research proposal and the review form to the client for perusal.	None	1 working day	Department Head, Staff Center for Food Technology and Research
8. Participate to the execution of the research and development activities.	8.1 Conducts Research and Development Activities.	None	More than 20 days	Department Head, Staff Center for Food Technology and Research
	8.2 Submits Terminal Report.	None	1 working day	Department Head, Staff Center for Food Technology and Research
9. Participate in the execution of the Transfer of knowledge and technology through inperson training.	9. Transfer of Knowledge and Technology through in-person training.	None	1 working day	Department Head, Staff Center for Food Technology and Research



TOTAL IF SUBMITTED TO RECORDS AND ARCHIVES UNIT:		9 Working Days	
TOTAL IF SUBMITTED TO THE DIRECTOR'S OFFICE:	None	34 Working Days, 3 Hours & 45 Minutes	



3. Processing of Shared Facility Services Request

The service allows Micro, Small and Medium Enterprises (MSMEs). Students, Faculty, and Researchers to request services related to usage of machines and equipment through shared facilities related to food processing, food packaging ang co-working space.

Office or Division:	Food Technology and Research Center – Production Services Unit				
Classification:	(FTRC-PSU) Complex				
	G2C - Government to Citizen				
Type of	G2B - Government to Cluzeri G2B - Government to Business Entity/ies				
Transaction:	G2G - Government to Business Entity/les				
	Micro, Small, Mediun			ents Faculty and	
Who may avail:	Researchers	Emorphicos	(MOMEO), Otaa	orno, r dodny drid	
CHECKLIST OF			WHERE TO SE	CURE	
A. FOR INTERNAL (
1. For Internal Clien	t: Accomplished	Food Techi	nology and Rese	arch Center or	
	rvices Request Form	download a			
TSU-FTR-SF-06	•	https://www	v.tsu.edu.ph/medi	ia/jmmhsy4l/tsu-	
(1 Original Copy or	r 1 Electronic Copy)	ftrc-sf-06-sh	nared-facility-serv	/ices-internal-	
with the following i	nformation.	client-reque	st-form-rev-1.do	CX	
 Full Na 	me of the Client/				
Reques	stor				
 Produc 	ts and Services				
 Contac 	t Number				
SFS Se	ervice Request/				
Purpos	e / Details of				
Reques					
Signatu	ire of the Requestor				
2. For Students:		The client v	vill provide		
Certificate of Regis	,				
(1 Original Copy or	r 1 Photocopy)				
B. FOR EXTERNAL		T		_	
1. Accomplished Sha	_	Food Technology and Research Center or			
Request Form TSU		download at		. // 1 41/6	
(1 Original Copy or			v.tsu.edu.ph/medi	-	
with the following in	ftrc-sf-06-shared-facility-services-internal-				
Full Na	<u>client-request-form-rev-1.docx</u>				
Reques					
Produc Contact					
Contac Contac					
SFS Se					
Reques	e / Details of				
•	ire of the Requestor				
- Oignate	AGENCY	FEES TO	PROCESSIN	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE	

- 19					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. For Internal	1.1 Receives and	None	5 minutes	Unit Head &	
Client:	verifies the			Staff	
Submit duly	completeness of			Center for Food	
accomplished	the submitted			Technology and	
and signed	documents.			Research	
documents and					
Certificate of	Note: If submitted				
Registration, if	documents are				



any, to the Food Technology and Research Center. For External Client: Submit the duly accomplished documents to the Food Technology and Research Center.	incomplete and improperly filled out, return and inform the lacking. 1.2 Assessment of 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 incharge who will	None	15 minutes	Unit Head & Staff Center for Food Technology and Research
	assist the client. 1.3 Receives and reviews scheduled service/s by the Unit Head alongside with the approval of the Director. Once approved, proceed to the next step.	None	15 minutes	Unit Head & Staff Center for Food Technology and Research
2. Receive notification on the approved Shared Facility Service request.	2. Notifies client through email or number provided regarding if the request is approved or disapproved (subject for rescheduling) Shared Facility Service request and the required Personal Protective Equipment / Uniforms that needs to be brought on the scheduled date. *Incase the request is disapproved, they will be notified	None	15 minutes	Unit Head & Staff Center for Food Technology and Research



4. For External Client:	4. For External Client:	SFS Fees = Machine	15 minutes	Director, Unit Head, Staff
4 For Extornal	3.2 For External Client: Requests for transaction number to accounting office and send details of payment to the client thru email.	None	30 minutes 15 minutes	Director, Unit Head, Staff Center for Food Technology and Research
For External Client: Confirm the available schedule for the Shared Facility Service Request.	For External Client: Makes quotation amounting the requested Shared Facility Service services and the Production Project Assistant II and sends quotation to the client as agreement for future payment.	None	30 minutes	Director, Unit Head & Staff Center for Food Technology and Research
3. For Internal Client: Confirm the available schedule for the Shared Facility Service Request and submit a copy of Certificate of Registration to Food Technology and Research Center.	come on the scheduled time and date. 3.1 For Internal Client: Receives and verifies the submitted Certificate of Registration. Note: Services for internal clients (including enrolled students, faculty, and researcher of the University are free of charge.	None	5 minutes	Unit Head & Staff Center for Food Technology and Research
	regarding the available dates for rescheduling of their request. Note: Client must			

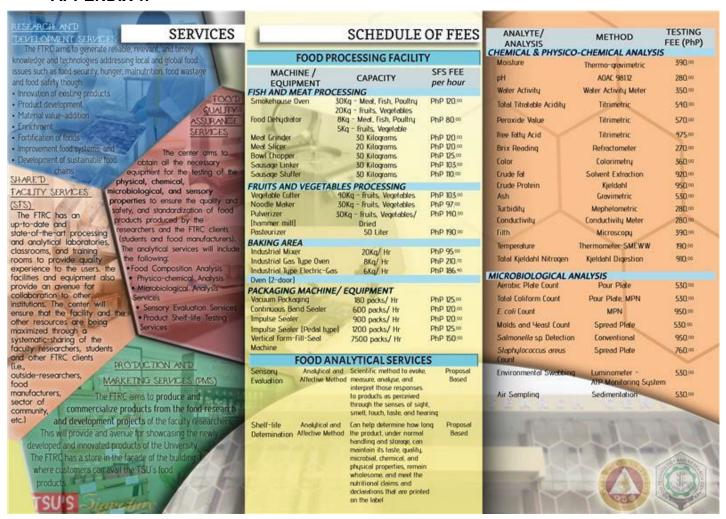


Pay at the Cashiering unit of the University and submit the Official Receipt to the Center for Food Technology and Research Center	Receives and verifies the Official Receipt.	rate per hour x total number of hours used x discount (if applicabl e)		Center for Food Technology and Research
		Discount MSMEs = 15% External Student, Research er, and Faculty = 10%		
		*Please see SFS Brochure for the list of machine and equipmen t hourly rates)		
5. Conform to agreed service terms and conditions, and requested activities as stipulated in the Shared Facility Request Quotation.	5.1 Delivers service activities and conducts Shared Facility Service request with the assistance of the Production Supervisor / Laboratory Supervisor.	None	3 working days	Staff Center for Food Technology and Research
	5.2 Signs the Rendered Service Form as evidence that the services have been rendered and finished.	None	15 minutes	Staff Center for Food Technology and Research
TOTAL FOR IN	NTERNAL CLIENTS:	None	3 Working Days, 1 Hour & 10 Minutes	
TOTAL FOR EX	CTERNAL CLIENTS:	SFS Fees = Machin	3 Working Days, 2 Hours & 20 Minutes	



e rate per hour x total number of hours used x discou nt (if applica ble)	
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APPENDIX 1.





Office of Innovation and Business Development External Services



1. Processing of Requests for Copyright Deposit Assistance

This service allows clients to avail copyright assistance of the Office of Innovation and Business Development.

Business Developi				
	Office of Innovation ar		Development – Int	ellectual Property
Office or Division:	Rights Management [(OIBD-IPRMD)	Department		
Classification:	Highly Technical			
Type of	G2C - Government to			
Transaction:	G2B – Government to		•	
	G2G - Government to	Governmen	t	
Who may avail:	All	ı	WILEDE TO SE	CALIDE
CHECKLIST OF		T	WHERE TO SE	CURE
Letter of Intent add University Presiden		The client w	/III provide	
University Presiden information:	it with the following			
(1 Original Copy)				
a. Name/Organiza	tion Name			
b. Purpose	donivanic			
2. For External Clien	nts:	Office of Inr	novation and Busin	ness Development
a. Accomplished So	ervice Request Form	or download		•
TSU-IBD-SF-01 (1	Original Copy)	https://tinyur	l.com/TSU-IBD-SF	<u>-01</u>
3. For Internal Client	· -			ness Development
·	Duly Signed Waiver	or download at		
	chnology Ownership	https://tinyurl.com/TSU-IBD-SF-09		
TSU-IBD-SF-09 (5		Office of Imposertion and Decimens Development		
4. Accomplished and Inventor's/Author's		Office of Innovation and Business Development or download at		
TSU-IBD-SF-18	Profile Form	https://tinyurl.com/TSU-IBD-SF-18		
(1 Original Copy/Ele	ectronic Copy)	1111.05.//tirryuri.com//130-100-31-10		
5. Valid ID with 3 Spec		The client will provide		
(3 Photocopies)	mion oignataree	The cheft will provide		
6. Copyright/Related R	tights to be	The client will provide		
Registered (1 Electr	•	The client will provide		
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit Letter of	1.1 Receives from	None	5 minutes	Director/
Intent and	the Office of the			Department Head
Accomplished	Vice President			Office of
Service Request	for Research,			Innovation and
Form (TSU-IBD-	Innovation, and			Business
SF-01) to the	Extension			Development
Records and	(OVPRIE) and			
Archives Unit –	forwards to the unit concerned.			
Main Campus.	1.2 Reviews and	None	5 minutes	Head/Staff
	evaluates the	INOILE	J Hilliules	Intellectual
	request.			Property Rights
				Management
				Department
				•



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2.	Submit accomplished and duly signed Waiver and Transfer of Technology Ownership (<i>TSU</i> -	2.1 Receives and facilitates notarization of the forms submitted requirements.	None	1 working day	Staff Intellectual Property Rights Management Department
	IBD-SF-09) and/or Inventor's/Author' s Profile Form (TSU-IBD-SF- 18) to the Office of Office of Innovation and Business Development or via email at oibd@tsu.edu.ph.	2.2 Files copyright deposit and submits documentary requirements online via copyright registration@ipophil.gov.ph	None	20 minutes	Head/Staff Intellectual Property Rights Management Department
3.	Pay the corresponding fees on the payment link provided by the Office of Innovation and Business	3.1 Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	PHP 560.00	1 working day	Head/Staff Intellectual Property Rights Management Department
	Development	3.2 Processes and reviews application.	None	1 month	Intellectual Property Office of the Philippines
		3.3 Receives an email and submits it to the Intellectual Property Office of the Philippines (IPOPHL), which requires the submission of the hardcopy requirements.	PHP 300.00	4 working days	Head/Staff Intellectual Property Rights Management Department
		3.4 Sends the certificate of deposit.	None	1 working day	Intellectual Property Office of the Philippines
4.	Receive the Copyright Deposit Certificate.	4. Receives a copy of the Copyright Deposit Certificate, sends it to the client via email or personal delivery, and files records generated relative to the request.	None	1 working day	Head/Staff Intellectual Property Rights Management Department



TOTAL:	PHP 860.00	1 Month, 8 Working Days, & 30 Minutes	
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^{*}Copyright deposit assistance is covered under RA 8293.

Note: This is a multi-stage process. The IPOPHL is the agency that facilitates the processing of the applications. The OIBD is the arm of the university that facilitates the collection and submission of copyright deposit to IPOPHL.



2. Processing of Request to Use University Marks Assistance

This service allows clients to use the University Marks Assistance of the office.				
Office or Division:	Office of Innovatio	n and Business D	evelopment (OIBI	D)
Classification:	Complex			•
Type of Transaction:	G2C - Governmen G2B – Governmen G2G - Governmen	nt to Business Enti	ty/ies	
Who may avail:	All			
CHECKLIST OF R	EQUIREMENTS	V	VHERE TO SECU	JRE
Letter of Intent addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name b. Purpose		The client will pro	ovide	
2. Accomplished Red	quest to Use	Office of Technology Development, Transfer, and		
University Trademarks Form TSU-IBD-SF-15 (1 Original Copy)		Commercialization or download at https://tinyurl.com/TSU-IBD-SF-15		
Letter of Intent Addressed to the University President (1 Original Copy)		The client will pro	ovide	
Mock-Up for Each (1 Original Copy)	Design			
5. Valid ID with Three (3) specimen signatures (1 Photocopy)				
CLIENT STEPS A	GENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all 1. necessary requirements addressed to	1 Receives 2 nd endorsement from the Office of the Vice	None	5 minutes	Director/ Department Head Office of Innovation and

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research, Innovation, and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	Head, Staff Office of Innovation and Business Development
2. For Approved Requests: Receive notification on the schedule of negotiation and signing of the	2. Notifies the client of the result of the evaluated request through the available platform. If approved, Notifies the client on the schedule	None	5 minutes	Staff Office of Innovation and Business Development



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Licensing Agreement via messag call. For Disapprov	e/ the Licensing Agreement via message/ call. If disapproved,			
Requests: Receive notification on the schedule o meeting ar modify the proposal vi message/ call.	on the schedule of meeting via message/ call.			
3. For Approved Requests: Attend negotiation and sign th Licensing Agreement		Depends on the Negotiated Licensing Agreement	2 working days	Director, Department Heads, & Staff Office of Innovation and Business Development
For Disapprov Requests: Attend meeting to modify the proposal ar sign the	Requests: Discusses the metrics of disapproval and			
Licensing Agreement	3.2 Prepares and have the Memorandum of Agreement signed by all parties involved.	None	2 working days	Director, Department Heads, & Staff Office of Innovation and Business Development
4. Receives assistance.	4. Facilitates the use of university marks and notarization of the licensing agreement.	None	1 working day	Director, Department Heads, & Staff Office of Innovation and Business Development
5. Receives approval sl	p. 5. Provides approval slip and files records generated relative to the request.	None	5 minutes	Director, Department Heads, & Staff Office of Innovation and Business Development



TOTAL:	Depends on the Negotiated	5 Working Days & 25	
IOIAL:	Licensing Agreement	Days & 25 Minutes	

Note: As per Office of Innovation and Business Development (OIBD) Manual Chapter 9: University Trademark Policy, "License fee shall be collected, for every product type or activity, from those who will use a trademark for commercial purposes". The table below shall be the basis for the computation of license fee.

License Fees			
For Student Councils and University-based Organizations:	a. 3% for the 1st Php50,000 net sales;		
	b. 2% for the next Php25,000 net sales,		
	c. 1% for the succeeding net sales.		
For College-based Organizations:	a. 2% for the 1st Php50,000 net sales;		
	b. 1% for the succeeding net sales.		
Licensing and Use of University Trademarks by External Entities:	5% per annum of the net sale of the item bearing the trademark.		



3. Process for Technology Transfer and Commercialization Assistance

This service allows clients to avail technology transfer and commercialization assistance of the Office of Innovation and Business Development.

Office or Division:	Office of Innovation and Business Development – Technology Licensing Department (OIBD – TLD)				
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 SE	CURE	
Letter of Intent and University Preside following information (1 Original Copy a. Name/Organ)	lent with the ation: ')	The client wi	II provide		
b. Purpose					
2. Accomplished SocietyTSU-IBD-SF-01(1 Original Copy3. Valid ID with Thr			at		

3. For Technology Transfer: Attend negotiation meeting via online or face- to-face.	3. For Technology Transfer: Negotiates and completes the license agreements.	None	2 working days	Director Office of Innovation and Business Development
For Commercial- ization: Attend series of meeting together with Department of Science and Technology (DOST).	For Commercial- ization: Facilitates and attends to scheduled meetings and prepare documentary requirements.	None	2 months	Director, Head, & Staff Office of Innovation and Business Development
4. For Technology Transfer: Receive notification regarding the scheduled signing of Non- exclusive Licensing Agreement.	4. For Technology Transfer: Informs the client on the schedule of signing of Non- exclusive Licensing Agreement.	None	10 minutes	Staff Technology Licensing Department
For Commercial- ization: Receive notification regarding the approval of DOST and scheduled signing of Technology Licensing Agreement.	For commercial-ization: Receives approval from DOST and informs client regarding the schedule of signing of Technology Licensing Agreement.	None	1 month	Director, Head, & Staff Office of Innovation and Business Development
5. Attend on the scheduled signing of agreement.	5. Facilitates signing of license agreement; or technology transfer arrangement, Intellectual Property (IP)	None	2 working days	Director, Head, & Staff Office of Innovation and Business Development



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	transfer, and notarizing of the signed agreement.			
6. For commercial-ization: Pay licensing fee to Tarlac State University (TSU) Note: Royalty fees shall be paid to TSU annually starting on the end of first year and every end of year thereafter.	6. For commercial-ization: Receives and process the payment	*Licensing and Royalty fees will depend on the negotiated licensing agreement	1 working day	Staff Cashiering Unit
7. Receive copy of Technology Licensing Agreement	7. Provides copy of Technology Licensing Agreement and files the copy of the office.	None	1 hour	Staff Technology Licensing Department
TOTAL	FOR TECHNOLOGY TRANSFER:	None	4 Working Days, 1 Hour & 35 Minutes	
TOTAL FOR COM	MMERCIALIZATION:	Depends on the Negotiated Licensing Agreement	3 Months, 3 Working Days, 1 Hour & 25 Minutes	

^{*}Technology Transfer and commercialization Assistance is covered under RA 10055

Note: This service is a multi-stage process. The Office of Innovation and Business Development is only responsible for providing assistance on Technology Transfer and Commercialization. While the Cashiering Unit is only responsible for receiving and processing of payment.



4. Processing of Requests for Trademark Application Assistance

This service allows clients to request and avail of trademark application assistance from the Office of Innovation and Business Development.

Office or Division:	Office of Innovation and Business Development – Intellectual Property Rights Management Department (OIBD-IPRMD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to C G2B – Government to B G2G - Government to G	susiness Entity/ies		
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
1. Accomplished Servi TSU-IBD-SF-01 (1 0	•	Office of Innovation and Business Development or download at https://tinyurl.com/TSU-IBD-SF-01		
Letter of Intent addr President with the form (1 Original Copy) a. Name/Organizate b. Purpose	ollowing information:	The client will provide		
3. Mark to be Registere (1 Electronic Copy)	ed			
4. Valid ID with Three (signatures (1 Photo				

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit Letter of Intent and Accomplished Service Request Form (TSU-IBD-SF-01) to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research, Innovation, and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Innovation and Business Development
		1.2 Reviews and evaluates the request.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department
2.	Receive notification on the schedule of the negotiation of Memorandum of Agreement (MOA).	2. Notifies the client of the schedule of negotiation of the Memorandum of Agreement.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department



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3. Attend the negotiation of Memorandum of Agreement in the scheduled date.	3. Facilitates the negotiation meeting, completes details of the Memorandum of Agreement, and informs client on the schedule of signing of Memorandum of Agreement.	None	1 working day	Head/Staff Intellectual Property Rights Management Department
4. Sign the Memorandum of Agreement on the scheduled date and submit valid ID with 3 specimen signatures.	4. Prepares and have the Memorandum of Agreement signed by all parties involved. Note: Once the Memorandum of Agreement has been duly signed, have it notarized.	None	1 working day	Staff Intellectual Property Rights Management Department
5. Submit a copy of mark/s to be registered to the Office of Office of Innovation and Business Development or via email at oibd@tsu.edu.ph.	5. Receives the submitted mark/s to be registered, files trademark application and submits documentary requirements online via https://www.ipophil.gov.ph/etm-file-trademark/	None	45 minutes	Head/Staff Intellectual Property Rights Management Department
6. Receive the online payment link.	6. Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department
7. Pay corresponding filing fees and send proof of payment to the Office of	7.1 Receives Official Receipt for trademark application via email or FB Messenger.	Refer to the table below	7 working days	Head/Staff Intellectual Property Rights Management Department
Innovation and Business Development (OIBD) via email or FB Messenger.	7.2 Processes and examines the application and issues the Notice of Allowance.	None	6 months	Intellectual Property Office of the Philippines
	7.3 Processes the payment for Issuance of	None	25 minutes	Head/Staff



8. Pay corresponding Issuance of the Certificate of	Certificate of Registration and Second Publication Fee. 8.1 Receives and sends the Intellectual Property Office of	None	5 minutes	Intellectual Property Rights Management Department Head/Staff Intellectual Property Rights Management Department
Registration and Second Publication Fee and send proof of payment to the Office of Innovation and Business Development (OIBD) via email	the Philippines (IPOPHL) payment link to the client. 8.2 Receives the Official Receipt for the Issuance of the Certificate of Registration and Second Publication Fee via email or	Refer to the table below	2 months	Head/Staff Intellectual Property Rights Management Department
or FB Messenger.	FB Messenger. 8.3 Issues certificate of registration.	None	3 months	Intellectual Property Office of the Philippines
9. Receives a copy of the certificate of registration through email or personal delivery.	9. Receives a copy of the certificate of registration via email from Intellectual Property Office of the Philippines (IPOPHL), sends it to the client through email or personal delivery, and files records generated relative to the request.	None	1 working day	Head/Staff Intellectual Property Rights Management Department
	TOTAL:	Refer to Table Below	11 Months, 10 Working Days, 1 Hour, and 35 minutes.	

^{*}Trademark Assistance is covered under R.A. 8293.

Note: This is a multi-stage process. The IPOPHL is the agency that facilitates the processing of the applications. The OIBD is the arm of the university that facilitates the collection and submission of trademark applications to IPOPHL.



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.



Office of Innovation and Business Development Internal Services



1. Processing of Requests for Copyright Deposit Assistance

This service allows clients to avail copyright assistance of the Office of Innovation and Business Development.

·						
	Office of Innovation and Business Development – Intellectual Property					
Office or Division:	Rights Management Department (OIBD-IPRMD)					
Classification:	Highly Technical					
Type of	G2C - Government to Citizen					
Type of Transaction:	G2B – Government to	Sovernment to Business Entity/ies				
Halisaction.	G2G - Government to Government					
Who may avail:	All					
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE		
1. Letter of Intent addr		The client w	vill provide			
University Presiden	t with the following					
information:						
(1 Original Copy)						
a) Name/Organizat	ion Name					
b) Purpose						
2. For External Clien				ness Development		
•	ervice Request Form	or download				
TSU-IBD-SF-01 (1			<u>l.com/TSU-IBD-SF</u>			
3. For Internal Client				ness Development		
	Duly Signed Waiver	or download				
	chnology Ownership	https://tinyurl.com/TSU-IBD-SF-09				
TSU-IBD-SF-09 (5						
4. Accomplished and	, ,			ness Development		
Inventor's/Author's	Profile Form	or download at				
TSU-IBD-SF-18		https://tinyur	l.com/TSU-IBD-SF	<u>-18</u>		
(1 Original Copy/Ele		The client will provide				
5. Valid ID with 3 Spec	imen Signatures	The client will provide				
(3 Photocopies)						
6. Copyright/Related R		The client w	vill provide			
Registered (1 Electr	onic Copy)					
CLIENT STEPS	AGENCY ACTIONS		PROCESSING	PERSON		
		BE PAID	TIME	RESPONSIBLE		
Submit Letter of	1.1 Receives from	None	5 minutes	Director/		
Intent and	the Office of the			Department Head		
Accomplished	Vice President			Office of		
Service Request	for Research,			Innovation and		
Form (TSU-IBD-	Innovation, and			Business		
SF-01) to the	Extension			Development		
Records and	(OVPRIE) and					
Archives Unit –	forwards to the					
Main Campus.	unit concerned.	N		11 1/0/ 00		
	1.2 Reviews and	None	5 minutes	Head/Staff		
	evaluates the			Intellectual		
	request.			Property Rights		
				Management		
				Department		



2.	Submit accomplished and duly signed Waiver and Transfer of Technology	2.1 Receives and facilitates notarization of the forms submitted requirements.	None	1 working day	Staff Intellectual Property Rights Management Department
	Ownership (TSU-IBD-SF-09) and/or Inventor's/Author' s Profile Form (TSU-IBD-SF- 18) to the Office of Office of Innovation and Business Development or via email at oibd@tsu.edu.ph.	2.2 Files copyright deposit and submits documentary requirements online via copyright registration@ipophil.gov.ph	None	20 minutes	Head/Staff Intellectual Property Rights Management Department
3.	Pay the corresponding fees on the payment link provided by the Office of Innovation and Business	3.1 Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	PHP 560.00	1 working day	Head/Staff Intellectual Property Rights Management Department
	Development	3.2 Processes and reviews application.	None	1 month	Intellectual Property Office of the Philippines
		3.3 Receives an email and submits it to the Intellectual Property Office of the Philippines (IPOPHL), which requires the submission of the hardcopy requirements.	PHP 300.00	4 working days	Head/Staff Intellectual Property Rights Management Department
		3.4 Sends the certificate of deposit.	None	1 working day	Intellectual Property Office of the Philippines
4.	Receives the Copyright Deposit Certificate.	4. Receives a copy of the Copyright Deposit Certificate, sends it to the client via email or personal delivery, and files records generated relative to the request.	None	1 working day	Head/Staff Intellectual Property Rights Management Department



TOTAL:	PHP 860.00	1 Month, 8 Working Days, & 30 Minutes	
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^{*}Copyright deposit assistance is covered under RA 8293.

Note: This is a multi-stage process. The IPOPHL is the agency that facilitates the processing of the applications. The OIBD is the arm of the university that facilitates the collection and submission of copyright deposit to IPOPHL.



2. Processing of Request to Use University Marks Assistance

This service allows clients to use the University Marks Assistance of the office.					
Office or Division	Office of Innovatio	Office of Innovation and Business Development (OIBD)			
Classification:	Complex		. ,	,	
Type of Transaction:	G2B – Governmer	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government			
Who may avail:	All				
CHECKLIST OF	REQUIREMENTS	V	WHERE TO SECU	JRE	
Letter of Intent a University Pres following inform (2 Original Cop c. Name/Organ d. Purpose	ident with the nation: by)	The client will pro	ovide		
2. Accomplished F University Trad TSU-IBD-SF-18		Office of Technology Development, Transfer, and Commercialization or download at https://tinyurl.com/TSU-IBD-SF-15			
Letter of Intent A University Pres (1 Original Copy	Addressed to the ident	The client will provide			
Mock-Up for Ea (1 Original Cop	•				
5. Valid ID with Th signatures (1 P	` , .				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit all necessary	1.1 Receives 2 nd endorsement	None	5 minutes	Director/ Department Head	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research, Innovation, and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Innovation and Business Development
	1.2 Reviews and evaluates the request.	None	10 minutes	Head, Staff Office of Innovation and Business Development
2. For Approved Requests: Receive notification on the schedule of negotiation and signing of the	2. Notifies the client of the result of the evaluated request through the available platform. If approved, Notifies the client on the schedule	None	5 minutes	Staff Office of Innovation and Business Development



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	Licensing Agreement via message/ call. For	of negotiation and signing of the Licensing Agreement via message/ call. If disapproved,			
	Disapproved Requests: Receive notification on the schedule of a meeting and modify the proposal via message/ call.	Notifies the client on the schedule of meeting via message/ call.			
3.	For Approved Requests: Attend negotiation and sign the Licensing Agreement.	3.1 For Approved Requests: Negotiates and completes the licensing agreements.	Depends on the Negotiated Licensing Agreement	2 working days	Director, Department Heads, & Staff Office of Innovation and Business Development
	For Disapproved Requests: Attend meeting to modify the proposal and sign the	For Disapproved Requests: Discusses the metrics of disapproval and modifies the proposal.			
	Licensing Agreement.	3.2 Prepares and have the Memorandum of Agreement signed by all parties involved.	None	2 working days	Director, Department Heads, & Staff Office of Innovation and Business Development
4.	Receive assistance.	4. Facilitates the use of university marks and notarization of the licensing agreement.	None	1 working day	Director, Department Heads, & Staff Office of Innovation and Business Development
5.	Receive approval slip.	5. Provides approval slip and files records generated relative to the request.	None	5 minutes	Director, Department Heads, & Staff Office of Innovation and Business Development



TOTAL:	Depends on the Negotiated Licensing Agreement	5 Working Days & 25 Minutes	
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Note: As per Office of Innovation and Business Development (OIBD) Manual Chapter 9: University Trademark Policy, "License fee shall be collected, for every product type or activity, from those who will use a trademark for commercial purposes". The table below shall be the basis for the computation of license fee.

License Fees			
	a. 3% for the 1st Php50,000 net sales;		
For Student Councils and University-based Organizations:	b. 2% for the next Php25,000 net sales,		
	c. 1% for the succeeding net sales.		
For College based Constitution	a. 2% for the 1st Php50,000 net sales;		
For College-based Organizations:	b. 1% for the succeeding net sales.		
Licensing and Use of University Trademarks by External Entities: 5% per annum of the net sale of the item bearing the trademark.			



3. Process for Technology Transfer and Commercialization Assistance

This service allows clients to avail technology transfer and commercialization assistance of the Office of Innovation and Business Development.

Office or Division:	Office of Innovation and Business Development – Technology Licensing Department (OIBD – TLD)				
Classification:	Highly Technical				
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government				
Who may avail:	All				
	REQUIREMENTS		WHERE TO SE	CURE	
1. Letter of Intent ac		The client wi	ll provide		
University Presid					
following informa					
(2 Original Copy)					
a. Name/Organizb. Purpose	auon name				
	ervice Request Form	Office of Inno	ovation and Rusin	ess Development	
TSU-IBD-SF-01	Sivioc request i oiiii			•	
TSU-IBD-SF-01 or download at https://tinyurl.com/TSU-IBD-SF (1 Original Copy)				DOITH TOO IDD OI	
3. Valid ID with Three (3) Specimen The client will provide					
Signatures (1 Ph			р. ст. а с		
,	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research, Innovation, and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Innovation and Business Development	
	1.2 Reviews and evaluates the request.	None	10 minutes	Head or Staff Technology Licensing Department	
2. Receive notification on the schedule of negotiation of License Agreement.	2. Notifies the client on the schedule of negotiation of License Agreement.	None	10 minutes	Staff Technology Licensing Department	

3. For Technology Transfer: Attend negotiation meeting via online or face- to-face.	3. For Technology Transfer: Negotiates and completes the license agreements.	None	2 working days	Director Office of Innovation and Business Development
For Commercial- ization: Attend series of meeting together with Department of Science and Technology (DOST).	For Commercial- ization: Facilitates and attends to scheduled meetings and prepare documentary requirements.	None	2 months	Director, Head, & Staff Office of Innovation and Business Development
4. For Technology Transfer: Receive notification regarding the scheduled signing of Non- exclusive Licensing Agreement.	4. For Technology Transfer: Informs the client on the schedule of signing of Non- exclusive Licensing Agreement.	None	10 minutes	Staff Technology Licensing Department
For Commercial- ization: Receive notification regarding the approval of DOST and scheduled signing of Technology Licensing Agreement.	For commercial-ization: Receives approval from DOST and informs client regarding the schedule of signing of Technology Licensing Agreement.	None	1 month	Director, Head, & Staff Office of Innovation and Business Development
5. Attend on the scheduled signing of agreement.	5. Facilitates signing of license agreement; or technology transfer arrangement, Intellectual Property (IP)	None	2 working days	Director, Head, & Staff Office of Innovation and Business Development



		transfer, and notarizing of the signed agreement.			
6.	For commercial-ization: Pay licensing fee to Tarlac State University (TSU) Note: Royalty fees shall be paid to TSU annually starting on the end of first year and every end of year thereafter.	6. For commercial-ization: Receives and process the payment	*Licensing and Royalty fees will depend on the negotiated licensing agreement	1 working day	Staff Cashiering Unit
7.	Receive copy of Technology Licensing Agreement	7. Provides copy of Technology Licensing Agreement and files the copy of the office.	None	1 hour	Staff Technology Licensing Department
TOTAL FOR TECHNOLOGY TRANSFER:		None	4 Working Days, 1 Hour & 35 Minutes		
TOTAL FOR COMMERCIALIZATION:		Depends on the Negotiated Licensing Agreement	3 Months, 3 Working Days, 1 Hour & 25 Minutes		

^{*}Technology Transfer and commercialization Assistance is covered under RA 10055

Note: This service is a multi-stage process. The Office of Innovation and Business Development is only responsible for providing assistance on Technology Transfer and Commercialization. While the Cashiering Unit is only responsible for receiving and processing of payment.



4. Processing of Requests for Trademark Application Assistance

This service allows clients to request and avail of trademark application assistance from the Office of Innovation and Business Development.

Office or Division:	Office of Innovation and Business Development – Intellectual Property Rights Management Department (OIBD-IPRMD)			
Classification:	Highly Technical			
Type of	G2C - Government to C			
Transaction:	G2B – Government to E G2G - Government to C			
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
Accomplished Service Request Form TSU-IBD-SF-01 (1 Original Copy)		Office of Innovation and Business Development or download at https://tinyurl.com/TSU-IBD-SF-01		
		The client will provide		

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1. Submit Letter of Intent and Accomplished Service Request Form (TSU-IBD-SF-01) to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research, Innovation, and Extension (OVPRIE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Innovation and Business Development
		1.2 Reviews and evaluates the request.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department
2.	Receive notification on the schedule of the negotiation of Memorandum of Agreement (MOA).	2. Notifies the client of the schedule of negotiation of the Memorandum of Agreement.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department



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3. Attend the negotiation of Memorandum of Agreement in the scheduled date.	3. Facilitates the negotiation meeting, completes details of the Memorandum of Agreement, and informs client on the schedule of signing of Memorandum of Agreement.	None	1 working day	Head/Staff Intellectual Property Rights Management Department
4. Sign the Memorandum of Agreement on the scheduled date and submit valid ID with 3 specimen signatures.	4. Prepares and have the Memorandum of Agreement signed by all parties involved. Note: Once the Memorandum of Agreement has been duly signed, have it notarized.	None	1 working day	Staff Intellectual Property Rights Management Department
5. Submit a copy of mark/s to be registered to the Office of Office of Innovation and Business Development or via email at oibd@tsu.edu.ph.	5. Receives the submitted mark/s to be registered, files trademark application and submits documentary requirements online via https://www.ipophil.gov.ph/etm-file-trademark/	None	45 minutes	Head/Staff Intellectual Property Rights Management Department
6. Receive the online payment link.	6. Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	None	5 minutes	Head/Staff Intellectual Property Rights Management Department
7. Pay corresponding filing fees and send proof of payment to the Office of	7.1 Receives Official Receipt for trademark application via email or FB Messenger.	Refer to the table below	7 working days	Head/Staff Intellectual Property Rights Management Department
Innovation and Business Development (OIBD) via email or FB Messenger.	7.2 Processes and examines the application and issues the Notice of Allowance.	None	6 months	Intellectual Property Office of the Philippines
	7.3 Processes the payment for Issuance of	None	25 minutes	Head/Staff



8.	Pay corresponding Issuance of the Certificate of Registration and Second	Certificate of Registration and Second Publication Fee. 8.1 Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment	None	5 minutes	Intellectual Property Rights Management Department Head/Staff Intellectual Property Rights Management Department
	Publication Fee and send proof of payment to the Office of Innovation and Business Development (OIBD) via email or FB Messenger.	link to the client. 8.2 Receives the Official Receipt for the Issuance of the Certificate of Registration and Second Publication Fee via email or FB Messenger.	Refer to the table below	2 months	Head/Staff Intellectual Property Rights Management Department
	J	8.3 Issues certificate of registration.	None	3 months	Intellectual Property Office of the Philippines
9.	Receive a copy of the certificate of registration through email or personal delivery.	9. Receives a copy of the certificate of registration via email from Intellectual Property Office of the Philippines (IPOPHL), sends it to the client through email or personal delivery, and files records generated relative to the request.	None	1 working day	Head/Staff Intellectual Property Rights Management Department
		TOTAL:	Refer to Table Below	11 Months, 10 Working Days, 1 Hour, and 35 minutes.	

^{*}Trademark Assistance is covered under R.A. 8293.

Note: This is a multi-stage process. The IPOPHL is the agency that facilitates the processing of the applications. The OIBD is the arm of the university that facilitates the collection and submission of trademark applications to IPOPHL.



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.



Office of University Extension Services External Services



1. Processing of Request for Extension Documents

The service allows acknowledging and serving the request for extension documents by the internal and external interested parties.

Office or Division:	Office of University	Extension Se	ervices (OUES)			
Classification:	Simple	` '				
Type of Transaction:	G2B – Governmen	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government				
Who may avail:	Faculty, Students, Colleges, Guests	Faculty, Students, Partner-Beneficiaries, State Universities and Colleges, Guests				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
Accomplished Extension Document Request Form <i>TSU-OES-SF-23</i> (2 Original Copies)		Downloadable from TSU Website https://www.tsu.edu.ph/media/yamha4px/sf23-extension-document-request-form.docx				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit the accomplished request form at the Office of University	1.1 Acknowledges and stamps the filled-out request form.	None	5 minutes	Clerk Office of University Extension Services		
Extension Service – Lucinda Campus.	1.2 Reviews the submitted request form.	None	10 minutes	Department Head Office of University Extension Services		
	1.3 Approves or disapproves the request.	None	10 minutes	Director Office of University Extension Services		
Receives the approval/ disapproval notification.	Notifies the requesting person about the result of request.	None	1 working day	Department Head Office of University Extension Services		
3. Receives or claim the requested extension documents (if approved).	3. Serves the request upon approval.	None	1 working day	Clerk Office of University Extension Services		
	TOTAL:	None	2 Working Days & 25 Minutes			



Office of University Extension Services Internal Service



1. Processing and Evaluation of Extension Proposal

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

and offices. It cover of approved/disapp	roved extension docu	ıments.		
Office or Division:	Office of University I	Extension S	Service (OUES)	
Classification:	Complex			
Type of Transaction:	to Government			
Who may avail:	Extension Chairpers Extension Service P			
CHECKLIST OF F			WHERE TO SE	
Endorsement For			he University Pres	
Accomplished Ext	Downloadable from TSU Website			
Request Form TS	https://www.tsu.edu.ph/media/eehh2v5f/sf01-			
(1 Original Copy)		<u>extension-service-request-form.docx</u>		
Request letter add University Preside	The client will provide			
Accomplished Extension Service Proposal Form TSU-OES-SF-02 (2 Original Copies)		Office of the University Extension Services		
5. Activity program (The client will provide			
Form TSU-OES-S	and Endorsement		he University Exte	
(1 Original Copy)	l	EEEO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CLIENT STEPS 1. Submit extension documents (Extension Activity Proposal	ACTIONS 1.1 Receives and conducts initial assessment of extension	TO BE PAID	TIME	Clerk Office of University Extension

None

1 hour

Department

Head/s Office of

University

submitted extension documents 1.4 Prepares

evaluation

report and



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Work Order / Special Order			Extension Services
1.5 Encodes proposal details in Performance Monitoring,	None	1 hour	Technical Staff Office of University Extension Services
1.6 Reviews and signs evaluation report	None	30 minutes	Director Office of University Extension Services
1.7 For With Funding Request: Endorses extension documents and evaluation report to Accounting Office for fund Certification.	None	30 minutes	Clerk Office of University Extension Services
For without Funding Request: Endorses extension documents and evaluation report to Office of the Vice President for Research, Development, and Extension (OVPRDE) for recommending approval.			
1.8 Asks for feedback or status about the endorsed/ transmitted extension proposals and other supporting documents	None	30 minutes	Department Head/s Office of University Extension Services
1.9 Notifies concerned College, Offices regarding the	None	30 minutes	Department Head/s Office of University



	result of processing/ evaluation (approved or disapproved)			Extension Services
2. Receives approved/ disapproved extension documents	2. Endorses / Transmits approved/ disapproved extension documents	None	30 minutes	Clerk Office of University Extension Services
	TOTAL:	None	3 Working Days, 4 Hours, & 45 Minutes	



2. Processing of Request for Extension Documents

The service allows acknowledging and serving the request for extension documents by the internal and external interested parties.

Office or Division:	n: Office of University Extension Service (OUES)				
Classification:	Simple		,		
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government				
Who may avail:	Faculty, Students, Colleges, Guests	Partner-Beneficiaries, State Universities and			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE			URE		
	Extension Document TSU-OES-SF-23 ies)	https://www.t	le from TSU Webs tsu.edu.ph/media/ ocument-request-fo	yamha4px/sf23-	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the accomplished request form at the Office of University	1.1 Acknowledges and stamps the filled-out request form.	None	5 minutes	Clerk Office of University Extension Services	
Extension Service – Lucinda Campus.	1.2 Reviews the submitted request form.	None	10 minutes	Department Head Office of University Extension Service	
	1.3 Approves or disapproves the request.	None	10 minutes	Director Office of University Extension Services	
2. Receives the approval/ disapproval notification.	2. Notifies the requesting person about the result of request.	None	1 working day	Department Head Office of University Extension Services	
3. Receives or claim the requested extension documents (if approved).	3. Serves the request upon approval.	None	1 working day	Clerk Office of University Extension Services	
	TOTAL:	None	2 Working Days & 25 Minutes		



Office of University Research Development External Services



1. Processing of Request for Test of Similarity Index

The service allows TSU employees, students, and external clients' research work to be tested to ensure the originality and integrity of their papers (capstones, theses, and dissertations).

Office or Division:	Office of the Univer	sity Researc	n Development- D	ata Analytics	
Classification:	Simple				
Type of	G2C – Governmen	t to Citizen			
Transaction:	G2B – Government	to Business	Entity/ies		
	G2G – Governmen	t to Governm	ent		
Who may avail:	TSU Undergraduat	e Students (1	Type A Clients)		
	TSU Master's Degr				
	TSU Doctoral Degr				
CHECKLIST OF	Other interested ins	stitutions/age			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1. Accomplished Turnitin Run Request Office of Research Development or download					
			esearch Developh	nent or download	
Form TSU-ORD		at	.tsu.edu.ph/media	/1hofomih/teu	
(1 Original Copy	')		rnitin-run-request-		
2 Official Receipt	of Payment for Test of	TSU Cashie		TOTTI T.GOOX	
Similarity Index/	,		5g 51		
(1 Duplicate/ 1 F					
	*Refer to the table below for charges				
3. Manuscript/Artic	le in .docx or .pdf				
Format (1 Elect	onic Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEESTO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
Submit the electronic	Receives and checks the	None	30 minutes	Head	
copy of the	completeness of			Data Analytics Unit	
manuscript	submitted			Offic	
(Chapters 1 to	documents				
5) together					
with the other					
requirements					
to					
ursc@tsu.edu.					
Ph ·	0 11 1 1 1				
2. Receive	2. Uploads the	None	2 working days	Head	
notification	manuscript/ article to Turnitin			Data Analytics Unit	
regarding the result of	software for			Offic	
similarity index	similarity check.				
(ASI) (%) and	If the result is				
a scanned	within and/or				
copy of paper	exceeds the				
for reference.	university				
	allowable				
	similarity index				
	(ASI) (%),				
	informs the client				
	via email. And				
	gives a copy of				
	the scanned				



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	paper for reference.			
3. Receives the Certificate of Compliance (via email)	3. Release and send the result of the Certificate of Compliance once the manuscript or article passes the Allowable Similarity Index (ASI) (via email). Note: If the manuscript/ article still did not pass the ASI on the 5th attempt, the client will repeat the process from Step 1. Type A Client: Have three chances to run the Turnitin for a one-time payment. Type B, C, and D Clients: Have two chances to run the Turnitin for a one-time payment.	None Refer to	30 minutes	Head Data Analytics Unit
	TOTAL:	the table below for	2 Working Days and 1	
		charges	Hour	

List of Payment					
Type A	TSU Undergraduate Students	PHP 150.00			
Type B	TSU Master's Degree Students	PHP 250.00			
Type C	TSU Doctoral Degree Students	PHP 350.00			
Type D	Other interested institutions/agencies	PHP 500.00			



2. Processing of Request for Water Analysis and Other Laboratory Services for External Client(s)

The service allows external clients to avail physico-chemical, microbiological analyses of drinking water and wastewater samples and use of certain laboratory equipment(s).

Office or	Office of the University Research Development (OURD) Analytical Testing Laboratory (ATL)				
Division: Classification:	Highly Technical	oratory (AT	L)		
	G2C – Government to	Citizen			
Type of	G2B – Government to		ntity/ies		
Transaction:	G2G – Government to	Governme	nt		
	Any Interested Individ				
Who may avail:	Undergraduate Stude		roved Request Le	etter (High School	
CHECKI IST OF	and College) – Type (REQUIREMENTS	5 Client(s)	WHERE TO SE	CLIDE	
1. For All Client Ty		∆nalvtical ⁻	Testing Laboratory		
_	equest for Analysis /	Analytical	resting Laboratory	,	
·	nt Form (<i>TSU-ATL-</i>				
SF-01) (1 Origina					
	T (f -				
Accomplished Billing Form (for request with fees, TSU-ATL-SF-02) (1					
Original copy)	5, 130-A1L-3F-02) (1				
2. For Type C Clie	nt(s) –	OUP / VPF	RIE / VPAA / OUR	D	
Endorsement / Action Form (<i>TSU</i> -			,,		
OUP-SF-09) (1 Original Copy) with					
	ed Request Letter				
	3. For Type C Client(s) (if applicable)-		Analytical Testing Laboratory		
Approved Reque					
Laboratory Servi	` '				
ATL-SF-03)	approved fees, TSU-				
4. For Use of Equi	nment Reguest/s -	The client	will provide		
<u>-</u>	Research Paper	THO OHOTIC	viii provido		
	ng the Method and				
Conditions-to-be	_				
(1 Copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Proceed to the	1. Attends initial	None	2 hours	Personnel(s)	
Analytical Testing	meetings with the client(s) to			Analytical Testing Laboratory	
Laboratory	discuss the			Laboratory	
facility for an	specifics of the				
initial meeting	request and				
or through	other necessary				
online	requirements for				
platforms (MS Teams, Zoom	the requested laboratory				
Teleconferenci	analysis or				
ng, Google	laboratory				
Meet).	service(s) and				
	logs the client(s)'				
	name onto the				

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If approved: Receive a notification to proceed to the next step. If Disapproved: Receive a notification of the disapproval of the request in person, online, or by email.	Laboratory Analyses / Services Log (TSU-ATL-SF- 04). 2. Reviews the request and executes appropriate actions (Approval or Disapproval of request). If approved: Advise client(s) to proceed to the next step. If Disapproved: Sends notification of			
5 :1. 4	disapproval through online/ email or informs clients in person.	Maria	20 minutes	D (4)
File the Request for Analysis / Use of Equipment (TSU-ATL-SF- 01) and Billing Form (TSU- ATL-SF-02) or Request for Free Laboratory Service(s)	3.1Receive the documents and discuss other necessary requirements for the analysis or laboratory services requested, and proper sampling and delivery procedures.	None	30 minutes	Personnel(s) Analytical Testing Laboratory
Form (TSU- ATL-SF-03).	3.2 Reviews the Request for Analysis / Use of Equipment, assign necessary Job # and Sample #s to each sample, and calculate total amount-to- be-paid for analysis (For request(s) with approved fees).	None	30 minutes	Personnel(s) Analytical Testing Laboratory
	3.3 Send a summary of fees to the Accounting Office via MS Teams or email for Fee	None	30 minutes	Personnel(s) Analytical Testing Laboratory



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		Assessment. (For request(s) with approved fees).			
		3.4 Assess the requested laboratory services (For request(s) with approved fees)	None	4 hours	In-charge of Assessment Accounting Unit
4	Pay assessed laboratory analysis and/or laboratory service fees at the Cashier, 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) (through face-to- face meeting or through email)	Number of Samples x Fees for each Service * Table of fees attached	30 minutes	Personnel(s) Analytical Testing Laboratory
5	Deliver the samples to the Analytical Testing Laboratory with proper sample descriptions and labels.	5.1 Receives and reviews the samples.	None	30 minutes	Personnel(s) Analytical Testing Laboratory
	Samples must be delivered to the laboratory immediately after sampling.	5.2 Labels each sample with assigned laboratory sample number.	None	1 hour	Personnel(s) Analytical Testing Laboratory
	Properly sampling procedures MUST also be followed. Physico-Chem samples must be placed in a clean container (preferably glass amber bottle or plastic container, ≥1000mL) and are securely capped.	5.3 Conducts the laboratory analysis for various parameters and render requested laboratory service(s).	None	10 working days maximum for laboratory analysis requests and/or 4 days maximum for use of equipment requests (Note: 1 day per requested analysis or 2 days per spectrophotom etric analysis requested. For	Personnel(s) Analytical Testing Laboratory



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Microbiology samples must be placed in a sterilized- sample bags (≥400mL).			water potability analysis request(s), 4 consecutive days are required).	
Samples must be transported inside a cooler with internal temperature of ≤6 °C but above freezing.	5.4 Fill out necessary analysis forms with results from the analyses and/or laboratory services (not applicable for use of equipment request(s)).	None	1 working day	Personnel(s) Analytical Testing Laboratory
	5.5 Rechecks and encodes the results in the Results of the Analyses (not applicable for use of equipment request(s)).	None	6 hours	Personnel(s) Analytical Testing Laboratory
	5.6 Print and sign the Results of the Analyses (TSU-ATL-SF-11 for Physico-chemical tests and/or TSU-ATL-SF-12 for microbiological test(s), not applicable for use of equipment request(s)).	None	1 hour	Personnel(s) Analytical Testing Laboratory
6 Receive the printed copy of the Results of the Analyses from the Analytical Testing Laboratory through faceto-face meeting or receive a scanned copy through email (not applicable for use of equipment request(s)).	6. Release 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) (not applicable for use of equipment request(s)).	None	1 hour	Personnel(s) Analytical Testing Laboratory



TOTAL FOR USE OF EQUIPMENT REQUEST(S)	Number of Samples x Fees for each	4 Working Days, 9 Hours & 30 minutes	
TOTAL FOR LABORATORY ANALYSIS REQUEST(S)	* Table of fees attached	11 Working Days, 7 Hours & 30 Minutes	

Note: One working day is equivalent to 10 hours.

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 Cashiering Unit is only responsible for assessing and receiving the payment.

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

WATER ANALYSIS	TYPE A CLIENTS		TYPE B CLIENTS		TYPE C CLIENTS			
	PH	YSICO-CHEN	IICAI	L				
Color (Apparent)	₽	₱ 150.00 ₱ 135.00 ₱ 127.50						
Color (True)	₽	200.00	₽	180.00	₽	170.00		
Turbidity	₽	150.00	₽	135.00	₽	127.50		
Temperature	₽	150.00	₽	135.00	₱	127.50		
рН	₽	150.00	₽	135.00	₱	127.50		
Conductivity	₽	150.00	₽	135.00	₽	127.50		
Total Suspended Solids (TSS)	₽	450.00	₽	405.00	₽	382.50		
Total Dissolved Solids (TDS, 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		
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		



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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
Phosphorus	₽	350.00	₽	315.00	₽	297.50
Chromium hexavalent	₽	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
		Microbiologi	cal			
E. coli	₽	500.00	₽	450.00	₽	425.00
Total Coliforms	₽	500.00	₽	450.00	₽	425.00
Fecal coliforms	₽	500.00	₽	450.00	₽	425.00
Total Plate Count	₽	500.00	₽	450.00	₽	425.00
Water Potability	₽	700.00	₽	630.00	₽	595.00
Sterilized bottle	₽	65.00	₽	58.50	₽	55.25
	U	se of Equipn	nent			
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 Development Internal Services



1. Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication

The service can be availed of by TSU faculty and non-teaching personnel whose research has been published and cited in Scopus, ISI, Thompson Reuters, and other refereed journals. Also, faculty and non-teaching personnel who have presented their research output at regional, national, and international conferences, including awards from conferences, are eligible for the grant of research output incentives.

The services also increase the research publication and presentation outputs of TSU. The university shoulders the registration fee of researchers who will present at international, national, and regional conferences and forums, as well as the publication fee for research that will be published in Scopus, International Scientific Indexing (ISI), Thompson Reuters, and other refereed journals.

Division:	Office of University Research and Development – Research Publication, Information and Communication Unit (RPICU)				
Classification:	Complex				
Type of Transaction:	G2G – Government to	Government			
_	ΓSU Faculty Research				
CHECKLIST OF R	REQUIREMENTS	WHERE TO SECURE			
•	r Research Outp	ut Incentives			
A. FOR PUBLICATION	ON INCENTIVE				
Accomplished Requestion Research Publication (3 Original Copies)	uest for Incentive of on TSU-ORD-SF-56	Office University Research and Development or download at https://tsu.edu.ph/media/tm2ndx3m/tsu-ord-sf-56-request-for-incentive-of-research-publication.docx			
Journal Article Inclu (Triplicate Copies)		The client will provide			
Copyright Page (Tri Editorial Board and of the Journal (Tripl	Table of Contents				
5. If the paper has multiple TSU authors, Accomplished Authors' Consent Form TSU-ORD-SF-49 – (Triplicate Copies)		Office of University Research and Development or download at https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-49-authors-declaration-consent-form.docx			
B. FOR CITATION IN	ICENTIVE				
Accomplished Requested Research Citation 7 (3 Original Copies)		Office of University Research and Development or download at https://tsu.edu.ph/media/djsjxyye/tsu-ord-sf-54-request-for-incentive-of-research-citation-1.docx			
2. Copy of the citing an (Triplicate Copies)	rticle	The client will provide			
3. If the paper has mauthors, Accomplish Consent Form TSU (Triplicate Copies) C. FOR PRESENTAT	shed Authors' -ORD-SF-49	Office of University Research and Development or download at https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-49-authors-declaration-consent-form.docx			



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Accomplished Request for Incentive of	Office of University Research and
Research Presentation	Development or download at
TSU-ORD-SF-55 - (3 Original Copies)	https://tsu.edu.ph/media/jlvd0e2v/tsu-ord-sf-
	55-request-for-incentive-of-research-
	presentation-1.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)	
8. If the paper has multiple TSU	Office of University Research and
authors, Accomplished Authors'	Development or download at
Consent Form TSU-ORD-SF-49	https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-
(Triplicate Copies)	49-authors-declaration-consent-form.docx
D. FOR WINNERS IN A RESEARCH COM	IPETITION/ORAL PRESENTATION
1. Accomplished Request for Incentive as	Office of University Research and
Winner in Research Competition /	Development or download at
Presentation Form TSU-ORD-SF-57	https://tsu.edu.ph/media/5jopoax0/tsu-ord-sf-
(3 original copies)	57-request-for-incentive-as-winner-in-
(5 original copies)	research-competition presentation.docx
2. Copy of the Paper (Triplicate Copies)	The client will provide
3. Invitation to the presentation	The chefit will provide
(Triplicate Copies)	
4. Program of the conference	
(Triplicate Copies)	
5. Certificate of appearance	
(Triplicate Copies)	
6. Certificate of recognition	
(Triplicate Copies)	
7. If the paper has multiple TSU	Office of University Research and
authors, Accomplished Authors'	Development or download at
Consent Form TSU-ORD-SF-49	https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-
(Triplicate Copies)	49-authors-declaration-consent-form.docx
	rch Paper Presentation and Research
	ion i apei Fresentation anu Resealch
Publication	
A FOR FUNDING OF BEGEARDING	
A. FOR FUNDING OF RESEARCH PRESE	
1. Accomplished Request for Funding of	Office of University Research and
Accomplished Request for Funding of Paper Presentation TSU-ORD-SF-42	Office of University Research and Development or download at
1. Accomplished Request for Funding of	Office of University Research and Development or download at https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-
Accomplished Request for Funding of Paper Presentation TSU-ORD-SF-42	Office of University Research and Development or download at https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-42-request-for-funding-of-paper-presentation-
Accomplished Request for Funding of Paper Presentation <i>TSU-ORD-SF-42</i> (3 original copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-42-request-for-funding-of-paper-presentation-1.docx
Accomplished Request for Funding of Paper Presentation <i>TSU-ORD-SF-42</i> (3 original copies) Full Copy of the Paper	Office of University Research and Development or download at https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-42-request-for-funding-of-paper-presentation-
Accomplished Request for Funding of Paper Presentation <i>TSU-ORD-SF-42</i> (3 original copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-42-request-for-funding-of-paper-presentation-1.docx
Accomplished Request for Funding of Paper Presentation <i>TSU-ORD-SF-42</i> (3 original copies) Full Copy of the Paper (Triplicate Copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-42-request-for-funding-of-paper-presentation-1.docx
Accomplished Request for Funding of Paper Presentation <i>TSU-ORD-SF-42</i> (3 original copies) Full Copy of the Paper	Office of University Research and Development or download at https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-42-request-for-funding-of-paper-presentation-1.docx



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Endorsement from any TSU Office/ College (Triplicate Copies)	TSU Office/College
B. FOR FUNDING OF RESEARCH PUBLI	CATION
Accomplished Request for Funding of Paper Presentation <i>TSU-ORD-SF-42</i> (Triplicate Copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-42-request-for-funding-of-paper-presentation-1.docx
2. Full Copy of the Paper (3 Photocopies) 3. Editorial Board of the Journal	The client will provide
(Triplicate Copies)	
Table of Contents of the Journal Which Will Prove That the Research is Included in That Journal Issue (Triplicate Copies)	
Cover of the Publishing Journal (Triplicate Copies)	
Acceptance letter from the publishing journal (Triplicate Copies)	

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	1.1 Receives and checks the completeness of the submitted documents	None	10 minutes	Head Research Publication and Information Communications Unit
	1.2 Attaches Approval of Funding Form	None	10 minutes	Head Research Publication and Information Communications Unit
copies).	1.3 For Research Output Incentives: Evaluates the request for incentive as to the correctness and reliability of the attached documents or evidence. Once the request passed the evaluation, it	None	2 working days	Head Research Publication and Information Communications Unit

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will be approved by Office of University Research and Development Director.			
For Funding Request for Research Paper Presentation and Research Publication: Evaluates the research whether it is already			Head Research Publication and Information Communications Unit
presented in the University's In- House Review. Also, the Office of University Research and Development Director will check the correctness and			Director Office of University Research Development
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.			
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.	None	1 working day	Chief Finance Officer Finance Office
1.5 Reviews and evaluates the incentive by Vice President for Research, Innovation, and Extension and	None	3 working days	Vice President Office of the Vice President for Research, Innovation, and Extension

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



2. Processing of Request for Test of Similarity Index

The service allows TSU employees, students, and external clients' research work to be tested to ensure the originality and integrity of their papers (capstones, theses, and dissertations).

Office or Division:	Office of the Univer	sity Researc	h Development- D	ata Analytics			
Classification:	Simple	Simple					
Type of	G2C – Governmen	t to Citizen					
Transaction:	G2B – Government	t to Business	Entity/ies				
	G2G – Governmen	t to Governm	nent				
Who may avail:		TSU Undergraduate Students (Type A Clients)					
		TSU Master's Degree Students (Type B Clients)					
		TSU Doctoral Degree Students (Type C Clients) Other interested institutions/agencies (Type D Clients)					
CHECKI IST OF	REQUIREMENTS	siitutions/age	WHERE TO SEC				
	urnitin Run Request	Office of Re	esearch Developn				
Form TSU-ORD	•	at	cscarcii Developii	nent of download			
(1 Original Copy			v.tsu.edu.ph/media	a/1bofemib/tsu-			
(1 Original Copy	/		rnitin-run-request				
2. Official Receipt	of Payment for Test of	TSU Cashi					
Similarity Index/	Turnitin						
(1 Duplicate/ 1 F							
*Refer to the table							
3. Manuscript/Artic	•	The client v	vill provide				
Format (1 Electi	onic Copy)	FEECTO	DDOCECCING	DEDCON			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Submit the	1. Receives and	None	30 minutes	Head			
electronic	checks the			Data Analytics			
copy of the	completeness of			Unit			
manuscript	submitted						
(Chapters 1 to	documents						
5) together							
with the other requirements							
to							
ursc@tsu.edu.							
Ph							
2. Receives	2. Uploads the	None	2 working days	Head			
notification	manuscript/ article			Data Analytics			
regarding the	to Turnitin			Unit			
result of	software for						
similarity index	similarity check. If						
(ASI) (%) and	the result is within						
a scanned copy of paper	and/or exceeds the university						
for reference.	allowable						
101 101010100.	similarity index						
	(ASI) (%), informs						
	the client via						
	email. And gives a						
	copy of he						
	scanned paper for						
	reference.						



	1			
3. Receives the Certificate of Compliance (via email)	3. Releases and sends the result of the Certificate of Compliance once the manuscript or article passes the Allowable Similarity Index (ASI) (via email). Note: If the manuscript/ article still did not pass the ASI on the 5th attempt, the client will repeat the process from Step 1. Type A Client: Have three chances to run the Turnitin for a one-time payment. Type B, C, and D Clients: Have two chances to run the Turnitin for a one-time	None	30 minutes	Head Data Analytics Unit
	payment.	Refer to		
	TOTAL:	the table below for charges	2 Working Days and 1 Hour	

List of Payment				
Type A	TSU Undergraduate Students	PHP 150.00		
Type B	TSU Master's Degree Students	PHP 250.00		
Type C	TSU Doctoral Degree Students	PHP 350.00		
Type D	Other interested institutions/agencies	PHP 500.00		



3. 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:	G2G – Government to Government		
Who may avail:	TSU Faculty Researchers		
WIIO IIIay avaii.	TSU Non-Teaching		
	Personnel		
CHECKLIST OF D	EQUIDEMENTS WHERE TO SECURE		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Research Capsule	Office of University Research and
Proposal TSU-ORD-SF-01	Development or download at
(1 Original Copy and Electronic Copy)	https://tsu.edu.ph/media/nrwgfm3v/tsu-ord-sf-
	01-research-capsule-proposal-new.docx

		UT-TESEATO	i-capsule-proposal	-Hew.docx
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished form to the Office of University Research and	1.1 Receives and checks the completeness of the submitted document.	None	10 minutes	Head Research Management and Capacity Building Unit
Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email	1.2 Research Evaluation (University Wide Research Colloquium).	None	7 working days	Research Committee Tarlac State University External Research Evaluator
rmcbu@tsu.edu. ph.	1.3 Consolidates the ratings and recommendation during the research evaluation.	None	7 working days	Head Research Management and Capacity Building Unit
2. Receives the result of the initial evaluation via email.	2. Releases the results of the evaluation to all concerned researchers.	None	3 working days	Head Research Management and Capacity Building Unit
	TOTAL:	None	17 Working Days & 10 Minutes	



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

The service can be availed of 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 research implemented by faculty and non-teaching personnel.

to fully research implemented by faculty and non-teaching personnel.					
Office or	Office of University Re	Office of University Research and Development –			
Division:	Research Manageme	nt and Capac	city Building Unit (F	RMCBU)	
Classification:	Highly Technical				
Type of Transaction:	G2G – Government to Government				
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
Accomplished Research Capsule Proposal <i>TSU-ORD-SF-01</i> (1 Original Copy and Electronic Copy)		Office of University Research and Development or download at https://tsu.edu.ph/media/nrwgfm3v/tsu-ord-sf-			
	01-research-capsule-proposal-new.docx				
		EEEO TO	DDOOFOOING	DEDAGNI	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit accomplished form to the Office of University Research and	1.1 Receives and checks the completeness of the submitted documents.	None	10 minutes	Head Research Management and Capacity Unit
Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email to rmcbu@tsu.edu. ph.	1.2 Initial Evaluation of the submitted research proposals	None	7 working days	Head Research Management and Capacity Unit Director Office of 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	Head Research Management and Capacity Unit
	TOTAL:	None	9 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 Revi	ew Committee (RERC)			
	For Exempted from R	eview: Complex			
Classification:	For Expedited Review				
	For Full Board Review	0 7			
Type of	G2C - Government to				
Transaction:	G2G - Government to Government				
Who may avail:	TSU Faculty and Graduate Student				
CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
	ON FOR INITIAL REVI				
1. Accomplished App		Office of the Research Ethics Review			
TSU-ERC-SF-07 (2 Original Copies)	Committee or download at			
		https://www.tsu.edu.ph/media/a4pbem0f/tsu-			
		erc-sf-07-application-form-for-ethics-review-			
0 5 5 10 10	P. I. I.	of-research-protocols.docx			
2. For Faculties, Ad		Office of the University Research			
_	ommendations for	Development			
Ethics Review (1	Photocopy)				
Accomplished and	d Duly Signed	Office of the Research Ethics Review			
Certificate of End		Committee or download at			
	2 (1 Original Copy)	https://www.tsu.edu.ph/media/rysfyamh/tsu-			
	- (: - : : - : - : - : - : - : - : - :	erc-sf-12-certificate-of-endorsement-form-for-			
		student-researchers.docx			
3. Informed Consent	t Document	Office of the Research Ethics Review			
TSU-ERC-SF-42	English and Filipino	Committee or download at			
Version (1 Origina	al Copy)	https://www.tsu.edu.ph/media/vcpclwam/tsu-			
		erc-sf-42-informed-consent-document.docx			
4. Accomplished Info		Office of the Research Ethics Review			
	English and Filipino	Committee or download at			
	es Involving Minors	https://www.tsu.edu.ph/media/m4wna2le/tsu-			
	oulations Deemed	erc-sf-48-informed-assent-form-template-for-			
Incompetent to Si Consent Form (1		minors-or-children-12-to-under-15-years- old.docx			
5. Cover Letter Requ		The client will provide			
Chairperson (2 O		The client will provide			
6. Research Protoco	• •				
The protocol must					
following:					
a. Title					
b. Objectives	of the Study				
c. Significand	e of the Study				
d. Literature F					
e. Methodolog					
f. Procedures					
g. Description Population	n of the Study				
•	Inclusion Criteria				
i. Data Analy	rsis Plan				



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j. Ethical Considerations (1 original copy)	
7. Study Tools which includes the following:	
a. survey questionnairesb. interview guide, case report form	
c. posters/advertisements for recruitment, etc.	
(1 Original Copy per Document) 8. Curriculum Vitae of the Researcher/s (1 Original Copy)	
9. For Students, Adviser's Curriculum Vitae for students (1 Original Copy)	TOCOL S (EVDEDITED AND FILL DOADD
REVIEW)	TOCOLS (EXPEDITED AND FULL BOARD
1. Accomplished Application Form TSU-ERC-SF-07 (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
 Accomplished Revised Informed Consent Document TSU- ERC-SF-42 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 TSU-ERC-SF-48 English and Filipino version, if applicable (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 TSU-ERC-SF- 40 (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	
Accomplished Application Form TSU-ERC-SF-07 (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
Accomplished Final Report Form TSU-ERC-SF-30 (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)	
 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	DL PAID	IIIVIL	RESPONSIBLE
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. 1.2 Informs Principal Investigator on the completeness of the documents. Note: If submitted documents are incomplete, return the documents to the Principal Investigator for completion. 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.	None	20 minutes	Secretariat Research Ethics Review Committee
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		Expedited	
	assessment and		Review:	
	categorization of		3 hours	
			o nours	
	the study protocol			
	type of review.		Full Board	
			Review:	
			3 hours	
	Note: Documents			
	may be			
	categorized as			
	Exempted from			
	Review, Expedited			
	or Full Review.			
4.5.		.		O1 '
4. Review of	4. Reviews the	None	Exempted	Chairperson
Research	Research Protocol		from Review:	Research Ethics
Protocols.	by the Primary		3 working days	Review
	Reviewer.			Committee
5. Action on the	5. Drafts the ethical	None	15 minutes	Chairperson &
reviewed	clearance whether			Secretariat
research protocol	the study is			Research
'	exempted from the			Ethics Review
	review/ expedited/			Committee
	full board review			Oommittee
	based on returned			
6 Undates the	reviews.	None	5 minutes	Dringing
6. Updates the	6. Receives an	None	3 minutes	Principal
status of the	update about the			Investigator &
initial review of	status of the initial			Secretariat
protocol.	review of research			Research Ethics
	protocol			Review
				Committee
7. Receives Ethical	7. Releases Ethical	None	5 minutes	Secretariat
Clearance.	Clearance.			Research Ethics
				Review
	Note: Upon			Committee
	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			
0 = =	process.	h 1	45	
8. For Expedited	8.1 Receives and	None	15 minutes	Secretariat
and Full Board	evaluates the			Research Ethics
Review:	completeness of			Review
	the submitted			Committee
Resubmit	study documents			
Revised	and other related			
Research	requirements as			
Protocols and	per checklist for			
other	submission for			
pertinent	initial review.			
documents.				
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	8.2 Informs Principal Investigator on the completeness of submitted documents. Note: If submitted documents are incomplete, return the documents to the Principal Investigator for completion.	None		
	8.3 Secures submitted documents and materials. 8.4 Reviews the	None		
	research protocol.			
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 working days Full Board Review: 21 working days	Primary Reviewer/s & All members Research Ethics Review Committee
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. 10.2 Signs the Ethical Clearance.	None	20 minutes	Chairperson & Secretariat Research Ethics Review Committee
11. Updates the status of the resubmitted protocol.	11. Receives an update about the status of the resubmitted research protocol.	None	5 minutes	Principal Investigator & Secretariat Research Ethics Review Committee
12. Receives Ethical Clearance	12. Release Ethical Clearance	None	5 minutes	Principal Investigator & Secretariat Research Ethics Review Committee



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	Secretariat Research Ethics Review Committee
	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 Research Ethics Review Committee
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. 15.2 Signs the Final Report Approval.	None	20 minutes	Chairperson Secretariat Research Ethics Review Committee
16. Receives Final Report Approval	16. Release the Final Report Approval.	None	5 minutes	Principal Investigator & Secretariat Research Ethics Review Committee
TOTAL FO	R EXEMPTED FROM REVIEW:	None	3 Days, 1 Hour & 10 Minutes	
TOTAL OF EXPEDITED REVIEW:		None	21 Days, 5 Hours & 25 Minutes	
TOTAL OF FU	LL 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 the recommendation of a primary reviewers.

DR. ARNOLD E. VELASCO

President

Tarlac State University



FEEDBACK AND COMPLAINTS MECHANISM			
How to send feedback	 A. Face-to-face Transactions Accomplish the Client Satisfaction Measurement (CSM) Survey form and drop it at CSM box available at various offices or at the designated Public Assistance Complaints Desk (PACD), or Scan the CSM QR Code posted at the Citizen's Charter Information Billboard (CCIB) of various offices. B. Online Transactions Click the Client Satisfaction Measurement (CSM) link to be provided 		
How feedbacks are processed	by the transacting Office. Client Satisfaction Measurement (CSM) Survey forms are collected, generated & summarized by the Quality Management Unit on a monthly basis. The generated reports are transmitted to the offices of the University President, Vice Presidents, and Office of Human Resource Development and Management to take appropriate actions based on the reported summary result.		
How to file a complaint	 A. To file a complaint, accomplish the online Citizen/Client Complaint (Reklamo) form link posted at the CCIB of various offices. B. Complaints can be also filed through a letter of complaint. Submit a complaint letter (must be subscribed and sworn) to the Office of the University President with the following details: Full name and address of the complainant, Full name and address of the person complained of as well as his or her position and designation at the university, Narrative of the relevant and material facts which show the acts or omissions allegedly committed by the employee Certified True Copies of documentary evidence and affidavits of his witness (if any) 		



How complaints are processed	A. Data Controller from the Quality Management Unit will open the online Client Complaint (Reklamo) form through Microsoft form on a daily basis and starts the review of each complaint. Upon review, the Data Controller will communicate the received complaint through a transmittal letter to the Office of Human Resource Development and Management (OHRDM). OHRDM will endorse the complaint received to the concerned office through Action/Intervention Notification Form together with the Client Feedback Processing Form. The Data Controller will give feedback to the	
	client.	
	B. The Office of the University President endorses the complaint letter to the OHRDM	
	Upon the initial assessment and evaluation of the case, the OHRDM interviews the parties involved and facilitates initial mediation and amicable settlement. After the concern has been addressed, the OHRDM shall submit a case report and recommend to the Office of the University President, for appropriate action.	
Contact Information of:		
Contact Center ng Bayan (CCB)	Text 0908 881-6565 or Call 1-6565	
Presidential Complaint Center (PCC)	8888 8736-8645 or 8736-8603 8736-8606 or 8736-8629	
Anti-Red Tape Authority (ARTA)	8475-5091 or 8478-5093 or 8478-5099 <u>complaints@arta.gov.ph</u>	



LIST OF OFFICES

Office	Address	Contact Information
Accounting Unit	2 nd floor, Admin. Bldg., TSU Main	(045) 606-8150
	Campus, Romulo Boulevard, San	,
	Vicente, Tarlac City	
Administration Office	2 nd floor, Admin. Bldg., TSU Main	(045) 606-8154
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Anti-Red Tape Unit	3 rd floor, Mixed-use Bldg., TSU	(045) 606-8184
	Main Campus, Romulo Boulevard,	
Decide at Management Link	San Vicente, Tarlac City	(0.45) 0.00 0.454
Budget Management Unit	1st floor, Admin. Bldg., TSU Main	(045) 606-8151
	Campus, Romulo Boulevard, San	
Career Education and Job	Vicente, Tarlac City	(045) 606 9195
Placement Services Unit	2 nd floor, Student Center Bldg.,	(045) 606-8185
Flacement Services Onit	TSU Lucinda Campus, Binauganan, Tarlac City	
Cashiering Unit (Collection)		(045) 606 9167
Cashiering Unit (Collection)	1 st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San	(045) 606-8167
	Vicente, Tarlac City	
Cashiering Unit	1st floor, Admin. Bldg., TSU Main	(045) 606-8152
(Disbursement)	Campus, Romulo Boulevard, San	(818) 888 8182
(2.55.5)	Vicente, Tarlac City	
Center for Community and	Ground floor, NSTP Bldg., TSU	(045) 606-8133
Local Governance Studies	Lucinda Campus,	(1 1)
and Policy Development	Binauganan, Tarlac City	
Center for Engineering and	2 nd floor, RED Bldg., TSU	ceer@tsu.edu.ph
Environmental Research	Lucinda	
	Campus, Binauganan, Tarlac City	
Center for Natural Products	1st floor, RED Bldg., TSU Lucinda	0939 925 3625
Research	Campus, Binauganan, Tarlac City	
Center for Peace, Indigenous	2 nd floor, RED Bldg., TSU	iprd@tsu.edu.ph
People's Resources and	Lucinda Campus, Binauganan, Tarlac City	
Development Center for Solar and	TSU San Isidro	acat@tau.adu.nh
Emerging Technology	Campus, San Isidro, Tarlac City	cset@tsu.edu.ph
Civil Security Unit	1 st floor, Admin. Bldg., TSU Main	(045) 606-8166
Olvii Geculity Ollic	Campus, Romulo Boulevard, San	(043) 000-0100 (Office)
	Vicente, Tarlac City	(Ollied)
College of Architecture and	CAFA Bldg., TSU San Isidro	(045) 606-8170
Fine Arts	Campus, San Isidro, Tarlac City	(/
College of Arts and Social	2 nd floor, Smith Hall, TSU Main	(045) 606-8171
Sciences	Campus, Romulo Boulevard, San	, ,
	Vicente, Tarlac City	
College of Business and	2 nd floor, CBA Bldg., TSU Main	(042) 606-8172
Accountancy	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	/0.4E\ 0.00.0:=0
College of Computer	CCS Bldg., TSU San Isidro	(045) 606-8173
Studies Callage of Criminal Justice	Campus, San Isidro, Tarlac City	(DAE) COC 0400
College of Criminal Justice	1 st floor, CCJE Bldg., TSU	(045) 606-8168
Education	Lucinda Campus, Binauganan,	
College of Education	Tarlac City	(045) 606 0474
College of Education	1 st floor, (Regional Institute for Continuing Education, RICE	(045) 606-8174
	Bldg., TSU Lucinda Campus, Binangonan, Tarlac City	
	Dinangonan, ranac only	

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College of Engineering	1 st floor, CET Bldg., TSU Main Campus, Romulo Boulevard, San	(045) 606-8175
	Vicente, Tarlac City	
College of Industrial	TSU San Isidro	(045) 606-8179
Technology	Campus, San Isidro, Tarlac City	· ·
College of Public	1 st floor, CPAG Bldg., TSU Main	(045) 606-8177
Administration and	Campus, Romulo Boulevard, San	
Governance	Vicente, Tarlac City	
College of Science	1st floor, COS Bldg., TSU	(045) 606-8178
	Lucinda	
	Campus, Binauganan, Tarlac City	
Office of Facilities	3 rd Floor, Business Center Bldg.,	(045) 606-8160
Development and	TSU Main Campus, Romulo	
Management	Boulevard, San Vicente, Tarlac	
	City	
Dental Unit	CET Compound, TSU Main	(045) 606-8137
	Campus, Romulo Boulevard, San	
Farmania Futamina	Vicente, Tarlac City	0000 457 0000
Economic Enterprise	2 nd floor, Student Center Bldg.,	0932 157 2999
Development Unit	TSU Lucinda Campus,	
Facilità a Maintanana I Init	Binauganan, Tarlac City	(0.45) 0.00 0.450
Facilities Maintenance Unit	3 rd Floor, Business Center Bldg.,	(045) 606-8158
	TSU Main Campus, Romulo	
	Boulevard, San Vicente, Tarlac	
	City	(0.45), 000, 0054
Food Technology and	1 st floor, FTRC Bldg., TSU	(045) 606-8251
Research Center	Lucinda Campus, Binauganan,	
Guidance & Counseling Unit	Tarlac City 2 nd floor, Student Affairs and	(045) 606-8130
Guidance & Couriseiing Onit	Services (SAS) Bldg., TSU Main	(043) 000-0130
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
International, Differently-	1st floor, Student Center, TSU	sas idsimss@tsu.edu.ph
Abled, Indigenous and	Lucinda	sas idsimss@isu.edu.pii
Marginalized Student	Campus	
Services	Campus	
Janitorial and Grounds	3 rd Floor, Business Center Bldg.,	(045) 606-8158
Services Unit	TSU Main Campus, Romulo	,
	Boulevard, San Vicente, Tarlac	
	City	
Lucinda Campus Library	Jose V. Yap Library Bldg., TSU	(045) 606-8140
,	Lucinda Campus, Binauganan,	,
	Tarlac City	
Medical Services Unit	1 st floor, Admin. Bldg., TSU Main	(045) 606-8136
	Campus, Romulo Boulevard, San	,
	Vicente, Tarlac City	
Monitoring Unit	3 rd Floor, Business Center Bldg.,	(045) 606-8160
	TSU Main Campus, Romulo	
	Boulevard, San Vicente, Tarlac	
	City	
Motorpool Unit	TSU Main,	(045) 606-8143
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	



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 Alumni Affairs	Alumni Center, TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8141
Office of Business Affairs and Auxiliary Services	1 st floor Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8153
Office of Culture, Arts and Languages	3 rd floor, Student Center Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	dcferrer@tsu.edu.ph
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 Innovation and Business Development	1 st floor, FTRC Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8193
Office of Internal Audit Service	Mezzanine floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8122
Office of International Affairs and Linkages	3 rd floor, TSU Hotel, TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8180
Office of Library Management and Services	3 rd floor, CBA Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8138
Office of Management Information Systems	2 nd 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	1 st 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 Lucinda Campus, Binauganan, Tarlac City	(045) 606-8130
Office of University Board Secretary	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8121



Office of the University Legal Counsel	1st floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac	oulc@tsu.edu.ph
	City	
Office of the University President	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8201
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, Innovation and Extension	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8111
Office of TSU National Service Training Program	2 nd floor, NSTP Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8181
Office of University Extension Services	2 nd floor, FTRC Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8250
Office of University Research Development	2 nd floor, RED Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8190
Payroll Services Unit	2 nd floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8154
Planning and Design Unit	3 rd Floor, Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8160
Pollution Control and Safety Unit	TSU Main, Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8183
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
Research, Ethics and Review Committee	2 nd floor, RED Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8192
School of Law	2 nd floor, Multi-purpose Commercial Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8176



Scholarship and Financial Assistance Unit	Student Center, TSU Lucinda Campus	(045) 606-8132
Sports Development Management Unit	Multi-purpose Commercial Bldg., TSU Main Campus, Romulo	(045) 606-8134
Student Development Services	2 nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8131
Student Discipline Unit	2 nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	studentdisciplineunit@ts u.edu.ph
Student Organization Unit	2 nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	studentorg@tsu.edu.ph
Student Publication Unit	2 nd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	spusas@tsu.edu.ph
Supply and Property Management Unit	TSU Main, Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8159
Testing, Evaluation, and Measurement Services	3 rd floor, Student Affairs and Services (SAS) Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8135