



BATAAN PENINSULA STATE UNIVERSITY

CITIZEN'S CHARTER

**2023
4th Edition**



I. Mandate:

The University shall primarily provide advanced instruction and professional training in education, engineering, science and technology, arts and humanities, computer and forestry, and other relevant fields of study. It shall also undertake research, extension services and production activities in support of the socioeconomic development of Bataan and provide progressive leadership in its areas of specialization. (Section 2, Republic Act 9403).

II. Vision:

An inclusive and sustainable University recognized for its global academic excellence by 2030.

III. Mission:

To develop innovative leaders and empowered communities by delivering transformative instruction, research, extension and production through Change Drivers and responsive policies.

IV. Service Pledge:

The Bataan Peninsula State University Officials, Teaching and Non-Teaching Personnel commit to:

Be responsive to the needs of the clients;

Perform the services we pledged to do;

Serve the public with promptness, courtesy and efficiency, and

Undertake measures to address all complaints and put matters right



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**CENTRAL OFFICE
FRONTLINE SERVICES

LIBRARY**



A. ONLINE SERVICES

1. ASK A LIBRARIAN

Librarian or library staff assist users in their inquiries, find answers to factual questions, help with search strategy, references to printed and online books, journal and magazine articles, theses or dissertation, web resources, etc. via email messages or online chats.

Office or Division:	Library			
Classification:	G2C – Government to Client			
Type of Transaction:	Simple			
Who may Avail:	BPSU Students (Undergraduate & Graduate); BPSU Employees; and Alumni & Outside Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiries via text messages/chat and email.	Analyze the inquiry (If Ready Reference or Long reference Queries)	-	5 minutes	Librarian/ Library Staff
2.	Ready Reference will be answered promptly. For Long Reference queries: Librarian/ library staff will search for the answers or available resources	-	5 minutes 1 hour (or more)	Librarian/ Library Staff
3. Client will be notified once the answers/ resources are available.				
TOTAL:			1 hour, 10 minutes (or more)	

Schedule of Availability of Service:

Monday to Saturday
8:00 AM – 5: 00 PM



2. REQUEST FOR DOCUMENT DELIVERY SERVICE

Librarian or library staff provides client with their requested book chapters and journal articles in digital copy.

Office or Division:	Library			
Classification:	G2C – Government to Client			
Type of Transaction:	Simple			
Who may Avail:	BPSU Students (Undergraduate and Graduate); BPSU Employees; and Alumni and Outside Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiries /requests via chat or email and fill-out the Google Forms for Scan and Send	Search for the availability of the requested materials.	-	5 minutes	Librarian/ Library Staff
2. Client will wait for the notification of the librarian / library staff once the materials are available.	Send the scanned copy via e-mail and notify the client.	-	10 minutes	Librarian/ Library Staff
TOTAL:			15 minutes	

Schedule of Availability of Service:

Monday to Friday (Undergraduate)
8:00 AM – 5: 00 PM

Monday to Saturday (Graduate)
8:00 AM – 5: 00 PM



3. REMOTE ACCESS TO E-RESOURCES

Librarian or library staff provides client with instructions to access online database and available collection from the web Online Public Access Catalog (OPAC).

Office or Division:	Library			
Classification:	G2C – Government to Client			
Type of Transaction:	Simple			
Who may Avail:	Officially enrolled students and BPSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card and/or BPSU ID		Provided by the Students and/or Employees		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiries/requests via chat or email	Verify requirements	-	5 minutes	Librarian/ Library Staff
2.	Send access information to the client or direct the client to the link for remote access (online databases and web OPAC)	-	10 minutes	Librarian/ Library Staff
TOTAL:			15 minutes	

Schedule of Availability of Service:

Monday to Saturday
8:00 AM – 5: 00 PM



4. ONLINE APPLICATION OF LIBRARY CARD (First Year Students)

Issuance of Library Card to **NEWLY** enrolled students in the University (Undergraduate or Graduate Students) thru online application.

Office or Division:	Library			
Classification:	G2C – Government to Client			
Type of Transaction:	Simple			
Who may Avail:	BPSU First Year Students; and Newly enrolled Graduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (C.O.R)		Registrar's Office		
1x1 picture with white background		Provided by the Student upon Enrollment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Google form for Application of New Library Card	Validate filled-out Google form for New Library Card	-	3 minutes	Librarian/ Library Staff
2.	Print the form and card with picture.	-	3 minutes	Librarian/ Library Staff
3. Client will be notified once the card is available for pick-up in the library		-		
TOTAL:			6 minutes	

Schedule of Availability of Service:

Monday to Saturday
24 / 7



5. ONLINE REQUEST FOR PURCHASE / ACQUISITION OF LIBRARY MATERIALS

Library service encourages the client to request references to support teaching and learning which will be evaluated and considered for acquisition.

Office or Division:	Library			
Classification:	G2C – Government to Client			
Type of Transaction:	Simple			
Who may Avail:	Officially enrolled students and BPSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send requests via chat or email and fill-out Google form for purchase/ acquisition of library material	Review and validate the request.	-	5 minutes	Librarian/ Library Staff
2.	File the form for reference purposes and acquisition	-	1 minute	Librarian/ Library Staff
TOTAL:			6 minutes	

Schedule of Availability of Service:

Monday to Saturday
24 / 7



B. ON SITE / FACE - TO - FACE SERVICES

1. ISSUANCE OF LIBRARY CARD (Student)

Issuance of Library Card to **NEWLY** enrolled students in the University (Undergraduate or Graduate Students)

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All Students (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration / CoR		Registrar's Office		
Two (2) pcs 1"x1" picture with white background		Provided by the Student upon Enrollment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Certificate of Registration (CoR) and two (2) pcs. 1"x1" picture with white background at the Circulation Desk	Verify requirements of client and issue a blank Patron's Information Sheet and library card	-	3 minutes	Librarian/ Library Staff
2. Fill-out the issued blank Patron's Information Sheet (PIS) and library card.	Validate filled-out forms then laminate the card with picture	-	2 minutes	Librarian/ Library Staff
3. Receive valid library card and sign logbook	Issue valid library card. File correctly filled-out Patron's Information Sheet (PIS)	-	1 minute	Librarian/ Library Staff
TOTAL:		-	6 minutes	

Schedule of Availability of Service:

Monday to Friday
08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday
08:00 a.m. to 05:00 p.m. without noon break. (Graduate)



2. ISSUANCE OF LIBRARY CARD (Employee)

Issuance of Library Card to All BPSU Employees

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All BPSU Employees (Teaching and Non-Teaching)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BPSU Employees Identification Card		Provided by the Client		
Two (2) pcs 1"x1" picture with white background		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present BPSU Employees Identification Card and two (2) pcs. 1x 1 picture, white background at the Circulation Desk	Verify requirements of client and issue a blank Patron's Information Sheet and library card	-	3 minutes	Librarian/ Library Staff
2. Fill-out the issued blank Patron's Information Sheet (PIS) and library card.	Validate filled-out forms then laminate the card with picture.	-	2 minutes	Librarian/ Library Staff
3. Received valid library card and sign logbook	Issue valid library card. File correctly filled-out Patron's Information Sheet (PIS)	-	1 minute	Librarian/ Library Staff
TOTAL:		-	6 minutes	

Schedule of Availability of Service:

Monday to Friday
08:00 a.m. to 05:00 p.m. without noon break.



3. ISSUANCE OF GUEST CARD (Alumni, Outside Researchers, Other Visitors)

Issuance of Guest Card to other individuals aside from BPSU Students and employees who wants to avail the library services.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All (except BPSU Students and Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present any valid ID at the Circulation Desk	Verify requirements of client and issue a blank Guest's Information Sheet (GIS) and guest card.	-	2 minutes	Librarian/ Library Staff
2. Fill-out the issued blank Guest's Information Sheet (GIS) and guest card.	Validate filled-out forms	-	2 minutes	Librarian/ Library Staff
3. Pay guest's library fee	Collection of Library Fee	50.00	2 minutes	Cashier
4. Received valid guest card and sign logbook	Issue valid guest card. File correctly filled-out Guest's Information Sheet (GIS)	-	1 minute	Librarian/ Library Staff
TOTAL:		50.00	7 minutes	

Schedule of Availability of Service:

Every Friday
08:00 a.m. to 05:00 p.m. without noon break.



4. RE-ISSUANCE OF LOST AND DILAPIDATED LIBRARY CARD (Student)

Providing new Library Card to individuals currently enrolled in the University (Undergraduate or Graduate Students)

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All Students (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (COR)		Registrar's Office		
Replacement Form		Library		
One (1) pc 1"x1" picture with white background		Provided by the Client		
Official Receipt (OR) for penalty payment		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present COR / Secure and fill-out Replacement Form	Examine COR for validation	-	1 minute	Librarian/ Library Staff
2. Pay penalty fee	Collection of Penalty Fee	50.00	1 minute	Cashier
3. Present the one (1) pc. 1x1 picture, filled-out Replacement Form and O.R.	a. Verify requirements and issue a blank library card. b. File the Replacement Form with O.R. number for documentation and attached to the filed Patron's Information Sheet (PIS)	-	2 minutes	Librarian/ Library Staff
4. Fill out the issued blank library card.	Laminate the library card.	-	2 minutes	Librarian/ Library Staff
5. Received valid library card and sign logbook	Issue valid library card.	-	1 minute	Librarian/ Library Staff
TOTAL:		50.00	7 minutes	

Schedule of Availability of Service:

Monday to Friday

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)



5. BORROWING OF BOOKS (Computerized)

Process of borrowing of books electronically.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All BPSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card (for Students and Employees)		Provided by the Client		
Guest Card (for all other individuals aside from BPSU Students and employees)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library card to the Circulation Section.	Receive and check the library card.	-	1 minute	Circulation Librarian
2. Search book in the Online Public Access Catalog (OPAC) or Manual Card Catalog.	Assist the client in accessing Online Public Access Catalog (OPAC) or Manual Card Catalog.	-	1 minute	Circulation Librarian
3.	Scan book's barcode and check- out from library system. File book card and library card.	-	2 minutes	Circulation Librarian
4.	Inform the client on the due date.	-	1 minute	Circulation Librarian
5. Receive the book being borrowed.	Give borrowed book to the client	-	1 minute	Circulation Librarian
TOTAL:		-	6 minutes	

Schedule of Availability of Service:

Monday to Friday

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)



6. BORROWING OF BOOKS (Manual)

Process of borrowing of books manually.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card (for Students and Employees)		Provided by the Client		
Guest Card (for all other individuals aside from BPSU Students and employees)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library card to the Circulation Section.	Receive and check the library card.	-	1 minute	Circulation Librarian
2. Search book in Card Catalog.	Assist the client in accessing Card Catalog.	-	2 minutes	Circulation Librarian
3.	Check the filled-out book card. Then, file book card and library card at the designated area.	-	5 minutes	Circulation Librarian
4.	Inform the client on the due date.	-	1 minute	Circulation Librarian
5. Receive the book being borrowed.	Give borrowed book to the client	-	1 minute	Circulation Librarian
TOTAL:		-	10 minutes	

Schedule of Availability of Service:

Monday to Friday

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)



7. RETURNING OF BOOKS (Computerized)

Process of returning of books electronically.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed Book (s)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present borrowed book to the Circulation Section.	Receive and check the book(s) to be returned.	-	1 minute	Circulation Librarian
2.	Scan the book's barcode and check it in from library system.	-	1 minute	Circulation Librarian
3. Receive the library card	Return library card to the client.	-	1 minute	Circulation Librarian
TOTAL:		-	3 minutes	

Schedule of Availability of Service:

Monday to Friday

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)



8. RETURNING OF BOOKS (Manual)

Process of returning of books manually.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowed Book (s)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present borrowed book to the Circulation Section.	Receive and check the book(s) to be returned.	-	1 minute	Circulation Librarian
2.	Sign the book card as proof of return.	-	3 minutes	Circulation Librarian
3. Receive the library card	Return library card to the client.	-	1 minute	Circulation Librarian
TOTAL:		-	5 minutes	

Schedule of Availability of Service:

Monday to Friday

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)



9. ACCESS TO E-RESOURCES

Process of accessing E-Resources materials.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All BPSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library card to the Electronic Resources Section and sign logbook.	Verify requirement	-	1 minute	Librarian/ Library Staff
2. Search and access the needed information using the databases and other e-resources	Assist the client in accessing e-resources	-	30 minutes – 1 hour	Librarian/ Library Staff
3. Sign logbook after the duration of activity		-	1 minute	Librarian/ Library Staff
TOTAL:		-	30 minutes to 1 hour	

Schedule of Availability of Service:

Monday to Friday

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)



10. SIGNING OF CLEARANCE (Student)

Signing of Student Clearance aims to ensure that all students' accounts are periodically settled and assures the students that they are cleared of their account liability.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All BPSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Library Card	Validate Library Card and sign clearance	-	2 minutes	Librarian/ Library Staff
TOTAL:		-	2 minutes	

Schedule of Availability of Service:

Monday to Friday
08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday
08:00 a.m. to 05:00 p.m. without noon break. (Graduate)



11. RESERVATION OF FACILITIES (for BPSU Students and Employees)

Providing library services through the use of library facilities, services and resources

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All BPSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Slip		Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check schedule for available slots.	Verify schedule for available slots / Issue blank reservation slip	-	1 minute	Librarian/ Library Staff
2. Fill-out reservation slip	Validate filled-out reservation slip / Plot schedule in the calendar	-	1 minute	Librarian/ Library Staff
3. Sign log-book.		-		
TOTAL:		-	2 minutes	

Schedule of Availability of Service:

Monday to Friday

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Graduate)



12. ISSUANCE OF REFERRAL LETTER

Issuance of Referral Letter to use the library facilities and resources.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All BPSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Provided by the Client		
BPSU ID		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library card and fill- out request form for Referral letter	Verify requirement and issue request form for Referral letter	-	2 minutes	Librarian/ Library Staff
2.	Prepare and sign referral letter	-	5 minutes	Librarian/ Library Staff
3. Claim Referral letter and sign logbook.	Issue Referral letter	-	1 minute	Librarian/ Library Staff
TOTAL:		-	8 minutes	

Schedule of Availability of Service:

Monday to Friday

08:00 a.m. to 12:00 p.m. without noon break. (Undergraduate)

Monday to Saturday

08:00 a.m. to 12:00 p.m. without noon break. (Graduate)



13. REQUEST FOR PURCHASE OF LIBRARY MATERIALS

Purchase of Library Material Form for reference purposes and acquisition

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All BPSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Provided by the Client		
BPSU ID		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present library card	Verify requirement and issue request form for Purchase of Library Material	-	1 minute	Librarian/ Library Staff
2. Fill-out Purchase of Library Material Form	Validate and sign filled-out form	-	1 minute	Librarian/ Library Staff
3.	File Purchase of Library Material Form for reference purposes and acquisition	-	1 minute	Librarian/ Library Staff
TOTAL:		-	3 minutes	

Schedule of Availability of Service:

January, June, July

Monday to Saturday

08:00 a.m. to 05:00 p.m. without noon break. (Undergraduate/Graduate)



REGISTRAR



1. REGISTRATION AND ENROLLMENT (Beginning First Year)

This procedure shall help all new students to ensure successful admission in the Campus.

Office or Division:	Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All Beginning First Year Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original SF9 / Form 138 (Report Card)		Previous School		
Clear colored scanned-copy PSA-issued birth certificate		PSA		
Medical Certificate		Campus Clinic		
1 pc 2" x 2" or passport-sized photo (with nametag)		Provided by the Client		
Long Brown Envelope		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration: Submit the requirements via drop box or courier. Login in the Student Information and Accounting System (SIAS) online, select courses and class schedules to enroll then click Assess	Receive and check as to the completeness and accuracy of the requirements. Check the courses enrolled	See schedule of fees	10 minutes (Based on system response time)	Program Clerk Campus Registrar
2. Official Enrollment: Make payment, as needed. Check if enrollment is already validated then download the Certificate of Registration (CoR).	Receive student's payment, if applicable or tag as FHE beneficiary, if qualified. Validate student's enrollment		3 minutes (Based on system response time)	Campus Cashier Program Clerk /Campus Registrar
TOTAL:			13 minutes	

Schedule of Availability of Service:

Monday to Friday (Undergraduate Level) – Enrollment Schedule
8:00AM to 5:00PM (For checking and validation)



2. REGISTRATION AND ENROLLMENT (Continuing Students)

This procedure shall help all continuing students to ensure successful admission in the Campus.

Office or Division:	Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All Continuing Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's School ID		Provided by the Client		
Student's Clearance		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration: Login in the Student Information and Accounting System (SIAS) online, select courses and class schedules to enroll then click Assess.	Check the courses enrolled.	See schedule of Fees	7 minutes (Based on system response time)	Program Clerk Campus Registrar
2. Official Enrollment: Make payment, as needed. Check if enrollment is already validated then download the Certificate of Registration (CoR).	Receive student's payment, if applicable or tag the student as FHE beneficiary, if qualified. Validate student's enrollment.		3 minutes (Based on system response time)	Campus Cashier Campus Registrar
TOTAL:			10 minutes	

Schedule of Availability of Service:

Monday to Friday (Undergraduate Level) – Enrollment Schedule
8:00AM to 5:00PM (For checking and validation)



3. REQUEST FOR OFFICIAL TRANSCRIPT OF RECORDS

This service facilitate the issuance of Transcript of Records to BPSU graduates to be used for employment, evaluation or further studies.

Office or Division:	Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All Students and Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PERSONAL REQUEST:				
Fully accomplished Request for Documents form (BPSU-ROF-025)		Registrar’s Office		
Documentary Stamp (P30 per set)		BIR		
Student’s Clearance(if graduated or transferred out)		Provided by the Client		
Student’s School ID (if graduated or transferred out)		Provided by the Client		
IF REQUESTED THRU A REPRESENTATIVE:				
Authorization Letter		Provided by the Client		
One valid ID of the Representative		Provided by the Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send fully accomplished BPSU-ROF-025 Request for Document form (can be downloaded at https://bit.ly/BPSU_RFD) to RFD emails of the Campus Registrars then receive an email with assessed fees and make payments at the Cashier	Receive the accomplished form, check the status of the client and indicate the assessed fees then send an appointment date for claiming. <i>The requestor may email the Campus Cashier for payment options.</i>	₱100.00 per page	5 minutes	Program Clerk
2. On the scheduled date of release, submit the documentary stamp, other requirements, as needed and Official Receipt (OR) of payment then receive the Official Transcript of Records	Receive the documentary stamp, affix it to the document, and other requirements needed then release the Official Transcript of Records.		3 minutes (+ 3 working days for the preparation of ToR)	Program Clerk
TOTAL:		₱100.00 per page	3 days and 8 minutes	

Schedule of Availability of Service:

Monday to Friday
8:00AM to 5:00PM



4. REQUEST FOR TRANSFER CREDENTIALS

This service facilitate the issuance Transfer Credentials for students who wish to transfer to other school.

Office or Division:	Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students who seek to transfer out of the University or Graduates who pursue further studies in other institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PERSONAL REQUEST:				
Fully accomplished Request for Documents form (BPSU-ROF-025)		Registrar's Office		
Documentary Stamp (P30 per set)		BIR		
Student's Clearance		Provided by the Client		
Exit Clearance		Guidance Office		
Student's School ID		Provided by the Client		
IF REQUESTED THRU A REPRESENTATIVE:				
Authorization Letter		Provided by the Client		
One valid ID of the Representative		Provided by the Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send fully accomplished BPSU-ROF-025 Request for Document form (can be downloaded at https://bit.ly/BPSU_RFD) to RFD emails of the Campus Registrars then receive an email with assessed fees and make payments at the Cashier	Receive the accomplished form, check the status of the client and indicate the assessed fees then send an appointment date for claiming. <i>The requestor may email the Campus Cashier for payment options.</i>	₱85.00 for Certification of Transfer Credentials, ₱100.00 per page for ToR	5 minutes	Program Clerk
2. On the scheduled date of release, submit the documentary stamp, other requirements, as needed and Official Receipt (OR) of payment then receive the Official Transcript of Records.	Receive the documentary stamp, affix it to the document, and other requirements needed then release the Certification of Transfer Credentials and Official Transcript of Records.		3 minutes (+ 3 working days for the preparation of ToR)	Program Clerk
TOTAL:		₱100.00 per page	3 days and 8 minutes	

Schedule of Availability of Service:

Monday to Friday
8:00AM to 5:00PM



5. REQUEST FOR REPLACEMENT OF LOST SCHOOL IDENTIFICATION CARD

This service provides new Identification Card to students (currently enrolled) who have lost their school ID.

Office or Division:	Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students who lost School ID Card			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully accomplished Request for Replacement of Lost ID Card (BPSU-ROF-024A)		Registrar's Office		
Student's Certificate of Registration (CoR)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send fully accomplished BPSU-ROF-024A Request for Replacement of Lost ID Card together with the Certificate of Registration (CoR), then receive an email with assessed fees and make payments at the Cashier	Receive the accomplished form and CoR, verify the completeness and check the status of the client and indicate the assessed fees. Receive student's payment. <i>The requestor may email the Campus Cashier for payment options.</i>	₱230.00	5 minutes	Program Clerk Campus Cashier
2. Login for ID processing at https://idprocessing.bpsu.edu.ph/ and follow the instructions.	Review the student's online application, provide feedbacks if not successful and print the ID Card		7 minutes	MIS Staff
3. Present the BPSU-ROF-024A and Official Receipt (OR) of payment then receive the School ID Card	Receive the BPSU-ROF-024A and OR, and issue the School ID Card	-	3 minutes	Program Clerk
TOTAL:		₱230.00	15 minutes	

Schedule of Availability of Service:

Monday to Friday
8:00AM to 5:00PM



6. REQUEST FOR REPLACEMENT OF SCHOOL IDENTIFICATION CARD DUE TO DILAPIDATED ID CARD, SHIFTING OF PROGRAM, CHANGE OF NAME, Etc. ASIDE FROM LOST ID CARD

This service provides new Identification Card to students (currently enrolled) due to dilapidated ID card, shifting of program, change of name, etc., aside from lost ID card.

Office or Division:	Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students who wants replacement of School ID Card due to dilapidated ID card, shifting of program, change of name, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully accomplished Request for Replacement of ID Card (BPSU-ROF-024)		Registrar's Office		
Student's Certificate of Registration (CoR)		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send fully accomplished BPSU-ROF-024 Request for Replacement of ID Card together with the Certificate of Registration (CoR) to RFD emails of Campus Registrars, then receive an email with assessed fees and make payments at the Cashier	Receive the accomplished form and CoR, verify the completeness and check the status of the client and indicate the assessed fees. Receive student's payment. <i>The requestor may email the Campus Cashier for payment options.</i>	₱230.00	5 minutes	Program Clerk Campus Cashier
2. Login for ID processing at https://idprocessing.bpsu.edu.ph/ and follow the instructions.	Review the student's online application, provide feedbacks if not successful and print the ID Card		7 minutes	MIS Staff
3. Present the BPSU-ROF-024A and Official Receipt (OR) of payment, surrender the Student ID Card to be replaced then receive the new School ID Card.	Receive the BPSU-ROF-024 and OR, and issue the School ID Card	-	3 minutes	Program Clerk
TOTAL:		₱230.00	15 minutes	

Schedule of Availability of Service:

Monday to Friday
8:00AM to 5:00PM



CASHIER



1. PAYMENT OF TUITION FEES, MISC FEES, AND OTHER FEES (During Enrollment)

Collection of fees, charges and other assessments from Students / Parents.

FOR ONSITE PAYMENT

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Assessment Form from the Registrar's Office	The Officer/Staff will verify the validity of the assessment to the enrollment system		2 minutes	Campus Cashier
2. Payment of required fees	Receive money, count and issue Official Receipt	Depends on the Assessed Fees of the Student	3 minutes	Campus Cashier
TOTAL:		Depends on the Assessed Fees of the Student	5 minutes	

FOR ONLINE PAYMENTS:

Using G-Cash Application

Office or Division:	Cashier			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open G-cash Application; Pay Bills; Click Bataan Peninsula State University	Fill out needed requirements for payment: Reference Number; Name; Course; Campus: Nature of Payment; Amount	Depends on the Assessed Fees of the Student (With P 30 service charge using G-cash App)	Wait for 3-5 days for verification of payment and issuance of Official Receipt	Campus Cashier
TOTAL:				



Using Over the Counter Bank Account Deposit (For Main, Balanga, Bagac, Abucay and Orani Campus Students):

Office or Division:	Cashier			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the nearest DBP Branch; Print out Assessment Form from the Registrar's Office	Fill out Cash Deposit Slip: Account Name: Bataan Peninsula State University (Gen) Account No: 00000048-515-3	None	5 minutes	DBP Servicing Bank Teller
2. Scan verified deposit slip and send to designated e-mail addresses of the Campus Cashiers	The Campus Cashier will verify the payment and will issue an Official Receipt	None	3-5 days	Campus Cashier
TOTAL:				

Using Over the Counter Bank Account Deposit (For Dinalupihan Campus Students):

Office or Division:	Cashier			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the nearest LandBank Branch; Print out Assessment Form from the Registrar's Office	Fill out Cash Deposit Slip: Account Name: Bataan Peninsula State University Account No: 2632-1007-04	None	5 minutes	LBP Servicing Bank Teller
2. Scan verified deposit slip and send to designated e-mail addresses of the Campus Cashiers	The Campus Cashier will verify the payment and will issue an Official Receipt	None	3-5 days	Campus Cashier
TOTAL:				

Schedule of Availability of Service:

Monday-Friday
8:00am- 5:00pm without noon break



2. PAYMENT/SETTLEMENT OF OUTSTANDING BALANCES

Collection of fees, charges and other assessments from Students / Parents / Graduates.

FOR ONSITE PAYMENT

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Parents, Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Student ID	The Officer/Staff will check the ledger of the student		2 minutes	Campus Cashier
2. Payment of required fees	Receive money, count and issue Official Receipt	Depends on the Outstanding Balance of the Student	3 minutes	Campus Cashier
TOTAL:		Depends on the Outstanding Balance of the Student	5 minutes	

FOR ONLINE PAYMENTS:

Using G-Cash Application

Office or Division:	Cashier			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Open G-cash Application; Pay Bills; Click Bataan Peninsula State University	Fill out needed requirements for payment: Reference Number; Name; Course; Campus: Nature of Payment; Amount	Depends on the Assessed Fees of the Student (With P 30 service charge using G-cash App)	Wait for 3-5 days for verification of payment and issuance of Official Receipt	Campus Cashier
TOTAL:				



Using Over the Counter Bank Account Deposit (For Main, Balanga, Bagac, Abucay and Orani Campus Students):

Office or Division:	Cashier			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the nearest DBP Branch; Print out Assessment Form from the Registrar's Office	Fill out Cash Deposit Slip: Account Name: Bataan Peninsula State University (Gen) Account No: 00000048-515-3	None	5 minutes	DBP Servicing Bank Teller
2. Scan verified deposit slip and send to designated e-mail addresses of the Campus Cashiers	The Campus Cashier will verify the payment and will issue an Official Receipt	None	3-5 days	Campus Cashier
TOTAL:				

Using Over the Counter Bank Account Deposit (For Dinalupihan Campus Students):

Office or Division:	Cashier			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the nearest LandBank Branch; Print out Assessment Form from the Registrar's Office	Fill out Cash Deposit Slip: Account Name: Bataan Peninsula State University Account No: 2632-1007-04	None	5 minutes	LBP Servicing Bank Teller
2. Scan verified deposit slip and send to designated e-mail addresses of the Campus Cashiers	The Campus Cashier will verify the payment and will issue an Official Receipt	None	3-5 days	Campus Cashier
TOTAL:				

Schedule of Availability of Service:

Monday-Friday
8:00a.m.- 5:00p.m. without noon break



3. PAYMENT OF TRANSCRIPT OF RECORDS (ToR), CERTIFICATION Etc.

Collection of fees, charges and other assessments from Clients.

FOR ONSITE PAYMENT

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Parents, Faculty, Graduates and Other Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly Accomplished Request Form		Registrar's Office		
Student ID		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present properly accomplished Request Form and Student ID	The Officer/Staff will tag required fees for each requested documents		2 minutes	Campus Cashier
2. Payment of required fees	Receive money, count and issue Official Receipt	Please see summary of fees for each requested documents	3 minutes	Campus Cashier
TOTAL:		Please see summary of fees for each requested documents	5 minutes	

FOR ONLINE PAYMENTS: *Using G-Cash Application*

Office or Division:	Cashier			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open G-cash Application; Pay Bills; Click Bataan Peninsula State University	Fill out needed requirements for payment: Reference Number; Name; Course; Campus: Nature of Payment; Amount	Depends on the Assessed Fees of the Student (With P 30 service charge using G-cash App)	Wait for 3-5 days for verification of payment and issuance of Official Receipt	Campus Cashier
TOTAL:				



Using Over the Counter Bank Account Deposit (For Main, Balanga, Bagac, Abucay and Orani Campus Students):

Office or Division:	Cashier			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the nearest DBP Branch; Print out Assessment Form from the Registrar's Office	Fill out Cash Deposit Slip: Account Name: Bataan Peninsula State University (Gen) Account No: 00000048-515-3	None	5 minutes	DBP Servicing Bank Teller
2. Scan verified deposit slip and send to designated e-mail addresses of the Campus Cashiers	The Campus Cashier will verify the payment and will issue an Official Receipt	None	3-5 days	Campus Cashier
TOTAL:				

Using Over the Counter Bank Account Deposit (For Dinalupihan Campus Students):

Office or Division:	Cashier			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the nearest LandBank Branch; Print out Assessment Form from the Registrar's Office	Fill out Cash Deposit Slip: Account Name: Bataan Peninsula State University Account No: 2632-1007-04	None	5 minutes	LBP Servicing Bank Teller
2. Scan verified deposit slip and send to designated e-mail addresses of the Campus Cashiers	The Campus Cashier will verify the payment and will issue an Official Receipt	None	3-5 days	Campus Cashier
TOTAL:				

**Schedule of Availability of Service:**

Monday-Friday
8:00a.m.- 5:00p.m. without noon break

Application for:

Transcript of Record- P 100.00/page
Certification / Authentication- P 85.00
Report of Grades (2nd issuance)- P 50.00
Certificate of Registration (2nd issuance)- P 50.00
Certified True Copy- P 10.00/page
Diploma (2nd copy)- P1,000.00
Course Description- P 85.00
Program Prospectus- P 85.00



4. ISSUANCE OF STUDENT'S CLEARANCE/ STATEMENT OF ACCOUNT

Issuance of Student Clearance aims to ensure that all students' accounts are periodically settled and assures the students that they are cleared of their account liability.

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Student ID	The Officer/Staff print the clearance/ SOA of the student	No required fees for 1 st copy	5 minutes	Campus Cashier
2. Payment of penalty fees; if the student request for 2 nd copy	Receive money, count and issue Official Receipt	P 50.00 for reprinting of Clearance or SOA	5 minutes	Campus Cashier
3. Receive the documents requested	Release of clearance/SOA		5 minutes	Campus Cashier
TOTAL:		P 50.00 for reprinting of Clearance or SOA	15 minutes	

Schedule of Availability of Service:

Monday-Friday
8:00a.m.- 5:00p.m. without noon break



5. RELEASING OF PAYROLL/CHECKS (Refund and other Claims)

This service provides proper administration on the releasing of payrolls / checks for refund and other claims.

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students, Parents, Faculty, Graduates and Other Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid ID		Provided by the Client		
Acknowledgement receipt (if applicable)				
Authorization letter and Valid ID (if by representative)		Provided by the Client and the Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Any Valid ID	The Officer/Staff will verify the availability of checks/payroll for refund	-	2 minutes	Campus Cashier
2. Signing of Disbursement Voucher or Payroll and fill out FMS Tracking Form	Verify the correctness of signed documents	-	5 minutes	Campus Cashier
3. Receive cash or check	Release of cash of check	-	3 minutes	Campus Cashier
TOTAL:		-	10 minutes	

Schedule of Availability of Service:

Monday-Friday
8:00a.m.- 5:00p.m. without noon break



6. RELEASING OF CHECKS TO SUPPLIERS (Disbursement)

This service provides proper administration on the releasing of checks to Suppliers for disbursement.

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business			
Who may Avail:	Outside Suppliers, Contractors, Utilities Company			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Provided by the Client / Business		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for available checks for pick up	The Officer/Staff will verify the availability of checks	-	2 minutes	Campus Cashier
2. Issue Official Receipt; Signing of Disbursement Voucher and FMS Tracking Form	Verify the correctness of signed documents	-	5 minutes	Campus Cashier
3. Receive the Checks and Income Tax Return	Release of Checks and ITR Copy of the suppliers	-	3 minutes	Campus Cashier
TOTAL:		-	10 minutes	

Schedule of Availability of Service:

Monday-Friday
8:00a.m.- 5:00p.m. without noon break



NON – FRONTLINE SERVICES

HUMAN RESOURCE



1. ISSUANCE OF SERVICE RECORD

This service provides the client the copy of their service record upon their request.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All employees who are active and in-active in service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form	Receive and verify the accomplished form	-	5 minutes	OAS
2. Wait while the requested documents are being processed.	Processed documents requested	-	10 minutes	OAS
3. Receive the documents requested	Release requested documents to client	-	3 minutes	OAS
TOTAL:		-	18 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



2. PROCESSING OF RETIREMENT

This service aims to help retiring employees process their retirement by providing them necessary employment records for personal and other transaction purposes.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Employee who are schedule/opt for Mandatory and Optional Retirement			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intent to Retire			Provided by the Client	
Fully Accomplished Employee's Clearance			HR	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of intent to retire for approval	Receive the letter of intent to retire	-	3 minutes	OAS
2.	Submit the letter of intent for the approval of Campus Director; Vice President and University President at the Central Office	-	1 day	OAS
3. Receive the approved letter of intent to retire and Employee's Clearance Form	Release the approved letter of intent to retire, Employee's Clearance Form and advice for the signatories	-	5 minutes	OAS
4. Submit approved Employee's Clearance Form	Receive approved employee's clearance form for 201 file	-	3 minutes	OAS
5. Receive GSIS Application for Retirement Form	Release GSIS Application for Retirement Form and advice the employee on the procedure	-	5 minutes	OAS
6. Submit the accomplished GSIS Form for approval at the Central Office	Receive and submit GSIS Form for the approval of University President	-	1 day	OAS
7. Receive approved GSIS Form for submission to GSIS Field Office for validation	Release approved GSIS Form	-	3 minutes	OAS
TOTAL:		-	2 days and 19 minutes	

Schedule of Availability of Service:

Monday – Friday

8:00 a.m. – 5:00 p.m. without noon break



3. PROCESSING OF TERMINAL LEAVE

This service aims to help retiring/retired/resigned/separated employees process their terminal leave claims by providing them necessary employment records for personal and other transaction purposes.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Employees who are retired/resigned/separated with incurred leave credit and service credit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Employee's Clearance		HR		
Retirement Voucher		GSIS		
Letter of Intent to Retire/Resign		Provided by the Client		
Certification of Leave/Service Credit		HR		
Service Record		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit photocopy of retirement voucher from GSIS	Receive photocopy of retirement voucher from GSIS	-	3 minutes	OAS
2.	Process Service Record and Certification of Leave/Service Credit	-	10 minutes	OAS
3.	Certify and submit to the Accounting Office all the requirements needed in 2 copies for processing	-	10minutes	OAS
TOTAL:		-	23 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



4. PROCESSING OF REQUEST FOR MONETIZATION OF LEAVE

This service aims to help employees process their monetization of leave credits by providing them necessary employment records for personal and other transaction purposes.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Employees with incurred Vacation and Sick Leave credits			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSC Form 6 (Leave Form)		HR		
Notice of Salary Adjustment / Notice of Step Increment		HR		
Service Record		HR		
University Memorandum for Faculty with designation as Key Official		Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished CSC Form 6 (Leave Form)	Receive accomplished Form 6	-	3 minutes	OAS
2.	Certify and process the Form 6 for the available balance of incurred leave/service credits subject for monetization	-	10 minutes	OAS
3.	Submit certified Form 6 for approval of University President at the Central Office	-	1 day	OAS
4.	Submit approved Form 6 with all the requirements for consolidation at Central Office for DBM funding	-	1 day	OAS
TOTAL:		-	2 days and 13 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



5. APPLICATION FOR PRIVATE PRACTICE OF PROFESSION

This service aims to assist Employees who wants to practice their profession to private agency.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Employees who wants to practice profession to private agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished for Permit to Teach Form		HR		
Photocopy of Approved Faculty Load		College Clerks		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form for Permit to Teach	Receive accomplished form	-	5 minutes	OAS
2.	Submit for approval of VPAA and University President at the Central Office	-	2 days	OAS
3. Receive the approved form	Release 1 copy of approved form and the other copy for 201 file	-	3 minutes	OAS
TOTAL:		-	2 days and 8 minutes	

Schedule of Availability of Service:

Monday – Friday

8:00 a.m. – 5:00 p.m. without noon break



6. REQUEST FOR CERTIFICATION OF PERFORMANCE EVALUATION FOR BPSU EMPLOYEES FOR PROMOTION, PERMANENCY AND OUTSTANDING EMPLOYEE

This service aims to provide the client the certification they needed for various purposes.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All employees who are active in service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Request		Provided by the Client		
Letter of request if more than one employee		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request certification personally or submit letter of request if more than one employee	Receive request personally or the letter of request	-	5 minutes	OAS
2.	Retrieve the requested record for photocopied and certified true copy	-	10 minutes	OAS
3.	Process the certification requested	-	10 minutes	OAS
4. Receive the documents requested	Release the requested documents	-	3 minutes	OAS
TOTAL:		-	28 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



7. PROCESSING OF REQUEST FOR CHANGE OF NAME/UPDATE OF PERSONAL RECORDS

This service aims to update personal information of the client.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All present employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		HR		
PSA birth certificate/marriage contract		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to change name/update marital status/name addressed to OAS Officer	Receive the letter of request and issue the needed form	-	5 minutes	OAS
2. Accomplish form and attach specific requirements (PSA birth certificate /marriage contract)	Receive the accomplished form and the needed requirements	-	10 minutes	OAS
TOTAL:		-	15 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



8. PROCESSING OF REQUEST FOR TRANSFER TO OTHER CAMPUS

This service aims to assist the client who wishes to transfer to other campus.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All present employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Request for Transfer		Records Office		
Employee's Clearance		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request or notice of transfer	Receive the approved letter request	-	5 minutes	OAS
2. Accomplish form and submit the required document (clearance)	Receive the accomplished form and the needed requirements	-	10 minutes	OAS
TOTAL:		-	15 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



9. PROCESSING FOR THE PAYMENT OF LOYALTY CASH INCENTIVE

This service aims to assist the employees of the university when claiming their Loyalty Cash Incentive.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All present employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Record		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Prepare and Submit approved loyalty pay incentive for the month with attachment (service record)	-	10 minutes	FMS
TOTAL:		-	10 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



10. PROCESSING OF SCHOLARSHIP

This service aims to help the employees of the University in processing their scholarship.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All present employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Scholarship grant		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request for Scholarship	Receive the approved scholarship	-	5 minutes	OAS
2. Sign the MOA	Issue the MOA for signature	-	10 minutes	OAS
TOTAL:		-	15 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



11.PROCESSING OF APPLICATION FOR CASH SURRENDER VALUE OF POLICY

This service aims to assist the employees in processing documents prior to their retirement to GSIS.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All present employees of the University (resigned/retired)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GSIS CSV form		GSIS		
Service Record		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request needed form to be accomplished and the required attachment	Issue the form needed	-	5 minutes	OAS
2. Receive the signed form and the needed attachment	Issue the signed form and the attachment (service record)	-	10 minutes	OAS
TOTAL:		-	15 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



12. PROCESSING OF APPLICATION FOR GSIS TENTATIVE COMPUTATION

This service aims to assist the employees in processing documents prior to their retirement to GSIS.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All present employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		HR		
Service Record		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the issuance of service record (for GSIS use)	Issue the form needed to be filled-up	-	5 minutes	OAS
2. Receive the requested service record and sign on the logbook	Issue the service record		10 minutes	OAS
TOTAL:		-	15 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



13. PROCESSING OF ISSUANCE OF UNIVERSITY ID

This service provides the employee in acquiring their University ID.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All present employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		HR		
Employee Profile		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request for issuance of employee profile	Issue request form to be filled up	-	5 minutes	OAS
2. Accomplish form and submit	Receive the accomplished form	-	5 minutes	OAS
3. Receive the document and sign on the logbook	Issue the requested document	-	3 minutes	OAS
TOTAL:		-	13 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



14. PROCESSING OF LEAVE CREDIT BALANCE

This service helps the employees in computing their leave credit balance.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All present employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request for leave credit balance	Issue form for request of documents	-	10 minutes	OAS
2. Receive the document and sign on the logbook	Receive the filled-up form and issue the requested document	-	3 minutes	OAS
TOTAL:		-	13 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



15. PROCESSING OF APPLICATION FOR SICK LEAVE

This service helps the employees file their Leave of Absence for proper recording.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All present employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical certificate should be attached to application of sick leave for more than five (5) days of absences		Government Physician		
Leave Form (Form 6)		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up application for leave and have it approve by the immediate superior		-	2 minutes	OAS
2. Submit accomplished form for processing	Update, compute and certify employee's leave credits and balance	-	5 minutes	OAS/HR
3.	Proceed for signature and approval of the application for leave.	-	3 minutes	CADI
TOTAL:		-	10 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



16. CERTIFICATE OF EMPLOYMENT

This service aims to provide the employees acquire their Certificate of Employment for whatever legal purpose it may serve.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All employees of the University who are active and in-active in the service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form	Process the requested record	-	10 minutes	OAS
2. Receive the requested documents	Release the requested documents	-	3 minutes	OAS
TOTAL:		-	13 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



17. ISSUANCE OF TRAVEL ORDER

This service aims to provide the employees in acquiring their official travel order.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter of Invitation		Records Office		
University Memorandum		Records Office		
Request letter		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the preparation of travel order	Record and process the travel order	-	5 minutes	OAS
2.	Approval of the concerned immediate supervisor and Campus Director of the travel order	-	5 minutes	CADI
3. Receive the approved travel order	Release the approved travel order	-	3 minutes	CADI
TOTAL:		-	13 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



18. PROCESSING OF TRANSFER TO OTHER AGENCY

This service aims to assist the client who wishes to transfer to other agency/ies.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Provided by the Client		
Employee's Clearance		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for transfer	Prepare endorsement with the conformity of the previous employer	-	5 minutes	OAS
2. Accomplished and submit clearance for transfer	Received and process documents for transfer	-	30 minutes	OAS
3. Receive documents for transfer	Issue documents for transfer	-	5 minutes	OAS
TOTAL:		-	40 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



19. PROCESSING OF MANDATORY/OPTIONAL RETIREMENT/SEPARATION

This service aims to assist the employees in processing their retirement / separation and other documents for submission to GSIS.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Active members with compulsory LEP, ELP or OLI policy; In active members with compulsory LEP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Application form				
Service Record with LWOP certification indicating the specific dates of LWOP				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for the preparation of documents to be submitted to GSIS	Received, validate and prepare documents for retirement	-	30 minutes	OAS
2.	Proceed for signature of the concerned immediate superior	-	5 minutes	OAS
3. Received documents	Release documents	-	3 minutes	OAS
TOTAL:		-	38 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



20. PROCESSING OF SEPARATION IN CASE OF DEATH

This service aims to help the designated / surviving heir of the deceased employee in processing any legal document with regards to the death of the employee.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Designated / surviving heirs of active members with compulsory and or optional life insurance policy who died while the policy is in force			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Application form		HR		
Service record		HR		
Death certificate of member		Provided by the Client		
Affidavit of surviving heirs		Provided by the Client		
Birth and marriage certificate		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Assistance	Assist the survivor in filing claims for benefits	-	10 minutes	OAS
2.	Prepare documents needed for the claim	-	10 minutes	OAS
3. Received documents	Issue the documents	-	3 minutes	OAS
TOTAL:		-	23 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



21. PROCESSING OF APPLICATION FOR MATURITY OF GSIS POLICY

This service aims to assist the employee in applying for the maturity of their GSIS Policy.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All employees of the University who are a member of GSIS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GSIS policy contract				
Application form				
Life insurance benefits form				
Service Record		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for documents needed for maturity	Received and process documents for maturity claim and signed by the concerned units	-	10 minutes	OAS
2. Received and submit requirements to GSIS for validation.	Released documents for submission to GSIS	-	3 minutes	OAS
TOTAL:		-	13 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



22. PROCESSING FOR THE COMPUTATION AND PAYMENT OF STEP INCREMENT

This service aims to assist the employee for updating their salary and notify them of their current salary/rate.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All permanent employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Record		HR		
Notice of Step Increment		HR		
Performance Rating (must be Very Satisfactory)		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Prepare Notice of Salary Step Increment.	-	5 minutes	OAS
2. Receive copy	Issue a copy to the applicant and to the Finance officer for salary adjustment	-	3 minutes	OAS
TOTAL:		-	8 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break



23.PROCESSING OF REQUEST FOR GRANTING OF SERVICE CREDIT AND COMPENSATORY TIME-OFF

This service helps the employees to process their additional service credit / compensatory time-off grants for proper recording.

Office or Division:	Human Resource			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All Employees except Job Orders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter from the immediate superior duly approved by the University President		Records Office		
Accomplishment Report		Records Office		
Duly signed Daily Time Record		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the required documents by the immediate superior	Check/Verify the submitted documents	-	5 minutes	Clerk of CD
2.	Forward the documents to the Central Office for evaluation and approval	-	6 working days	OAS
3.	Forward to HRMO for log-in to the leave Card	-	5 minutes	HRMO
TOTAL:		-	6 working days and 10 minutes	

Schedule of Availability of Service:

Monday - Friday
8:00 a.m. - 5:00 p.m. without noon break



24. CONFIRMATION OF GSIS LOANS

This service helps the employees for the approval of their GSIS loans.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All Employees who are GSIS Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of net take-home pay		FMSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify the HRMO of loan application personally or by phone	Confirmation of loan application	-	3 minutes	OAS/HRMO
2.	Inform the loan applicant of the confirmation	-	1 minute	OAS/HRMO
TOTAL:		-	4 minutes	

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. - 5:00 p.m. without noon break



25. SECURING BIR TAX IDENTIFICATION NUMBER

This service helps the employees in securing their BIR Tax Identification Number.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BIR Form 1902 or 2305				
Birth Certificate				
Photocopy of any valid ID				
Marriage contract (if married)				
P500.00 registration fee				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of duly accomplished BIR Form 1902 or 2305, and other document. Fee of P500.	Check/Verify the submitted documents and forward to the BIR Bataan Provincial Office and claim until release	-	4 hours	OAS
2. Receive the BIR TIN	Release of the BIR TIN to the applicant/client	-	3 minutes	OAS
TOTAL:		-	4 hours and 3 minutes	

Schedule of Availability of Service:

Monday - Friday
8:00 a.m. - 5:00 p.m. without noon break



26.PROCESSING OF REQUEST FOR APPROVAL FOR RENEWAL OF CASUAL AND JOB ORDER PERSONNEL

This service helps the employees in processing their renewal of appointment as Casual and Job Order Personnel.

Office or Division:	Human Resource			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Casual and Job Order Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Provided by the Client		
Letter of Recommendation from the immediate superior		Records Office		
Letter of Endorsement from the Campus Director		Records Office		
Personnel Data Sheet		HR		
Position Description Form		HR		
IPCR		HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Receive the Letter of Intent , Job Renewal Form and other required documents with recommendation from the immediate superior and check the completeness of the required documents and forward to the Campus Director	-	5 minutes	OAS
2.	Prepare the consolidated Job Renewal Form and submit to the Central Office	-	20 minutes	Campus Director
3.	Forward approved request to the HRMO for processing of appointment	-	1 minute	OAS
TOTAL:		-	26 minutes	

Schedule of Availability of Service:

Monday - Friday
8:00 a.m. - 5:00 p.m. without noon break



PROCUREMENT



1. PROCESSING OF PURCHASE REQUEST

This service aims to help various offices in processing their Purchase Request.

Office or Division:	Procurement			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Employees and Students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly signed copy of the PPMP/APP				
Purchase Request				
Supplemental Letter approved by the University President (for items not included in the PPMP / APP)		Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1:				
1.1. Purchase Request signed by the End-user, Recommending Approval (if any), Budget Officer and University Budget Officer. Certificate of non-availability of Supply/Requisition and Issuance Slip	Verification and checking of Availability of items listed in the APP	-	1 day	Procurement Staff
1.2.	Signing of the University President if for Central Office, Campus Directors if for Campuses	-	1 day	Procurement Staff
1.3.	Indication of Purchase Request No.	-	10 minutes	Procurement Staff
1.4.	Preparation of Request for Quotation RFQ/ Canvass	-	1 hour	Procurement Staff
1.5.	Canvassing	-	Maximum of 4 days for Common goods	Procurement Staff
1.6.	Check conformity of specification with the end-user	-	1 hour	Procurement Staff



(cont.)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.7.	Preparation of Abstract of Bids and Purchase Order of the lowest calculated responsive bidder	-	2 hours	Procurement Staff
1.8.	BAC signing for recommendation for approval or disapproval of the quotation of the supplier	-	4 hours	Procurement Staff
1.9.	Transmittal to Accounting Office for checking and posting of funds	-	1 hour	Procurement Staff
STEP 2:				
2.1.	Signing of the Purchase Order for the winning Responsive bidder (Conforme)	-	3 days	Procurement Staff
2.2.	Transmittal to Supply Office	-	30 minutes	Procurement Staff
TOTAL:		-	9 Days, 9 Hours and 40 Minutes	

Schedule of Availability of Service:

Monday – Friday

8:00 a.m. – 5:00 p.m. without noon break

Employees and Students of the University



SUPPLIES



1. ISSUANCE OF CERTIFICATE OF NON-AVAILABILITY OF SUPPLIES

This service provides the employees / offices their Certificate of Non-Availability of Supplies as basis for preparing Purchase Request and other Reimbursement forms.

Office or Division:	Supplies			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Employees and students (End –Users)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled up Requisition and Issue Slip (RIS)		Supply Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the RIS form completely	Received and check the filled up RIS form from the End-user	-	5 minutes	Supply office staff
2.	Check the availability of stocks/items requested in the stock room	-	1 hour	Supply office staff
3.	Approved the RIS form	-	1 minute	Supply Officer
4.	Issued the available stocks/items requested	-	1 hour	Supply office staff
5. Take the available stocks/items and a copy of approved RIS	Issued the certificate of Non-Availability of supplies	-	1 minute	Supply Officer
TOTAL:		-	2 hours and 7 minutes	

Schedule of Availability of Service:

Monday to Friday
8:00 a.m. to 5:00 p.m. without noon break



2. RECEIPT OF SUPPLIES AND DELIVERABLES

This service facilitates the receipt and acceptance of supplies, materials and equipment delivered by winning bidder/supplier.

Office or Division:	Supplies			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Employees and students (End –Users); Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Order and other documents (Purchase Request, Abstract of Bids, Request for Quotation, Contract, PPMP, APP, etc.)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Procurement staff take the approved Purchase Order to the Supply office	Received Purchase Order and other documents	-	5 minutes	Supply office staff
2.	Lead time for the deliveries of supplies	-	120 days (depending on what is stated in the PO)	Supply office staff
3.	Inspect the deliveries	-	2 working days	Inspector
4.	Record the deliveries in the stock card	-	1 hour	Supply office staff
5.	Prepare the Inspection and Acceptance Report (IAR), (including the photocopying, sorting, and signing of signatories before forwarding to the Accounting Office)	-	4 hours	Supply office staff
6.	Forward to Accounting Office for payment	-	30 minutes	Supply office staff
TOTAL:		-	2 working days, 5 hours and 35 minutes	

Schedule of Availability of Service:

Monday to Friday
8:00 a.m. to 5:00 p.m. without noon break



3. ISSUANCE OF SUPPLIES AND PROPERTY, PLANT & EQUIPMENT TO THE END-USER

This service facilitates the issuance supplies, materials and equipment delivered by winning bidder/supplier to the end-user.

Office or Division:	Supplies			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Employees and students (End –Users)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Issue Slip (RIS), Property Acknowledgement Receipt (PAR), Inventory Custodian Slip (ICS) and Sticker (when necessary)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the RIS form completely	Receive Filled up RIS form	-	5 minutes	Supply office staff
2.	Check the availability of supplies (ocular inspection)	-	1 hour	Supply office staff
3.	Issue the available supplies	-	2 hours	Supply office staff
4. Sign the received portion of RIS	Sign approve portion of RIS	-	1 minute	Supply office staff
5. Sign & receive the PAR, ICS & sticker	Issue the Property Acknowledgement Receipt (PAR), Inventory Custodian Slip (ICS) & Sticker (when necessary)	-	2 days	Supply office staff
TOTAL:		-	2 days, 3 hours, and 6 minutes	

Schedule of Availability of Service:

Monday to Friday
8:00 a.m. to 5:00 p.m. without noon break



SECURITY SERVICES



1. EMERGENCY SITUATION

The Designated Emergency Medical Team / Fire Response Team / Disaster Response Committee and Safety & Security Personnel provides and attends medical Consultation and Treatment of University Clients during emergency situations to ensure the safety of all individuals inside the university's premises.

Office or Division:	Security Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All Employees and Students in the Campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Emergency Procedure (Medical) <i>*in coordination with the Campus Clinic</i>				
1. Notification from the Safety and Security personnel for the present situation that is happening (injury/accident)	The safety personnel will inform and call the attention of the medical personnel for the case		2 minutes under normal condition.	Designated Emergency Medical Team Safety and Security Personnel
2. Medical Team will assess the patient's status	Necessary treatment or first aid will apply		Depends on the severity of the patient's condition (5 minutes)	Medical team (Doctor and Nurses)
3. Transport of the patient to the clinic for further assessment and treatment.	Thorough assessment and examination will be done		Depends on the patient's overall status and condition	Medical Team Security Personnel
4. If the condition is severe and cannot be treated or handle in the Clinic, patient will be conducted to the nearest hospital for further management	Conduction vehicle should be readily available in order to transport the patient immediately		Maximum transport time depends on the chosen hospital or facility	Emergency Medical Technician Doctor and Nurses Security Personnel
5. Patient will be endorsed to the medical staff in the emergency department	Full endorsement should be made for proper hand over of the patient		5 minutes	Hospital staff Medical Personnel of BPSU
Procedure ends upon admittance of the injured person in the hospital as patient for medical procedure				



(cont.)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Emergency Procedure (Fire) * <i>In-Case there is injury during Office Hours, Emergency Medical Team (EMT) will also be activated</i>				
1. Fire Response	Perform Fire Response procedure and/or hold the fire incident area until BFP arrives		5 minutes	Designated Fire Response Team according to Zone/Area
2. Notifications	1. Contact BFP thru land phone# of local City/Municipal Agency 2. Contact local Campus Officials		Depends on traffic situation and availability of Fire Truck	Designated Fire Response Team according to Zone/Area
3. Bureau of Fire and Protection (BFP)	BFP operatives will take-over the situation upon arrival.		Depends on fire level/category	Designated Fire Response Team according to Zone/Area Municipal and/or Provincial BFP
Procedure ends when the proper authority declares "fire out"				



(cont.)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Emergency Response (Earthquake) * <i>In-Case there is injury and or fire during Office Hours, EMT and Fire Response will also be activated</i>				
1. Earthquake	1. Alarm/siren during drills. 2. Alarm/siren whenever possible if the actual event occurs.		1. 1 minute for drills. 2. Observe the actual event and hold position.	Person In-Charge in the College Department and Offices according to Zone/Area
2. Evacuation	1. Teacher/Officer will initiate and lead students/personnel with the evacuation. 2. Follow evacuation procedure according to building structure and proceed to assigned route to evacuation zone/area.		5 minutes	Faculty, officer in-charge of each office.
3. Assembly	1. Organize all evacuees according to group 2. Account all student/personnel according to group. 3. Report missing student/personnel to the Incident Command Center to organize a search and rescue.		unknown	Faculty, officer in-charge of each office Campus Officials Designated Disaster Response Committee
<i>Activate EMT and/or Fire Response if needed</i>				
<i>Drill ends when the Command Center declares drill is terminated.</i>				
<i>*Procedure Ends when the crisis is declared by the Government as contained.</i>				
TOTAL:				

Response Procedure During Office Hours:

Monday to Saturday
0800H – 1700H

Response Procedure After Office Hours:

Monday to Sunday
1700H – onwards until office personnel resumes duty



2. GATE SECURITY PROCEDURE

The Security Personnel conducts proper security procedure for all individuals who wishes to enter the university's premises for safety purposes.

Office or Division:		Security Services		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students, Alumni, Visitors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.a. For students, present oneself in proper uniform and pin ID 1.b. For Non-student and/or Visitor, present valid ID and must be in appropriate attire. Leave ID and signs the logbook.	a. Visual check on students b. Queries on purpose of visit and inspect suspicious luggage and guides to location of offices. c. In case of non-conformity, subject for denial of entry, notification or turn-over to concerned offices.	-	2 to 10 minutes	Gate Sentry on duty
2. For outgoing University Official Vehicles, provide copy of trip ticket for security file.	a. Record time of departure on the logbook. b. In case of non-conformity, subject will be recorded on the logbook for reference.	-	1 minute	Gate Sentry on duty
3. For University Official Vehicles returning to station	Record time of arrival	-	1 minute	Gate Sentry on duty
TOTAL:		-	12 minutes	

Response Procedure During Office Hours:

Monday to Friday
0600H to 2100H
Saturday
0600H to 0600H



3. SECURING AREA OF RESPONSIBILITY AFTER BUSINESS HOURS

The Security Personnel conducts proper security inspection / procedure after business hours inside the university's for safety purposes.

Office or Division:	Security Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	BPSU Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Conduct patrol inside the Campus perimeter		10– 20 minutes depending on weather and perimeter size	Gate Sentry on duty
2.	Inspect of classrooms, offices if properly locked/secured			Gate Sentry on duty
3.	Taking note if electrical facilities/equipment are secured and/or turned-off			Gate Sentry on duty
4.	Monitor peace and order and apprehend unlawful intruder(s) in sight whenever possible and capable.			Gate Sentry on duty
5.	Enters all observation on the logbook upon return to post and whenever possible, notification to concerned officer or personnel on the status of classroom/office significant findings during the patrol.			Gate Sentry on duty
TOTAL:				

Response Procedure During Office Hours:

Monday to Friday
2100H to 0600H
Saturday
1800H to 0600H
Sunday
0600H - onwards until Monday 0600H



FEEDBACK AND COMPLAINT MECHANISM

FEEDBACK AND COMPLAINT MECHANISM	
How to send a feedback	<p>To maximize the response rates, the University implements the Client Satisfaction Measurement (CSM) survey form using various data gathering methods, to the greatest extent feasible.</p> <p>i. For onsite and face-to-face transactions- The on-site conduct of the CSM may be done through a paper survey questionnaire. The University provides electronic platforms such as Google form links and QR codes to access the CSM survey forms by the respondents. The Client Satisfaction Measurement (CSM) survey form will be handed to clients by the respective office's assigned employee/staff, upon completion of the service.</p> <p>For Persons with Disabilities (PWDs), pregnant women, senior citizens, and other clients who need assistance, a designated staff/personnel per office or the designated Public Assistance and Complaint Desk Officer (PACDO) per campus will help the respondents in answering the CSM Survey Form.</p> <p>ii. For online transactions- The Client Satisfaction Measurement (CSM) survey form will also be provided by the University through electronic platforms such as electronic mail, University website, social media, QR code, or other similar modes that are accessible to clients to enable the University to streamline report generation and save funds from the reduced distribution of hard copies.</p>
	<p>The manner and time interval of the collection of the CSM survey form will be quarterly (except on feedback form which will be collected weekly) to be done by the designated Public Assistance and Complaint Desk Officer (PACDO) per campus. It shall be brief to maximize the responses and shall maintain the confidentiality of the clients.</p> <p>CSM survey form submitted by the respondents in the office where the service was availed may immediately deposited in any Drop/Feedback Box in the University located in various offices,</p>



PACDesk, or beside the main door or inside the lobby of the Administration Building per campus.

The designated PACD Officer, with the assistance of the Campus Chairperson of the Administrative Services (acting only as witness/observer) will open/access the drop/feedback box to collect all the CSM survey forms every first Monday of the start of each quarter for consolidation.

CSM Survey Form answered through electronic platforms will be consolidated by the Chairperson and Secretariat of the University ARTA Committee.

Reports per campus (template to be provided by the University ARTA) will be submitted by the designated Public Assistance and Complaint Desk Officer (PACDO) to the Chairperson of the University's ARTA Committee for consolidation every five (5) working days after the opening of the drop/feedback box. These reports will be combined with the results from the CSM Survey Form collected both from onsite/face-to-face and online transactions.

Within two (2) days, the ARTA Committee Chairperson shall consolidate the feedback received from the preceding week, and prepare a notice of referral which shall contain the commendations, and suggestions including a summary of the results of the feedback received within their respective offices. The notice of referral shall be submitted to the Head of the transacting office, for information and appropriate action.

The Head of Office will refer the commendations or suggestions received as contained in the Notice of Referral to the concerned division, unit, or a specific employee. In case the feedback contains suggestions or recommendations, the Head of Office shall direct the concerned office or employee to submit a reply thereon directly to the client, a copy furnished to the University's ARTA within three (3) days from the receipt of the Notice of Referral.

After consolidation, to ensure participatory and gender-responsive approaches, the University ARTA Committee headed by the Chairperson together with its members and secretariat will conduct a presentation of the results of the CSM Survey and Feedback form received every 4th week of each start of the quarter. Upon presentation, offices and units present will have the opportunity to analyze (including gender analysis, etc.) and evaluate the results collectively.



<p>How to file a complaint</p>	<p>The University's ARTA Committee will receive complaints filed in any of the following forms:</p> <ul style="list-style-type: none"> a. Formal complaint through a sworn statement; b. Duly signed letter of complaint c. Complaints/concerns received from any of the official electronic platforms of the University's ARTA including but not limited to short messages service (SMS), e-mail, Facebook page, Messenger, Twitter, Instagram, telegram, website; d. Referral letter from other government agencies; e. Duly accomplished Client Satisfaction Measurement (CSM) Survey Form (BPSU-ARTAF-001; Revision 1; July 2023) for walk-in parties; and <p>Anonymous complaint, which shall be entertained unless the act complained of is public knowledge, or the allegations can be verified or supported by a documentary or any direct evidence.</p>
<p>How complaints are processed</p>	<p>A complaint/concern received through any of the communication channels shall immediately be referred, directly or indirectly, to the Internal Complaints Committee (ICC), Internal Quality Audit (IQA), and office or unit for appropriate action. As much as the circumstances permit, the complainant shall be given advice or feedback on the status of the concern until its resolution.</p> <p>As much as possible, a client's complaint, concern, or request lodged through any of the communication channels shall have a concrete and specific action within seventy-two (72) hours from receipt of the complaint, concern, or request by the committee on complaints, internal quality audit, office or unit. In instances where the complaint is received by the university ARTA after office hours, the counting of the 72 hours shall start at 8:00 am of the next official working day.</p> <p>If the concerned office fails to comply within the seventy-two (72) hour period, a follow-up communication shall be prepared by the University ARTA to the concerned office. The concerned office shall be given another seventy-two (72) hour period within which to resolve or respond to the complaint, concern, or request.</p>



Upon sorting and consolidation of the complaints received, the Chairperson of the University's ARTA shall refer them to the Internal Complaints Committee (ICC) to do the following:

- a. conduct an initial evaluation of the complaint;
- b. verify the veracity of the complaints based on merit;
- c. note and review the essential details regarding the complaint.

If the Committee determines the complaint as sufficient in form and substance, it shall endorse the complaint to the Internal Quality Audit for issuance of a Request for Action (RFA) to the concerned officials or action unit/office of the University.

Concerns or complaints shall be addressed immediately, especially those that affect the services provided and client requirements as this will be considered as a Non-Conformity (NC).

If the complaint pertains to the processes of a certain office in the University. In that case, the complaint shall be referred to the Head of the Internal Quality Audit (IQA) for the issuance of an appropriate Request for Action (RFA). The process owner concerned, upon receipt of the RFA shall:

- a. take appropriate correction and corrective actions without undue delay;
- b. investigate and conduct root cause analysis; and
- c. implement the identified corrective action plan.

As to the Verification of Implementation and Effectiveness of the RFA, the guidelines stipulated in the University's Quality Management System (QMS) Manual, duly approved by the Board of Regents, shall be followed, to prevent the recurrence of the verified complaint.

For complaints received against the campus/office/unit or any of the employees of the transacting office, the Head of Office shall conduct an inquiry or investigation depending on the nature of the complaint. He/She can also seek the assistance of the Chairperson of the Administrative Services whether:

- a. it would fall under the 2017 Rules on Administrative Cases in the Civil Service (RACCS);
- b. it was duly filed per the requirements of the 2017 RACCS; and



	<p>c. should be referred to the appropriate grievance committee for disposition and action.</p> <p>As much as possible, complaints must be resolved internally. If unresolved, the Head of Office may also recommend or refer the complaint to the University President for appropriate action or recommendation.</p> <p>For the University's ARTA to give feedback or update to the complainant on the action taken relative to the complaint filed/received, the Head of Office concerned shall notify through a letter the Chairperson of the University's ARTA regarding the status of the complaint, appropriate action taken, or recommendation.</p>
Contact Information of University ARTA CCB, 8888, ARTA	<p>University ARTA Committee JAN CARLO G. SALAVERIA Chairperson 0939-986-ARTA (2782) arta@bpsu.edu.ph / feedback@bpsu.edu.ph</p> <p>ARTA:</p> <p>PLDT 1-ARTA (12782) / (02) 8246-7940 SMART 0920-925-3078 / 0998-856-8338 complaints@arta.gov.ph</p> <p>8888 8249-8310 8888 8888complaint@op.gov.ph</p> <p>CCB:</p> <p>email@contactcenterngbayan.gov.ph 0908-881-6565</p>



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Library	University E-Library Bldg., BPSU Main Campus, Capitol Compound, Brgy. Tenejero, City of Balanga, Bataan 2100	047 – 237 – 4750 univlibrary@bpsu.edu.ph
Registrar	1/F Administration Bldg., BPSU Main Campus, Capitol Compound, Brgy. Tenejero, City of Balanga, Bataan 2100	047 – 237 – 5430 universityregistrar@bpsu.edu.ph
Cashier	1/F Administration Bldg., BPSU Main Campus, Capitol Compound, Brgy. Tenejero, City of Balanga, Bataan 2100	047 – 237 – 2350 cashier@bpsu.edu.ph
Human Resource	2/F Administration Bldg., BPSU Main Campus, Capitol Compound, Brgy. Tenejero, City of Balanga, Bataan 2100	047 – 237 – 6180 oas_central@bpsu.edu.ph oascentraloffice@gmail.com
Procurement	1/F Administration Bldg., BPSU Main Campus, Capitol Compound, Brgy. Tenejero, City of Balanga, Bataan 2100	047 – 237 – 1341 procurement_central@bpsu.edu.ph
Supplies	1/F University E-Library Bldg., BPSU Main Campus, Capitol Compound, Brgy. Tenejero, City of Balanga, Bataan 2100	047 – 237 – 6112 supply@bpsu.edu.ph
Security Services	BPSU Main Campus, Capitol Compound, Brgy. Tenejero, City of Balanga, Bataan 2100	047 – 237 – 6180 security_central@bpsu.edu.ph

NOTE:

No changes for BPSU Citizens Charter 2023, update for the newly created offices will be incorporated in the BPSU Citizens Charter 2024.