

TARLAC STATE UNIVERSITY

CITIZEN'S CHARTER HANDBOOK





TARLAC STATE UNIVERSITY

CITIZEN'S CHARTER

2024 (1st Edition)



I. Mandate:

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

II. Vision:

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

III. Mission:

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

IV. Core Values:

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

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

Strategic Directions:

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



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



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



LIST OF OFFICES

Office	Address	Contact Information
Administration Office	2 nd floor, Admin. Bldg., TSU Main	(045) 606-8154
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Budget Management Unit	1st floor, Admin. Bldg., TSU Main	(045) 606-8151
	Campus, Romulo Boulevard, San	, ,
	Vicente, Tarlac City	
Cashiering Unit (Collection)	1st floor, Admin. Bldg., TSU Main	(045) 606-8167
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Cashiering Unit	1 st floor, Admin. Bldg., TSU Main	(045) 606-8152
(Disbursement)	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Civil Security Unit	1st floor, Admin. Bldg., TSU Main	(045) 606-8166
	Campus, Romulo Boulevard, San	(Office)
	Vicente, Tarlac City	
College of Architecture and	CAFA Bldg., TSU San Isidro	(045) 606-8170
Fine Arts	Campus, San Isidro, Tarlac City	
College of Arts and Social	2nd floor, Smith Hall, TSU Main	(045) 606-8171
Sciences	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
College of Business and	2nd floor, CBA Bldg., TSU Main	(042) 606-8172
Accountancy	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
College of Computer	CCS Bldg., TSU San Isidro	(045) 606-8173
Studies	Campus, San Isidro, Tarlac City	
College of Criminal Justice	1st floor, CCJE Bldg., TSU	0925 877 5125
Education	Lucinda Campus, Binauganan,	
	Tarlac City	
College of Engineering and	1 st floor, CET Bldg., TSU Main	(045) 606-8175
Technology	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	(2.12) 2.2.2.2.
College of Public	1st floor, CPAG Bldg., TSU Main	(045) 606-8177
Administration and	Campus, Romulo Boulevard, San	
Governance	Vicente, Tarlac City	(2.45) 222 2452
College of Science	1st floor, COS Bldg., TSU Lucinda	(045) 606-8178
O. II. (T. I. E. I. ()	Campus, Binauganan, Tarlac City	(0.45), 000, 047.4
College of Teacher Education	1 st floor, (Regional Institute for	(045) 606-8174
	Continuing Education, RICE Bldg.,	
	TSU Lucinda Campus,	
Dental Health Heit	Binauganan, Tarlac City	(045) 606 0407
Dental Health Unit	CET Compound, TSU Main	(045) 606-8137
	Campus, Romulo Boulevard, San	
Guidance & Counseling Office	Vicente, Tarlac City 2nd floor, Student Affairs and	(045) 606-8130
Unit	Services (SAS) Bldg., TSU Main	(043) 000-0130
Offit	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Office of Alumni Affairs	Alumni Center, TSU Lucinda	(045) 606-8141
Office of Alumin Allans	Campus, Binauganan, Tarlac City	(043) 000-0141
	Campas, Dinauganan, Tanas Oily	L



		1906
Internal Audit Service	Mezzanine floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8122
Lucinda Campus Library	Jose V. Yap Library Bldg., TSU Lucinda Campus, Binauganan, Tarlac City	(045) 606-8140
Medical Unit	1 st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8136
Office of Admission and Registration	Office of Admission and Registration Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8182
Office of Business Affairs and Auxiliary Services	1 st floor Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8153
Office of Culture and Arts	1 st floor, Multi-purpose Commercial Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8133
Office of Facilities Development and Management	3rd Floor, Business Center Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8160
Office of Gender and Development	1st floor, GAD Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8196
Office of Human Resource Development Management	Mezzanine floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8155
Office of International Affairs and Linkages	1st floor, CET. Compound, TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8180
Office of Library Management and Services	3rd floor, CBA Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8138
Office of Management Information Systems	2nd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8127
Office of Planning	3rd floor, Mixed-use Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8126
Office of Public Affairs	1st floor, Admin. Bldg., TSU Main Campus, Romulo Boulevard, San Vicente, Tarlac City	(045) 606-8123
San Isidro Campus	TSU San Isidro Campus, San Isidro, Tarlac City	(045) 606-8139



		1906
Office of Quality Assurance	1 st floor, CPAG Bldg., TSU Main	(045) 606-8124
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	
Office of Student Affairs	2nd floor, Student Affairs and	(045) 606-8130
Services	Services (SAS) Bldg., TSU Main	
	Campus, Romulo Boulevard, San	
	Vicente, Tarlac City	(2.1=)
Office of Technology	1st floor, FTRC Bldg., TSU	(045) 606-8193
Development, Transfer and	Lucinda Campus, Binauganan,	
Commercialization	Tarlac City	(0.45) 000 0404
Office of the University	2 nd floor, Admin. Bldg., TSU Main	(045) 606-8101
President	Campus, Romulo Boulevard, San	
Office of the Miss Described	Vicente, Tarlac City	(0.45), 0.00, 0.444
Office of the Vice President	2 nd floor, Admin. Bldg., TSU Main	(045) 606-8111
for Research and Extension	Campus, Romulo Boulevard, San	
Services	Vicente, Tarlac City	(0.45), 0.00, 0.445
Office of the Vice President for	2 nd floor, Admin. Bldg., TSU Main	(045) 606-8115
Academic Affairs	Campus, Romulo Boulevard, San	
Office of the Miss Described	Vicente, Tarlac City	(0.45), 0.00, 0.440
Office of the Vice President	2 nd floor, Admin. Bldg., TSU Main	(045) 606-8112
for Administration	Campus, Romulo Boulevard, San	
Office of TOLLNIGHT AND CO.	Vicente, Tarlac City	(0.45), 000, 0404
Office of TSU National Service	, 1 1	(045) 606-8181
Training Program	Commercial Bldg., TSU Main	
	Campus, Romulo Boulevard, San	
000	Vicente, Tarlac City	(0.45) 000 0400
Office of University	2 nd floor, RED Bldg., TSU Lucinda	(045) 606-8190
Research Development	Campus, Binauganan, Tarlac City	(0.45), 000, 0404
Office of University Board	2 nd floor, Admin. Bldg., TSU Main	(045) 606-8121
Secretary	Campus, Romulo Boulevard, San	
000000000000000000000000000000000000000	Vicente, Tarlac City	(0.45), 000, 0404
Office of University Extension	2nd floor, FTRC Bldg., TSU	(045) 606-8191
Services	Lucinda Campus, Binauganan,	
December out Heit	Tarlac City	(0.45), 0.00, 0.457
Procurement Unit	2 nd floor, Motorpool Bldg., TSU	(045) 606-8157
	Main Campus, Romulo Boulevard,	
Overlity Management Heit	San Vicente, Tarlac City	(0.45) 000 0404
Quality Management Unit	3rd floor, Mixed-use Bldg., TSU	(045) 606-8184
	Main Campus, Romulo Boulevard,	
December and Analysis and I wit	San Vicente, Tarlac City	(0.45), 0.00, 0.450
Records and Archives Unit	1st floor, Admin. Bldg., TSU Main	(045) 606-8156
	Campus, Romulo Boulevard, San	
Coholorohip and Financial	Vicente, Tarlac City	(04E) 606 0400
Scholarship and Financial Assistance Unit	Student Center, TSU Lucinda	(045) 606-8132
	Campus	(04E) 606 0470
School of Law	2 nd floor, Multi-purpose	(045) 606-8176
	Commercial Bldg., TSU Main	
	Campus, Romulo Boulevard, San	
Charte Davids	Vicente, Tarlac City	(OAE) COC 0404
Sports Development	Multi-purpose Commercial Bldg.,	(045) 606-8134
Management Unit	TSU Main Campus, Romulo	

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



OFFICES UNDER THE OFFICE OF THE UNIVERSITY PRESIDENT

List of External Services



Anti-Red Tape Unit

External Services



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

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

Office or Division:	Anti-Red Tape Unit	(ARTU)			
Classification:	Simple	Simple			
Type of	G2G – Government	G2G – Government to Government			
Transaction:					
Who may avail:	TSU Colleges, Office	es and Units	, and Other Gove	rnment Agencies	
CHECKLIST O	F REQUIREMENTS		WHERE TO SEC	CURE	
1. Accomplished an	, ,		ape Unit or downle		
Document Reque			<u>w.tsu.edu.ph/medi</u> D-document-reque	a/cpzaxfta/tsu-art-	
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. For Face-to- Face Request: Proceed to the office of Anti- Red Tape Unit and submit the needed requirement.	1.1 For Face-to- Face Request: Receives the submitted document and verifies its completeness.	None	2 minutes	Data Controller Anti-Red Tape Unit	
For Online Request: Send an email request, including the scanned copy of the needed requirement to artu@tsu.edu.p h or via MS Teams.	For Online Request: Receives, downloads the attachment, and verifies the completeness of the submitted document. Note: Forms improperly filled out shall be returned to the requester.		3 minutes		
	1.2 For Copy of Citizen's Charter: Prepares the requested documents and fills out ARTU portion of the Document Request Form. For Time and Motion Study, and Zero Backlog Reports:	None	For Face-to- Face: 15 minutes For Online Request: 10 minutes	Data Controller Anti-Red Tape Unit	



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



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

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



Office of Alumni Affairs

External Services



1. Processing of Request for Alumni ID Numbers

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

Office or Division	Office of Alumni Affe	oiro (OAA)			
Office or Division: Classification:	Office of Alumni Affa	alis (OAA)			
	Simple				
Type of	G2C - Government to Citizen				
Transaction:	TCLL Alumani				
Who may avail:	TSU Alumni		WILEDE TO CE	NIDE	
	REQUIREMENTS	O(() - (A	WHERE TO SEC		
1. Accomplished Rec	•		lumni Affairs or do		
Form TSU-AAO-S	F-04		w.tsu.edu.ph/medi	a/5zudnw1p/requ	
(1 Original Copy)		est-for-alur		DEDOON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. For Face-to-	1.1 For Face-to-	None	5 minutes	Staff-in-Charge	
Face	Face	110110	o minatos	Office of Alumni	
Transaction:	Transaction:			Affairs	
Submit the	Receives			7 tilali3	
accomplished	submitted				
Request for	request form.				
Alumni ID Form	request form.				
to Office of	For Online				
Alumni Affairs.	Transaction:				
Alullilli Allalis.	Downloads the				
For Online	form.				
Transaction:	1.2 Verifies the	None	2 working days		
Send		None	2 working days		
	identity thru the Alumni Database				
accomplished					
Request for Alumni ID Form	and inputs the				
	Alumni Number.				
via email to					
tsualumniassocia					
tion@gmail.com.	2 Delegas Alumni	None	10 minutes	Ctaff in Charge	
2. For Face-to-	2. Releases Alumni	None	10 minutes	Staff-in-Charge	
Face	Number (via			Office of Alumni	
Transaction: Receive Alumni	email for online			Affairs	
	and hard copy				
Number written	for face-to-face				
in paper.	transaction) and				
For Online	informs the client				
For Online	to proceed to				
Transaction:	Business Affairs				
Receive Alumni	and Auxiliary				
Number thru	Services Office				
email	at the 2 nd Floor				
	and present the				
	accomplished				
	Alumni Form for				
	the Processing				
	of Alumni ID.		0.1841.1		
	TOTA:	N	2 Working		
	TOTAL:	None	Days & 15		
			Minutes		



Office of International Affairs and Linkages External Services



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

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

Office or	Office Of Internationa	l Affairs and l	Linkages (OIAL)		
Division:		i / tilali 5 aria i	Linkages (Onte)		
Classification:	Simple				
Type of	G2G – Government to	o Governmer	nt		
Transaction:	Various Covernment	A gapaiga and	d Ctata I Injugarajtia	on and Callagos	
Who may avail:	Various Government REQUIREMENTS	Agencies and	WHERE TO SEC		
1. Endorsement from		Office of the	University Preside		
President (1 Origi	nal or 1 Photocopy)				
2. Invitation Letter, F		Host Univer	sity/Institution/Org	ganization	
Pertinent Attachm Travel Abroad (1					
Photocopy)	Original of 1				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Sends an official	1.1 Receives the	None	5 minutes	Protocol Affairs	
letter to the Office of the	endorsement from the Office of			Officer Office of	
University	the President.			International	
President to	tiro i rocidoriti			Affairs and	
conduct a				Linkages	
benchmarking	400	Ni	40	Destar LOW:	
activity / visit with Tarlac State	1.2 Communicates / informs offices to	None	10 minutes	Protocol Officer Office of	
University.	be visited during			International	
	the benchmarking			Affairs and	
	activity.			Linkages	
2. Receive email	2. Sends an email	None	10 minutes	Protocol Officer	
with attachment	with attached			Office of	
(request form).	form to confirm / inquire about the			International Affairs and	
	scope and details			Linkages	
	of the activity /			3.3	
	visit.				
3. Send back the	3.1 Receives and download service	None	5 hours	Protocol Affairs	
request form with the	request form.			Officer Office of	
required/	request form.			International	
needed details				Affairs	
via email					
	3.2 Communicates / coordinate to	None	1 hour	Protocol Affairs Officer	
	office/s to be			Office of	
	visited during the			International	
	benchmarking			Affairs and	
	activity.			Linkages	
	Note: If two (2) or				
	more offices are				
	to be visited,				



·				
	prepare logistics and other materials needed for the activity (program, venue, food, token, vehicle, etc).			
	Note: If one (1) office will be visited, the office to be visited will prepare all the materials and logistics needed during the visit.			
4. Attend the benchmarking activity.	Facilitates the benchmarking activity.	None	1 working day	Protocol Affairs Officer Office of International Affairs and Linkages
	TOTAL:	None	1 Working Day, 6 Hours & 25 Minutes	-



Office of Public Affairs

External Services



1. Process for Addressing Client's Concerns via Email

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

Office or Division:	Office of Public Affairs (OPA)			
Classification:	Simple			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to	Governme	ent	
Who may avail:	TSU Students and Er	mployees		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Concerns/Request		The client	will provide	
(1 Electronic Copy				
2. File Attachment, if	-			
(1 Electronic Copy	y)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Send concerns or requests to the Office of Public Affairs email at heldesk@tsu.edu .ph and opai@tsu.edu.ph Note: Attach file/s, if any.	1.1 Receives and reviews the content of email and attachments if there are any.	None	15 minutes	Technical Staff Office of Public Affairs
2. Receive email acknowledgeme nt and response regarding the concern/s.	2. Acknowledges the receipt of email and takes appropriate action/s on concern/s.	None	15 minutes	Technical Staff Office of Public Affairs
	TOTAL:	None	30 Minutes	

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



2. Process for Publication and Distribution of TSU Bulletin

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

		. (05.1)			
Office or Divisio		Office of Public Affairs (OPA)			
Classification:	Highly Technical				
Type of Transaction:	G2B - Government	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	TSU Students, Emp	oloyees and	Stakeholders		
CHECKLIST O	F REQUIREMENTS		WHERE TO SEC	CURE	
1. Details of Ever	t, Program Flow	The client	will provide		
(if any) or News	s Article				
(1 Original Cop	y)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Fill out the TSU Bulletin Receiving Log and	1.1 Proofreads the received file for write-up or revision.	None	3 working days	Technical Staff Office of Public Affairs	
Submit Information / news article and details to Office of	1.1.1 Deploys staff to cover the event / activity and shall write an article afterwards.		7 working days		
Public Affairs for write-up or proofreading	1.2 Checks the article/s.	None	2 hours	Director & Unit Head Office of Public Affairs	
	1.3 Forwards the final layout of the TSU Bulletin to Business Affairs and Auxiliary Services Office for printing.	None	5 working days	Technical Staff Office of Public Affairs	
	1.4 Conducts final inspection of printed TSU Bulletin copies	None	1 working day	Director and Technical Staff Office of Public Affairs	
2. Receives TSU Bulletin.	2. Distributes TSU Bulletin.	None	1 working day	Technical Staff Office of Public Affairs	
	TOTAL:	None	17 Working Days & 2		

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

Hours



Office of the University President External Services



1. Processing of Action on Contracts and External Agreements

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

Office or Division:	Office of the University President (OUP)					
Classification:	Complex					
Type of	G2C - Government	G2C - Government to Citizen				
Type of Transaction:	G2B – Government	G2B – Government to Business Entity/ies				
Transaction.	G2G – Government to Government					
Who may avail:		University Stakeholders, Guests, and Visitors				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
Draft of Contract or Related Document		The client will provide				
(1 Original Copy)						
2. Review and Comments by The		University Legal Counsel				
University Legal Counsel and The						
Recommendations (1 Original Copy)		The client will provide				
3. Revision of The Contract or		The client will provide				
Agreement Incorporating the Legal Counsel's Recommendations						
(Triplicate Copy)	inicidations					
		FEES TO PROCESSING PERSON				
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit the	1. Receives and	None	1 working day	Staff and		
pertinent	reviews the			President,		
documents to	submitted			or Officer-in-		
the Office of	documents.			Charge, or		
the University				Representative		
President.				Office of the		
				University		
2. Follow up on	2 Approved or	None	1 working dov	President		
2. Follow up on contract and	2. Approves or disapproves the	None	1 working day	President, or Officer-in-		
pertinent	document.			Charge, or		
document.	doddinont.			Representative		
				Office of the		
				University		
				President		
3. Receive	3. Submits to the	None	1 working day	Staff		
preliminary	Secretary of the			Office of the		
action on	Board of Regents			University		
contract or	if the latter's action			President		
agreement.	is needed.	Niene	4aulda a alas	Decirel Consultation		
4. Receive final	4.1 Board Secretary includes the	None	1 working day	Board Secretary Tarlac State		
action.	matter in the			University		
	Agenda of the			Offiversity		
	Regular/Special					
	Meeting of the					
	Board of					
	Regents.					
	4.2 Board of Regents			Board of		
	acts on the			Regents		
	contract or			Tarlac State		
	agreement.			University		



TOTAL: None 4 Working Days



2. Processing of Request for Personal Meeting with the President

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

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



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



Quality Management Unit

External Services



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

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

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

Office or Division:	Quality Managemen	Quality Management Unit (QMU)			
Classification:	Simple				
Type of	G2C - Government	to Citizen			
Transaction:	G2B - Government t	to Business I	Entity/ies		
Transaction.	G2G - Government	to Governme	ent		
Who may avail:	All				
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
1. Request letter ac	ldressed to the	The client v	vill provide		
University Presid	ent with the				
Following Informa	ation:				
(1 Original Copy	or Electronic Copy)				
Full Name of the Client/Requestor					
Office/Unit/Colle	ege .				
Email Address	· ·				
Specific Document Requested					
Purpose(s)	ioni rioquodiou				
 Signature of the 	Requestor				
• Olgilature of the	. Noquestol	FEES TO	PROCESSING	PERSON	

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



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



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



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS

List of External Services



Career Education and Job Placement Services Unit External Services



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

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

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

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

Office of Division.	Career Education and Job Flacement Services (CEJFS)			
Classification:	Complex			
Type of	G2B – Government to	Business I	Entity/ies	
Transaction:			•	
Who may avail:	Company/ies, Agency	/ies, and In	stitution/s	
	REQUIRÉMENTS	,	WHERE TO SEC	URE
1. CCR_CR_CF_Reg TSU-CJS-SF-10 (For Company Ro Career Fair Form) (1 Original Copy / S	istration Form adshow, and For	Services, o	ucation and Job P or request forms vi ment@tsu.edu.ph	lacement ia email:
Letter for Career Fa Recruitment Activity Development Webi	air, Campus y, Career	The client v	·	DERCON
CLIENT STEPS	AGENCY ACTIONS		PROCESSING	PERSON DESPONSIBLE
1. Submit a request letter addressed to the University President along with the pertinent requirements.	1.1 Checks the completeness and authenticity of submitted requirements and forwards to the Records Office of the university. Note: If incomplete requirements, inform company to complete the requirements.		TIME 10 minutes	RESPONSIBLE Section Head & Career Specialist Staff Career Education and Job Placement Services
	1.2 Endorses the request of the company. The President endorses the company's request to the Student Affairs Office and will be forwarded to the CEJPS Unit. Note: A regret letter will be	None	1 working day	President Office of the University President Vice President Office of the Vice President for Academic Affairs OIC-Director



			lo
issued if the			Office of Student Affairs and
company failed to comply with the			Services
requirements.			Services
1.3 Prepares a letter	None	1 working day	Section Head/
of request for	INOTIC	I Working day	Career
approval to			Specialist Staff
conduct the			Career
activity of the			Education and
concerned			Job Placement
authorities.			Services
Note: If approved,			
the office checks			
& requests			
proposed budget			
from the PPMP,			
reserve			
venues/zoom			
account, prepares			
programs,			
disseminates			
information, and			
prepares other			
necessary			
request such as			
request to serve			
meals, OBR and DV for resource			
speakers if applicable.			
1.4 The concerned	None	1 calendar day	Section Head/
parties execute	140116	i calcillati day	Career
the planned			Specialist Staff,
activity as			Participating
scheduled.			Entities
TOTAL:	None	3 Days & 10 Minutes	

Note: This is a multi-stage process. The Career Education and Job Placement Services is only responsible for receiving of requirements, facilitating and spearheading the approved activity.



2. Process of Request for Company Accreditation

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

Office or Division:	Career Education and	Career Education and Job Placement Services (CEJPS)				
Classification:	Simple	Simple				
Type of	G2B – Government to	Business E	ntity/ies			
Transaction:						
	Company/ies, Agency	/ies, and Ins	stitution/s			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC			
1. Company Accre	•		cation and Job P			
Form TSU-CJS-			request forms vi			
(1 Original copy		@jobplacen	<u>nent@tsu.edu.ph</u>			
2. Company Accre	ditation Terms of					
Reference	10					
, ,	/ / Scanned Copy)					
3. Job Posting / Gr						
Resume Reques						
TSU-CJS-SF-03						
	/ / Scanned Copy)					
4. CCR_CR_CF_F						
TSU-CJS-SF-10						
	Roadshow, and For					
Career Fair Form	,					
	/ / Scanned Copy)					
	or Industry- Academe	The client w	vill provide			
Partnership	(0)					
	y / Scanned Copy)					
6. BIR Certificate of	•					
(BIR Form 2303	•					
	/ / Scanned Copy)					
	DTI Registration Form					
	/ Scanned Copy)					
8. PhilJobNet Regi						
	/ Scanned Copy)	-				
9. Company / Instit						
	iving Copies, for OUP					
and CEJPS)		EEES TO	DDOCESSING	DEDSON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		



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

Note: This is a multi-stage process. The Career Education and Job Placement Services is only responsible for receiving of requirements and issuing of Company Accreditation Number and Certificate.



3. Process of Request for Job Posting and Graduate Listing

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

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

Office or Division:	Career Education and	I Joh Place	ment Services (CF	IPS)
Classification:	Simple	1 000 1 1000	inchi ocivioca (oc	-01 0)
Type of	G2B – Government to	Rusiness	Entity/ies	
Transaction:	OZB GOVERNMENT TO	Dusiness	Littly/103	
Who may avail:	Company/ies, Agency	//ies_and.lr	nstitution/s	
į	REQUIREMENTS	7100, arra n	WHERE TO SEC	CURE
		Career Ed	ucation and Job Pl	
Request form TS	•		or request forms via	
(1 Original Copy		@jobplacement@tsu.edu.ph		
Letter of Request			will provide	
Graduate Listing			•	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLILINI SILFS		BE PAID	TIME	RESPONSIBLE
1. Submit a request letter addressed to the President of the TSU along with the other requirements.	1.1 Checks the completeness and authenticity of submitted requirements, if complete, request will be forwarded to the records office of the university. Note: A regret letter will be issued if the company failed to comply with the requirements.	None	10 minutes	Section Head / Career Specialist Staff Career Education and Job Placement Services
	1.2 The President endorses the request of the company to Career Education and Job Placement Services Unit.	None	1 working day	President Office of the University President Vice President Office of the Vice President for Academic Affairs OIC-Director Office of Student Affairs and Services



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



Guidance and Counseling Unit External Services



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

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

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Complex			
Type of	G2C - Government to	Citizen		
Transaction: Who may avail:	TSU Students and Al	lumni		
	REQUIREMENTS		WHERE TO SEC	CURE
A. FOR SCHOLARS			WIII. 10 01	
1. Certificate of Regis	stration (COR) or	The client v	will provide	
TSU ID (1 Original	Copy)		·	
	NT AND BOARD EXA			
1. Transcript of Reco		Office of A	dmission and Reg	istration
(1 Original Copy); or				
2. Accomplished Stud	dent Clearance	Office of A	dmission and Reg	istration
(1 Original Copy)	DINC DUDDOCEC			
C. FOR TRANSFER 1. Honorable Dismiss		Office of A	dmission and Dag	ictration
Credentials (1 Orig		Office of A	dmission and Reg	IStration
2. Accomplished Stud		Office of A	dmission and Red	istration
(1 Original Copy)				iotration
3. Payment Slip <i>TSU</i>	I-GAC-SF-28	Guidance and Counseling Unit		
(1 Original Copy)	<u> </u>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Message the Official Facebook page of the Guidance and Counseling Unit, (https://www.facebook.com/TSUGuidanceAndCounselingUnit) and fill out the link provided and upload scanned documents based on his/her request.	 1.1 Receives request and verifies the submitted requirements of the client and processes the request. 1.2 Sends the proof of appointment to the email address provided by the requesting client. 	None	3 working days	Associate Guidance Counselor Guidance and Counseling Unit
	2. Provides payment slip.	None	3 minutes	Associate Guidance Counselor Guidance and Counseling Unit



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

Note: This is a multi-stage process. The Guidance and Counseling Unit is only responsible for receiving of requirements and issuing of Good Moral Character. Payment processing is done by the Cashiering Unit.



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

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

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Shifting Studer	TSU Shifting Students and Returnees		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
	ee Form (1 Original Copy)	download a https://www	v.tsu.edu.ph/medi -form-for-shifter.p	a/3bpl3ifq/h- df
2. Report of Grades (1 Original Copy	and 1 Photocopy)	The client	will provide (from	Student Portar)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the nearest Guidance and Counseling office.	1. Welcomes the client, gathers information, and informs the client about the process and test.	None	10 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
2. Answer the Vocational Preference Inventory (VPI) exam.	2.1 Administers the Vocational Preference Inventory (VPI) or exam to the client.	None	30 minutes	Guidance Counselor / Associate Guidance Counselor
	2.2 Evaluates client's Vocational Preference Inventory (VPI) test results and identifies his/her career profile.	None	3 minutes	Guidance and Counseling Unit
	2.3 Reviews and checks all client's requirements and attaches additional documents needed by the client and the other offices. 2.4 Discusses with the client the	None	10 minutes 10 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	career profile results and identifies interest			



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



Office of Admission and Registration External Services



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

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

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Cross-Enrollees from	Other State		
	REQUIREMENTS		WHERE TO SEC	CURE
1. Permit to Cross-E	inroll		will provide	
(1 Original Copy)		•	School or Universi	- /
2. Duly Signed Notice			dmission and Reg	istration or
130-0AR-3F-14	- (1 Original Copy)	download a	ม v.tsu.edu.ph/medi	a/or2kryaa/k-
			cceptance.pdf	a/eizkivag/k-
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Inquire verbally	1.1 Checks and	None	1 working day	Faculty-in-
to the receiving	informs if there is			Charge
college if there	an available slot			Receiving
is an available slot for the	or none. 1.2 Briefs the client	None		College
subject to be	about the	None		
enrolled.	schedule of the			
	enrolment.			
2. Proceed to the	2. Signs all the	None	1 working day	Faculty-in-
releasing State	needed			Charge
University or	documents.			Releasing State
College and have the				University or
requirements				College
signed.				
3. Proceed to the	3.1 Receives the	None	1 hour and 45	Staff-in-Charge
Office of	signed		minutes	Office of
Admission and	requirements.			Admission and
Registration	3.2 Encodes the	None		Registration
and get a ticket	information of			
number from the kiosk	the student in the			
machine. Once	Enrollment System.			
the number	3.3Issues	None		
appears on the	Admission slip	110110		
screen, submit	with student			
the duly signed	number.			
requirements at				
the 2 nd floor,				
Admission Unit.	4.1 Conducts are	None	1 hour and 15	Fooultria
4. Proceed to the College for the	4.1 Conducts pre- registration /	None	1 hour and 45 minutes	Faculty-in- Charge
enrollment.	enrollment.		าาแานเธอ	Receiving
Ginomilon.	On Omnion.			College
				2011090



		1		1906
5 If not olivible	4.2 Tagging of free tuition, if eligible. Note: If not eligible, proceed to the Cashiering unit for the assessment of payment. 5. Process the	None Prof. Ed -	45 minutes 45 minutes	Staff-in-Charge Office of Management Information System Cashier
5. If not eligible under the RA 10931, Pay the required fees to the TSU Cashiering Unit. Note: Not applicable for everyone, only for the clients who are not covered by the Republic Act 10931—Universal Access to Quality Tertiary Education Act.	payment.	PHP 260/unit Day class - PHP 200/unit Evening Class - PHP 260/unit		Cashiering Unit
6. Proceed to Office of Management Information Systems for setting up of the Office 365 account.	6. Creates a 365 account for the student and provides the procedure on how to set up the Office 365.	None	40 minutes	Staff-in-Charge Office of Management Information Systems
7. Log in to student portal (https://student.t su.edu.ph/) to verify if the subject is enrolled and tagged successfully and for viewing the Certificate of Registration.	7. Informs the student to verify the status of enrollment through the student portal.	None	40 minutes	Faculty-in- charge Receiving College
TOTAL FOR EI	TOTAL FOR ELIGIBLE UNDER THE RA 10931:		2 Working Days, 5 Hours & 35 Minutes	
TOTAL FOR NOTHE RA 10931:	T ELIGIBLE UNDER	Tuition Fee = Amount	2 Working Days, 6 Hours & 20 Minutes	



_	
	per Unit
	X
	Number
	of Units
	Enrolled

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

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



2. Enrollment Procedure for Freshman Enrollees (ONLINE)

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

Office or Division:	rision: Office of the Admission and Registration (OAR)			
Classification:	Highly Technical	SISTI ATTA ING	gioriation (OAIX)	
Type of	G2C – Governmen	t to Citizen		
Transaction:	020 001011111011	t to Onizon		
Who may avail:	Incoming Freshman	n Students		
	REQUIREMENTS		WHERE TO SEC	CURE
1. Grade 12 Form 13		The client	will provide	
(1 Original Copy a			····· p·· • · · · · · ·	
2. Philippine Statistic	,			
Birth Certificate (1	• • • • • • • • • • • • • • • • • • • •			
3. For Female Marr	ied Student –			
Philippine Statistic	s Authority (PSA)-			
Marriage Certifica	te (1 Photocopy)			
4. Certificate of Goo	d Moral			
(1 Original Copy a	and 1 Photocopy)			
5. 2x2 Colored Pictu	re with Name Tag			
(Last Name, First	Name, Middle			
Name)				
(2 Original Copies	,			
	ling Envelope (1 pc)			
7. Medical Certificate				
(1 Original and 1 I	1 7	000		•
8. Accomplished Ap			dmission and Reg	istration or
	nt TSU-OAR-SF-02	download at		
(1 Original Copy)		https://www.tsu.edu.ph/media/htxiqzdl/c-application-form-for-college-enrollment-		
		freshmen-s		enrollment-
9. TSU college Adm	ission Tast Rasult			itoring Sarvices
(1 Original Copy)		Testing, Evaluation and Monitoring Services Unit		
	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
	.1 Notifies chosen	None	1 working day	Staff-in-Charge
notification	and eligible			Testing,
regarding the	aspiring TSU			Evaluation and
qualification	students based on			Monitoring
and confirm	each college's			Services Unit
his/her slot.	qualifications thru			
	TSU CAT website.			0. ". 0.
	.2 Generates and	None	2 hours	Staff-in-Charge
	forwards the list of			Testing,
	auglified atudents			Evaluation and
	qualified students,			Evaluation and
	with confirmed			Monitoring
	with confirmed slots, for the			
	with confirmed slots, for the creation of student			Monitoring
	with confirmed slots, for the creation of student number to the			Monitoring
	with confirmed slots, for the creation of student number to the Office of			Monitoring
	with confirmed slots, for the creation of student number to the Office of Management			Monitoring
	with confirmed slots, for the creation of student number to the Office of			Monitoring



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



Note: The schedule of the submission of requirements will be posted on by Office of Public Affairs thru Tarlac State University Facebook Page.	receive the initial requirements and inform the lacking via MS Teams and issue promissory note duly signed by the applicant.			
	TOTAL:	None	9 Working Days & 30 Minutes	

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

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



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

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

Office or Division:	fice or Division: Office of the Admission and Registration (OAR)			
Classification:	Highly Technical			
Type of	G2C – Governmen	t to Citizen		
Transaction:				
Who may avail:	Š	n Students		
	REQUIREMENTS		WHERE TO SEC	CURE
1. Grade 12 Form 1		The client	will provide	
	and 1 Photocopy)			
2. Philippine Statist	, ,			
Birth Certificate (
3. For Female Mar				
	cs Authority (PSA) –			
4. Certificate of God	ate (1 Photocopy)			
	and 1 Photocopy)			
5. 2x2 Colored Pict				
(Last Name, First	<u> </u>			
Name) - (2 Origin				
6. Self-Stamped Ma				
(1 pc)	annig = morepe			
7. Medical Certifica	te			
(1 Original and 1	(1 Original and 1 Photocopy)			
8. Accomplished Ap	plication Form for	Office of A	dmission and Reg	istration or
College Enrollme	nt TSU-OAR-SF-02-	download a	at	
(1 Original Copy)		https://www.tsu.edu.ph/media/htxiqzdl/c-		
		application-form-for-college-enrollment-		
		<u>freshmen-s</u>		
9. TSU College Adr	nission Test Result	O .	aluation and Mon	itoring Services
(1 Original Copy)		Unit FEES TO PROCESSING PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit all	1. Receives and	None	30 minutes	Staff-in-Charge
requirements	checks all			Office of
to the registrar	submitted			Admission and
assigned to	documents.			Registration
the college				
during the	Note: If			
enrollment	incomplete			
date.	requirements,			
	accept the submitted			
	documents and			
	issue promissory			
	note duly signed			
	by the applicant.			
2. Receive the	2. Issues the	None	30 minutes	Staff-in-Charge
admission slip.	admission slip			Office of
'	with student ID			Admission and
	number.			Registration
3. Proceed to	3.1 Verifies the	None	1 hour and 45	Faculty-in-
the enrollment	presented		minutes	Charge
area and	admission slip			College



				1300
present the	and encodes the			
admission slip.	student ID			
	number.			
	3.2 Pre-registers or	None	30 minutes	Faculty-in-
	enrolls the			Charge
	student on the			College
	chosen course.			
	3.3 Tagging of free	None	7 working days	Staff-in-Charge
	Tuition.			Office of
				Management
	Note: Tagging of			Information
	free tuition is			Systems
	done by bulk.			
4. Receive the	4. Posts temporary	None	2 hours	Staff-in-Charge
temporary login	Office 365 login			Office of
credentials for	credentials on			Management
the Office 365	TSU CAT			Information
Account and	website.			Systems
log in to the				
student portal	Note: An			
(https://student.	announcement			
tsu.edu.ph/) for	regarding the			
the checking of	availability of the			
enrolled	temporary login			
subjects and	credentials will be			
viewing of	posted by Office			
Certificate of	of Public Affairs			
Registration.	thru Tarlac State			
	University			
Note: If	Facebook Page or			
unsuccessfully	student may			
tagged,	check his/her TSU			
proceed to	CAT account after			
Accounting	7 working days.			
Unit.				
			7 Working	
	TOTAL:	None	Days, 3 Hours	
			& 15 Minutes	

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

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



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

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

Office or	Office of the Admission and Registration (OAR)			
Division:	0: 1			
Classification:	Simple	OW.		
Type of	G2C – Government to			
Transaction:	G2G – Government to			
Who may avail:	All Incoming Graduate			
	REQUIREMENTS	WHERE TO SECURE		
	ONAL EDUCATION TA			
1. Transfer Credenti		Previous School / University		
Dismissal (1 Origi				
2. Official Transcript				
	y Registrar) Copy of			
Grades Used for I	Evaluation			
(1 Original Copy)	ura with Nama Tag	The client will provide		
3. 2x2 Colored Pictu		The client will provide		
	Name, Middle Name)			
(2 Original Copies		Student Affaire Services Testing Evaluation		
4. TSU Psychologica (1 Original Copy)	ai iesi kesuii	Student Affairs Services – Testing, Evaluation and Monitoring Services Unit		
5. Accomplished and	d Duly Signod	Office of Admission and Registration or		
Application Form		download at		
(1 Original Copy)	100-0AIN-01-12	https://www.tsu.edu.ph/media/gwjpao4x/b-		
(1 Original Oopy)		application-form-for-admission-graduate-		
		school-prof-ed-takers-2nd-courser-and-		
		transferee.pdf		
6. Accomplished and	d Duly Signed	Office of Admission and Registration		
Admission Slip TS		- Chies of Admission and Regionation		
(1 Original Copy)				
7. Accomplished and	d Duly Signed	Office of Admission and Registration or		
Notice of Accepta		download at		
TSU-OAR-SF-14	(1 Original Copy)	https://www.tsu.edu.ph/media/er2krvag/k-		
		notice-of-acceptance.pdf		
8. Philippine Statistic	cs Authority (PSA)	The client will provide		
Birth Certificate (1	Photocopy)			
9. For Female Marr	ried Student –			
	cs Authority (PSA) –			
Marriage Certifica				
10. Self-Stamped M	ailing Envelope			
(1 pc)				
11. Medical Certifica				
	and 1 Photocopy)			
12. Long Brown Env	relope			
(1 pc)	D	Occident to the Book		
13. Official Receipt of		Cashiering Unit or Bank		
Online and Bank	,			
Tuition and Misce				
(1 Original Copy a				
B. FOR MASTERAL	L AND DOCTORAL			



	1906
Transfer of Credential or Honorable	The client will provide
Dismissal (1 Original Copy)	
2. Official Transcript of Records (TOR)	
or Duly Signed (by Registrar) Copy of	
Grades Used for Evaluation	
(1 Original Copy)	
3. 2x2 Colored Picture with Name Tag	
(Last Name, First Name, Middle Name)	
(2 Original Copies)	
4. Philippine Statistics Authority (PSA) –	
Birth Certificate	
(1 Original Copy and 1 Photocopy)	
5. For Female Married Student –	
Philippine Statistics Authority (PSA) –	
Marriage Certificate	
(1 Original Copy and 1 Photocopy)	
6. Self-Stamped Mailing Envelope	
(1 pc)	
7. Medical Certificate	
(1 Original Copy and 1 Photocopy)	Office of the Admiration and Denistration
8. Accomplished and Duly Signed	Office of the Admission and Registration or
Application Form TSU-OAR-SF-12	download at
(1 Original Copy)	https://www.tsu.edu.ph/media/gwjpao4x/b-
	application-form-for-admission-graduate-
	school-prof-ed-takers-2nd-courser-and-
O Accomplished and Duly Claned	Cffice of Admission and Registration or
9. Accomplished and Duly Signed	Office of Admission and Registration or
Notice of Acceptance TSU-OAR-SF-14 (1 Original Copy)	download at https://www.tsu.edu.ph/media/er2krvag/k-
130-OAK-3F-14 (1 Oliginal Copy)	notice-of-acceptance.pdf
10. Official Receipt or Deposit Slip (for	Cashiering Unit or Bank
online and bank payment) of the	Cashering Officer Bank
Tuition and Miscellaneous Fees	
(1 Original Copy and 1 Photocopy)	
C. FOR JURIS DOCTOR	
Transfer of Credential or Honorable	The client will provide
Dismissal (1 Original Copy)	THE SIGHT WIII PROVIDE
Official Transcript of Records (TOR)	
or Duly Signed (by Registrar) Copy of	
Grades Used for Evaluation	
(1 Original Copy)	
3. 2x2 Colored Picture with Name Tag	
(Last Name, First Name, Middle Name)	
(2 Original Copies)	
4. Philippine Statistics Authority (PSA) –	
Birth Certificate	
(1 Original Copy and 1 Photocopy)	
5. For Female Married Student –	
Philippine Statistics Authority (PSA) –	
Marriage Certificate	
(1 Original Copy and 1 Photocopy)	
6. Self-Stamped Mailing Envelope	
(1 pc)	
7. Medical Certificate	
(1 Original Copy and 1 Photocopy)	
, , , , , , , , , , , , , , , , , , , ,	



8. Accomplished and Duly Signed Application Form for School of Law TSU-OAR-SF-29 - (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/h5oapqrl/e-application-form-for-admission-school-of-law.pdf
PhilSAT Result or Certificate of Exemption (1 Original Copy)	Legal Education Board / Dean's Office
10. Juris Doctor's Additional Required Subjects: English – 18 Units Social Science – 18 Units Math – 6 Units	Office of Admission and Registration – College-in-Charge
11. Official Receipt or Deposit Slip (for Online and Bank Payment) of the Tuition and Miscellaneous Fees – (1 Original Copy and 1 Photocopy)	Cashiering Unit or Bank

	(1 Original Copy and 1 Photocopy)				
C	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, inquire regarding the procedures and requirements at the 2 nd floor, Admission Unit.	Informs client regarding the steps/ procedures and requirements to be prepared.	None	30 minutes	Staff-in-Charge Admission Unit Office of Admission and Registration
2.	Proceed to the college of the chosen course, with the complete set of documents, to inform intention to enroll.	2.1 Conducts initial screening in the chosen college. Note: If the applicant passed the initial screening, proceed to the Office of Admission and Registration for the submission of requirements. Note: If failed, client is not allowed to enroll.	None	45 minutes	<i>Dean</i> College
		2.2 Forwards list of passed applicants to	None	1 working day	<i>Clerk</i> College



	0.00			
	Office of Administration and Registration			
3. For Walk-In: Inquire and submit the needed requirements to the Office of Admission and Registration via drop off or thru courier addressed to Registrar, Tarlac State University, Romulo Boulevard, San Vicente, Tarlac City, Tarlac, 2300, Philippines	3.1 For Walk-In: Receives and checks completeness of the submitted requirements. Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the applicant.	None	45minutes	Staff-in-Charge Admission Unit Office of Admission and Registration
For Online: Send the needed requirements to the college email. Note: For College email addresses, refer to the table below.	For Online: Downloads and receives the submitted electronic copies of the documents. Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the applicant.	None	1 hour and 45 minutes	Chairperson College
	3.2 For Online: Processes the temporary enrollment subject to the submission of the complete physical copies of requirements.	None	1 hour and 45 minutes	College Clerk College
4. For Walk-In: Receives admission slip.	4. For Walk-In: Issues the Admission Slip with the Student Number.	None	30 minutes	Staff-in-Charge Admission Unit Office of Admission and Registration



For Online: Receives assessment form.	For Online: Issues assessment form via email.	None	1 working day	College Clerk College
5. For Walk-In: Present the admission slip to the college for enrollment and wait for the issuance of assessment form.	5. For Walk-In: Processes the pre-registration or enrollment of the applicant and issues assessment form.	None	1 hour and 45 minutes	Faculty-in- Charge College
For Online: Settle the Tuition and Miscellaneous Fees thru online payment (Landbank). Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.tsu edu.ph/announ cements/2024- announcement s/land-bank- payment-via- www-landbank- com-link- bizportal/ For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit.		For Masteral - Php 800.00 per unit For Doctoral - Php 1,000.00 per unit		

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Note: Verifying your payment will take several days due to the need of updating the TSU bank account.				
6. For Walk-In: Proceed to the Cashiering Unit to settle Tuition and Miscellaneous Fees.	6. For Walk-In: Receives the payment and issues Official Receipt.	For Masteral - Php 800.00 per unit For Doctoral - Php 1,000.00 per unit	45 minutes	Staff-in-Charge Cashiering Unit
For Online: Email Office of Management Information Systems at miso@tsu.edu.ph for the creation of Office 365 Account and log in to the student portal https://student.tsu.edu.ph/ for the checking of enrolled subjects and viewing of Certificate of Registration.	For Online: Creates Office 365 Account and provides temporary login credentials to the enrollee.	None	45 minutes	Staff-in-Charge Office of Management Information Systems
7. For Walk-In: Proceed to Office of Office of Management Information Systems for the creation of Office 365 Account and log in to the student portal https://student.t su.edu.ph/ for the checking of	7. For Walk-In: Creates Office 365 Account and provides temporary login credentials to the enrollee.	None	40 minutes	Staff-in-Charge Office of Management Information Systems



enrolled subjects and viewing of Certificate of Registration.				
TOTAL FOR WALI	K-IN TRANSACTION:	Amount per Unit X Number of Units Enrolled	1 Working Day, 5 Hours & 35 Minutes	
TOTAL FOR ONL	INE TRANSACTION:	Amount per Unit X Number of Units Enrolled	2 Working Days, 5 Hours & 30 Minutes	

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

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

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



5. Enrollment Procedure for Second Coursers

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

Office or Division:	Office of the Admission	n and Regi	stration (OAR)	
Classification:	Simple			
Type of	G2C – Government to	Citizen		
Transaction:	G2C - Government to Chizen			
Who may avail:	Transferees and Seco	ond Course	rs	
	REQUIREMENTS		WHERE TO SE	CURE
1. Accomplished an	d Duly Signed Notice	Office of A	Admission and Re	gistration or
of Acceptance TS	SU-OAR-SF-14	download		
(1 Original Copy)			w.tsu.edu.ph/med	<u>lia/er2krvag/k-</u>
			acceptance.pdf	
2. Accomplished and	, ,		Admission and Re	gistration or
Application Form		download		lia /au via a a 4 v /b
TSU-OAR-SF-12 (1 Original Copy)		w.tsu.edu.ph/med	
			n-form-for-admiss of-ed-takers-2nd-c	
		transferee		ourseranu-
3. Accomplished and	d Duly Signed		Admission and Re	gistration
Admission Slip TS	, ,	011100 017	tarring or or a ria rice	gionanon
(1 Original Copy)				
4. Transfer of Crede	ntials or Honorable	The client	will provide	
Dismissal (1 Origi	nal Copy)	(Previous	School or Univers	sity)
	of Records (TOR) or			
	Registrar) Copy of			
Grades Used for	Evaluation –			
(1 Original Copy)	\\/\/\-!+-	The allered		
6. 2x2 Colored Pictu		i ne client	will provide	
(6) Months - (2 O	n Within the Last Six			
	cs Authority (PSA) –			
Birth Certificate (1	• • •			
	iling Envelope (1 pc)			
9. Medical Certificat				
10. Long Brown Env	velope (1 pc)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Proceed to the	1.1 Informs the client	None	30 minutes	Staff-in-Charge
Office of Admission and	regarding the			Admission Unit Office of
Registration	steps and procedures for			Admission and
and get a ticket	Second Courser.			Registration
number from	1.2 Provides the	None	20 minutes	1 togionadon
the kiosk	Application Form	1.0.70		
machine. Once	for Admission			
the number	TSU-OAR-SF-12			
appears on the	and Notice of			
screen,	Acceptance			
proceed to the	Form TSU-OAR-			
Admission Unit	SF-14			
to inquire and				
request a copy				
of necessary				



	1			1
forms for				
Second				
Courser	0.5.		4	0 " 0' '
2. Proceed to the College Dean to submit accomplished form and other requirements	2. Receives and checks the submitted form if properly filled-out and signs on the College Dean section. Note: If with unaccomplished form/s, return the form/s to the client.	None	45 minutes	College Clerk College & Dean College
3. Proceed to the Office of Admission and Registration designated College Service window, and submit the signed forms and other requirements	3.1 Checks and evaluates submitted requirements and provides the generated student number. Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the client.	None	40 minutes	Staff-in-Charge Admission Unit Office of Admission and Registration
	3.2 Issues the Admission Slip for Second Courser.	None	40 minutes	Staff-in-Charge Admission Unit Office of Admission and Registration
4. Submit the accomplished and duly signed forms along with the other requirements to the College Service Window.	4. Receives and evaluates the submitted documents and encodes the name of the student in the Enrollment System. Note: If incomplete requirements, accept the submitted documents and issue promissory	None	45 minutes	Staff-in-Charge Office of Admission and Registration



	note duly signed			
	by the applicant.			
5. Receives the Admission Slip with Student Number.	5. Issues Admission Slip with Student Number.	None	15 minutes	Staff-in-Charge Office of Admission and Registration
6. Proceed to the Enrollment Area of the College.	6. Processes Temporary Enrollment of the student subject to presented Admission Slip with Student Number.	None	1 hour	Faculty-in- Charge College
7. Proceed to the Cashiering Unit to settle the required fees.	7. Processes the payment and issues Official Receipt.	Prof. Ed - PHP 260.00 per unit Day Class - PHP 200.00 per unit Evening Class - PHP 260.00 per unit	1 hour	Staff-in-Charge Cashiering Unit
8. Proceed to Office of Management Information Systems for the creation of Office 365 Account and log in to the student portal (https://student. tsu.edu.ph/) for the checking of enrolled subjects and viewing of Certificate of Registration.	8. Creates Office 365 Account and provide temporary login credentials to the enrollee.	None	2 hours	Staff-in-Charge Office of Management Information Systems
<u> </u>	ECOND COURSERS:	Tuition Fee = Amount per Unit X Number	7 Hours & 55 Minutes	



of Units	
Enrolled	

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

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



6. Enrollment Procedure for Shifters and Returnees

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

Office or Division:	Office of the Admission and Registration (OAR)					
Classification:	Simple					
Type of	G2C – Government to Citizen					
Transaction:						
Who may avail:						
	REQUIREMENTS		WHERE TO SE	CURE		
A. FOR SHIFTERS			 			
1. Accomplished App			Admission and Re	gistration or		
Shifter TSU-OAR-	SF-13	download	=	i		
(1 Original Copy)	https://www.tsu.edu.ph/media/zqkni5o0/h-application-form-for-shifter.pdf					
2. Report of Grades	(1 Original Cony)		will provide (from			
3. Counseling Repor			and Counseling L			
B. FOR RETURNEE		Odidance	and Counseling C	71111		
Accomplished Not		Office of A	Admission and Re	nistration or		
	- (1 Original Copy)	download		giotration		
	(J		w.tsu.edu.ph/med	ia/er2krvag/k-		
			acceptance.pdf			
2. Accomplished Adr	nission Slip	Office of A	Admission and Reg	gistration		
	(1 Original Copy)					
3. Report of Grades	(1 Original Copy)		will provide (from	,		
CLIENT STEPS	TEPS AGENCY ACTIONS FEES TO PROCESSING PERSON					
		BE PAID	TIME	RESPONSIBLE		
1. For Shifters:	1. For Shifters: Attends to the	None	45 minutes	Faculty		
Inquire to the Accepting	inquiry and			<i>in-Charge</i> College		
College if there	checks availability			College		
is an available	of slot.					
slot for the						
chosen course.						
For Returnees:	For Returnees:	None	1 hour	Faculty		
Inquire to the	Attends to the			in-Charge		
college if there	inquiry and			College		
is an available	checks availability					
slot for the	of slot.					
chosen course.	Note: If no slot is					
	available, inform					
	the student.					
2. For Shifters:	2. For Shifters:	None	1 hour and 45	Dean		
If a slot is	Releases the		minutes	College		
available,	student via			Ü		
proceed to the	signing of					
College Dean of	Application Form					
the current	for Shifter					
course, with the	(Releasing Dean					
Application	Section).					
Form for Shifter						
and other						
related						



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documents, for the signing of release.				
For Returnees: If a slot is available, proceed to the College Dean to secure approval.	2.1 For Returnees: Receives and checks the completeness of the related documents.	None	1 hour	College Clerk College
	2.2 For Returnees: Checks the student's record in the Enrollment System and signs the Notice of Acceptance Form.	None	1 hour	College Clerk College & Dean College
3. For Shifters: Proceed to the Dean of the Accepting College to secure the approval.	3.1 For Shifters: Receives and checks the completeness of the duly signed Application Form for Shifter and other related documents.	None	45 minutes	College Clerk College
	3.2 For Shifters: Checks the student's record in the Enrollment System and signs the Application Form for Shifter (Accepting Dean Section).	None	1 hour and 45 minutes	College Clerk College & Dean College
For Returnees: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen,	3.1 For Returnees: Receives and verifies submitted documents and changes status of the students on the system. Note: If incomplete requirements,	None	1 hour	Staff-in-Charge Office of Admission and Registration
submit the duly signed documents at the designated College Service window.	accept the submitted documents and issue promissory note duly signed by the client			



	3.2 For Returnees: Signs the Admission Slip and informs student to check the status via student portal (https://student.ts u.edu.ph/).	None	1 hour	Staff-in-Charge Office of Admission and Registration
4. For Shifters: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, submit the duly signed documents at the designated College Service window.	4. For Shifters: Receives and verifies submitted documents. Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the client.	None	45 minutes	Staff-in-Charge Office of Admission and Registration
5. For Shifters: Receive Admission Slip with Student Number.	5.1 For Shifters: Issue Admission Slip with Student Number.	None	15 minutes	Staff-in-Charge Office of Admission and Registration
	5.2 For Shifters: Informs client to check the status of shifting via student portal (https://student.ts u.edu.ph/).	None	10 minutes	Staff-in-Charge Office of Admission and Registration
то	TAL FOR SHIFTERS:	None	6 Hours & 10 Minutes	
ТОТА	L FOR RETURNEES:		5 Hours	

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

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



7. Enrollment Procedure for Transferees

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

Office or Division: Office of the Admission and Registration (OAR)					
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	Transferees and Se	cond Cours	ers		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
	Duly Signed Notice		Admission and Re	gistration or	
of Acceptance TS	U-OAR-SF-14	download at			
(1 Original Copy)		https://www.tsu.edu.ph/media/er2krvag/k-			
	10.10.1		acceptance.pdf		
2. Accomplished and			Admission and Re	gistration –	
Admission Slip for		Admission	n Unit		
TSU-OAR-SF-05		Office of /	Admission and Da	giotrotion or	
3. Accomplished and Application Form 1		download	Admission and Re	gistration of	
TSU-OAR-SF-12			w.tsu.edu.ph/med	lia/awinao/ly/h-	
100-0AN-01-12	(1 Original Copy)		n-form-for-admiss		
			of-ed-takers-2nd-c	•	
	transferee.pdf				
4. Accomplished and	Duly Signed		Admission and Re	gistration	
Accreditation Form	n for Transferee				
TSU-OAR-SF-16	R-S <i>F-16</i> (1 Original Copy)				
5. Transfer of Crede	ntials or Honorable	Previous 9	School or Universi	ty	
Dismissal (1 Origin					
•	of Records (TOR) or				
Duly Signed (by F					
Grades Used for E	valuation –				
(1 Original Copy)	1	-			
7. Good Moral Chara	acter				
(1 Original Copy) 8. TSU Psychologica	al Pacult	Guidance	and Counseling U	Init	
(1 Original Copy)		Guidance	and Couriseiing C) i ii t	
9. 2x2 Colored Pictu		The client	will provide		
	n Within the Last Six	The dient will provide			
(6) Months (2 Orig					
	ics Authority (PSA) –				
Birth Certificate (• • • • • • • • • • • • • • • • • • • •				
11. Medical Certifica	te (1 Original Copy)				
12. Self-Stamped Ma	ailing Envelope				
(1 pc)					
13. Long Brown Env	elope (1 pc)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Get a ticket	1.1 Informs the client	None	30 minutes	Staff-in-Charge	
number from	regarding the			Admission Unit	
the kiosk	steps and			Office of	
machine. Once	procedures for			Admission and	
the number	Transferees.	A 1	00 : :	Registration	
appears on the	1.2 Provides the	None	20 minutes		
screen,	Application Form				
proceed to the 2 nd Floor	for Admission				
Z 1 1001	TSU-OAR-SF-12				

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2.	Admission Unit to inquire and request a copy of necessary forms for Transferees Fill out the forms and Proceed to the College Dean of the chosen course for signature on the Notice of Acceptance,	and Notice of Acceptance Form TSU-OAR- SF-14 2. Receives and checks the submitted form/s and signs on the College Dean section. Note: If with unaccomplished	None	45 minutes	Clerk & Dean College
	along with the needed requirements.	form/s, returns to the applicant.			
3.	Once approved, proceed to the Testing, Evaluation and Monitoring Services Unit – Villa Lucinda Campus, for the Psychological Examination.	3.2 Provides the exam and the result of the examination. Note: If passed, proceed to Client Step 4. If failed, inform client he/she is not allowed to transfer.	None	1 hour and 45 minutes	Staff-in-Charge Testing, Evaluation and Monitoring Services Unit
4.	Proceed to the Admission Unit - Main Campus, to request the Accreditation Form for Transferee and present result of psychological exam and other requirements.	4. Checks and evaluates the completeness of documents presented. Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the client.	None	40 minutes	Staff-in-Charge Admission Unit Office of Admission and Registration
5.	Receive the Accreditation Form for Transferee.	5. Provides the Accreditation Form for Transferee and endorses the student to designated College Service Window.	None	5 minutes	Staff-in-Charge Admission Unit Office of Admission and Registration

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6. Submit the accomplished and duly signed forms along with the other requirements to the College Service Window.	6. Receives, double checks, and returns submitted forms to the client. And advises the student to proceed to college.	None	20 minutes	Staff-in-Charge Office of Admission and Registration
7. Proceed to the College Dean and Chairman of the chosen course for signature on the Accreditation Form and present other requirements.	7.1 Receives, checks, and evaluates the submitted forms and signs on the Chairman and College Dean section. Note: If with unaccomplished form/s, return the form/s to the client.	None	45 minutes	Clerk & Dean College
	7.2 Returns the signed forms and advises to proceed to Office of Admission and Registration.	None	20 minutes	Clerk & Dean College
8. Go back to the Admission Unit for assessment of the payment and receives the payment slip	8. Processes the assessment fee in the system and advise the client to pay it to the cashiering unit.	None	30 minutes	Staff-in-Charge Admission Unit Office of Admission and Registration
9. Proceed to the Cashiering Unit to settle the required fees.	9. Processes the payment and issues Official Receipt.	For SUC - PHP 20.00 per page For Non SUC - PHP 20.00 per subject	45 minutes	Staff-in-Charge Cashiering Unit
10. Proceed to Office of Admission and Registration Director to submit the proof of payment, along	10.1 Receives, checks, signs the submitted form and endorses the client to Admission unit for Checking of Requirements.	None	45 minutes	Director Office of Admission and Registration



with the other requirements, for signature on the Accreditation Form for Transferee	10.2 Receives and checks the requirements, and Issues the Admission Slip with the generated student number.	None	20 minutes	Staff-in-Charge Admission Unit Office of Admission and Registration
11. Submit the original and two photocopies of signed/ approved forms and Transcript of Records to the College In-Charge and the Admission Unit.	11. Receives the submitted documents and processes the crediting of Subject of the student.	None	15 minutes	Staff-in-Charge In-charge of Records Office of Admission and Registration
12. Fill out and sign the Logbook	12. Have the client fill out and sign the logbook	None	5 minutes	Staff-in-Charge In-charge of Records Office of Admission and Registration
13. Proceed to the college for the enrollment.	13. Processes Temporary Enrollment of the student subject to the presented Admission Slip with Student Number.	None	1 hour and 45 minutes	College Clerk College & Dean College
14. Proceed to Office of Management Information Systems for the creation of Office 365 Account and log in to the student portal (https://student. t_su.edu.ph/) for the checking of enrolled subjects and viewing of Certificate of Registration.	14. Creates Office 365 Account and provide temporary login credentials to the enrollee.	None	40 minutes	Staff-in-Charge Office of Management Information Systems



	Tuition		
	Fee =		
	Amount		
	per		
	Page or		
	Subject	1 Working	
TOTAL FOR TRANSFEREES:	×	Day & 35	
	Number	Minutes	
	of Page		
	or		
	Subject		
	Submitt		
	ed		

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

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

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



8. Issuance of Temporary Notice of Acceptance for Foreign Student

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

	acceptance letter for re	- gioti attori pt				
Office or	Office of Admission and Registration (OAR)					
Division:						
Classification:	Simple					
Type of	G2C - Government to	Citizen				
Transaction:	Novy Foreign Otyphont					
	New Foreign Student		WHERE TO SE	NIDE		
	F REQUIREMENTS Application form for	Office of A	WHERE TO SE			
	nt <i>TSU-OAR- SF- 06</i>	Office of A	dmission and Regi	Stration		
(1 Original Cop						
2. 2x2 Colored Pi		The client v	will provide			
	ken Within the Last	THE SHORE	viii provido			
	- (2 Original Copies)					
	Records/Certificate of The client will provide					
Completion / G		(Previous School / University)				
Notarized and	Authenticated by the	,	• /			
Philippine Emb	assy or Consulate in					
	1 Original Copy)					
4. Personal Data,		The client v	will provide			
Approved Stud						
	egistration (ACR)					
(1 Original Cop	• /					
	e or Its Equivalent					
Foreign Service	ated by the Philippine					
(1 Original Cop						
	avit of Support and					
	ate Financial Support					
(1 Original Cop						
7. Result of IELTS						
(1 Original Cop	y)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Send an	1.1 Receives,	None	30 minutes	Staff-in-Charge		

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



	1	, ,		
	the temporary Notice of Acceptance to the foreign student.			
	1.3 Issues the Admission Slips with student number to the College. Note: The College will process the temporary enrollment of student subject to the submission of required documents and inform the students	None	3 hours	Staff-in-Charge of Foreign Students Office of Admission and Registration
	regarding their enrollment		-	
2. Pay for the required fees thru online or onsite (TSU Cashier).	2. Process the Payment.	See table below	45 minutes	Staff-in-Charge Cashiering Unit
3. For Walk-In: Go to MISO for the setting up of Office 365 account.	4. Creates a 365 account for the student and sends thru e-mail the procedures on how to set up the Office 365 account.	None	45 minutes	Staff-in-Charge Office of Management Information Systems
For Online: Send an e- mail to (miso@tsu.ed u.ph) for the setting up of Office 365 account and log in to TSU Student Portal and Print the Certificate of Registration.		None	1 hour and 30 minutes	
4. Submit a physical copy of the requirements.	Receives and evaluates the requirements.	None	45 minutes	Staff-in-Charge of Foreign Students



				Office of Admission and Registration
Т	OTAL FOR WALK-IN TRANSACTION:	Tuition Fee =	8 Hours & 45 Minutes	
		Amount per Unit		
	TOTAL FOR ONLINE TRANSACTION:	X Number of Units Enrolled	9 Hours & 30 Minutes	

Description	Amount
Application Fee	\$25.00
2. Miscellaneous Fees	\$25.00
3. Master's Tuition Fee (Lecture)	\$60/unit
4. Master's Tuition Fee (Laboratory)	\$65/unit
5. Doctoral Tuition Fee (Lecture)	\$65/unit
6. Doctoral Tuition Fee (Laboratory)	\$70/unit
Foreign Student	
7. Foreign Student Fee	\$200/unit
8. Master's Tuition Fee (Lecture)	\$300/unit
9. Doctoral Tuition Fee (Lecture)	\$350/unit
Baccalaureate Program	
10. Baccalaureate Tuition Fee (Lecture)	\$30/unit
11.Baccalaureate Tuition Fee	\$45/unit
(Laboratory)	
Post Baccalaureate Program	
12. Post Baccalaureate Tuition Fee	\$35/unit
(Lecture)	
13. Post Baccalaureate Tuition Fee	\$50/unit
(Laboratory)	



9. Process for Signing of Student Clearance

This process allows alumni and newly graduates to claim their official Transcript of Records and transferring students to claim their Transfer Credentials.

Note: Service Step 1 to 4 may vary as preferred by the client.

Office or Division:	Office of Admission and Registration				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Alumni, Newly Graduates, and Transferring Students of the University				
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE				
Accomplished Student Clearance Form TSU-OAR-SF-18 (1 Original Copy)		Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf			
2. Valid TSU ID (1 O	riginal Copy)	The client	·	DEDCON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Signing of Studen	t Clearance at the Off				
1.1 Proceed to the college's designated library and present all necessary requirements at the Circulation Counter – Office of Library Management and Services – (Main Campus, Villa Lucinda Campus, or San Isidro Campus).	1.1.1 Receives and verifies library accountabilities of the client from the library system. 1.1.2 Without Library Accountabilities: Affixes signature on the Student Clearance Form and releases it to the client. Then proceed to Agency Action No. 1.4.2	None	30 minutes 3 minutes	Head Office of Library Management and Services Staff Office of Library Management and Services Head Office of Library Management and Services Staff Office of Library Management and Services	
	With Library Accountabilities : Informs client to settle his/her accountabilities at the Cashiering Unit and/or Supply Office.				
1.2 With Library Accountabilities	1.2 With Library Accountabilities	Depends on each	40 minutes	Staff-in-Charge Cashiering Unit	



: Proceed to the	: Receives and	client's		
Cashiering Unit	processes the	accounta		
and/or Supply	payment.	bility/ies		
and Property				
Management				
Unit to settle				
accountabilities.				
1.3 With Library	1.3 With Library	None	5 minutes	Head
Accountabilities	Accountabilities			Office of Library
: Proceed to the	: Verifies the			Management
Circulation	Official Receipt			and Services
Counter and	presented.			
present the				Staff
Official Receipt				Office of Library
of payment.				Management
				and Services
1.4 With Library	1.4.1 With Library	None	3 minutes	Head
Accountabilities	Accountabilities			Office of Library
: Receive the	: Affixes			Management
duly signed	signature on the			and Services
Clearance Form	Clearance Form.			
and fill out the	1.4.2 Provides the	None	5 minutes	Staff
Clearance	Clearance			Office of Library
Logbook TSU-	Logbook for the			Management
LMS-SF-12.	client to			and Services
	accomplish.			
2. Signing of Studen	t Clearance at the Cas	shiering Un	it	
2.1 Present Student	2.1 Verifies if the	None	30 minutes	Collecting Staff
Clearance Form	student has an			Cashiering Unit
to the Cashiering	outstanding			
Unit.				
	balance.			
2.2If With	balance. 2.2 If With	Outstandi	2 minutes	Collecting Staff
2.2If With Outstanding		Outstandi ng	2 minutes	Collecting Staff Cashiering Unit
	2.2 If With		2 minutes	_
Outstanding	2.2 If With Outstanding	ng	2 minutes	_
Outstanding Balance: Settle	2.2 If With Outstanding Balance:	ng	2 minutes	
Outstanding Balance: Settle	2.2 If With Outstanding Balance: Informs student	ng	2 minutes	
Outstanding Balance: Settle	2.2 If With Outstanding Balance: Informs student of his / her	ng	2 minutes	
Outstanding Balance: Settle	2.2 If With Outstanding Balance: Informs student of his / her outstanding	ng	2 minutes 1 minute	_
Outstanding Balance: Settle unpaid balance.	2.2 If With Outstanding Balance: Informs student of his / her outstanding balance/s.	ng balance		Cashiering Unit
Outstanding Balance: Settle unpaid balance. 2.3 Receive duly	2.2 If With Outstanding Balance: Informs student of his / her outstanding balance/s. 2.3 If With	ng balance		Cashiering Unit Collecting Staff
Outstanding Balance: Settle unpaid balance. 2.3 Receive duly signed	2.2 If With Outstanding Balance: Informs student of his / her outstanding balance/s. 2.3 If With Outstanding	ng balance		Cashiering Unit Collecting Staff
Outstanding Balance: Settle unpaid balance. 2.3 Receive duly signed	2.2 If With Outstanding Balance: Informs student of his / her outstanding balance/s. 2.3 If With Outstanding Balance: Signs	ng balance		Cashiering Unit Collecting Staff
Outstanding Balance: Settle unpaid balance. 2.3 Receive duly signed	2.2 If With Outstanding Balance: Informs student of his / her outstanding balance/s. 2.3 If With Outstanding Balance: Signs the Clearance	ng balance		Cashiering Unit Collecting Staff
Outstanding Balance: Settle unpaid balance. 2.3 Receive duly signed	2.2 If With Outstanding Balance: Informs student of his / her outstanding balance/s. 2.3 If With Outstanding Balance: Signs the Clearance Form after	ng balance		Cashiering Unit Collecting Staff
Outstanding Balance: Settle unpaid balance. 2.3 Receive duly signed	2.2 If With Outstanding Balance: Informs student of his / her outstanding balance/s. 2.3 If With Outstanding Balance: Signs the Clearance Form after settling the	ng balance		Cashiering Unit Collecting Staff
Outstanding Balance: Settle unpaid balance. 2.3 Receive duly signed	2.2 If With Outstanding Balance: Informs student of his / her outstanding balance/s. 2.3 If With Outstanding Balance: Signs the Clearance Form after settling the outstanding balance, if any.	ng balance		Cashiering Unit Collecting Staff
Outstanding Balance: Settle unpaid balance. 2.3 Receive duly signed	2.2 If With Outstanding Balance: Informs student of his / her outstanding balance/s. 2.3 If With Outstanding Balance: Signs the Clearance Form after settling the outstanding balance, if any. If Without	ng balance		Cashiering Unit Collecting Staff
Outstanding Balance: Settle unpaid balance. 2.3 Receive duly signed	2.2 If With Outstanding Balance: Informs student of his / her outstanding balance/s. 2.3 If With Outstanding Balance: Signs the Clearance Form after settling the outstanding balance, if any. If Without Outstanding	ng balance		Cashiering Unit Collecting Staff
Outstanding Balance: Settle unpaid balance. 2.3 Receive duly signed	2.2 If With Outstanding Balance: Informs student of his / her outstanding balance/s. 2.3 If With Outstanding Balance: Signs the Clearance Form after settling the outstanding balance, if any. If Without Outstanding Balance: Affixes	ng balance		Cashiering Unit Collecting Staff
Outstanding Balance: Settle unpaid balance. 2.3 Receive duly signed	2.2 If With Outstanding Balance: Informs student of his / her outstanding balance/s. 2.3 If With Outstanding Balance: Signs the Clearance Form after settling the outstanding balance, if any. If Without Outstanding Balance: Affixes signature on the	ng balance		Cashiering Unit Collecting Staff
Outstanding Balance: Settle unpaid balance. 2.3 Receive duly signed Clearance Form.	2.2 If With Outstanding Balance: Informs student of his / her outstanding balance/s. 2.3 If With Outstanding Balance: Signs the Clearance Form after settling the outstanding balance, if any. If Without Outstanding Balance: Affixes	ng balance None	1 minute	Cashiering Unit Collecting Staff Cashiering Unit

3. Signing of Student Clearance at the Student Development Services Unit



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stude all reactivi organ Care Educe Place Servi compatten coun Clear Note has a gives intervaction on the	1 Checks if the student attended all required activities organized by Career Education Job Placement Services. If with complete attendance, counter signs the Clearance Form. Note: If student has absent/s, gives intervention action depending on the activity not attended.	
stude conterector according stude of the signs of the sig	2 Checks if the student has no contemptible records or accountability requirements (for Student Discipline Unit, Student Organization Unit and Student Publication Unit offices) and signs the Student Clearance Form. Note: If student has contemptible record/s, refer to the Student Discipline Unit for appropriate actions or to the Student Organization Unit and Student Publication Unit to replenish the accountability requirements.	es Unit Head Student Development Services Staff Student Development Services
requi	- I	



4.1 Proceed to the Department Student's Academic	e None	2 hours and	Department
! I			
Chairperson. academic		10 minutes	Chairperson
			Mother College
Once the	student		
has clear	status,		
countersi	gn the		
Clearance	Form.		
Note: If the	е		
student h	as		
deficiency	or		
lacking			
requireme	ents,		
provide			
instruction	n on		
how to co	mply		
the lackin	g.		
4.2 Proceed to the 4.2 Signs the	None	30 minutes	Dean
College Dean Student			Mother College
clearance			
5. Signing of Student Clearance a	t the Office of Adm	ission and Regis	stration
5.1 Proceed to the 5.1 Receives	the None	2 hours and 5	Staff
Office of submitted	duly	minutes	Office of
Admission and signed St	udent		Admission and
Registration - Clearance	Form		Registration
Main Campus 5.2 Notifies the	e None	5 minutes	Staff
and get a ticket students			Office of
number from the regarding	the		Admission and
kiosk machine. releasing	of		Registration
Once the Official			
number appears Transcrip	of		
on the screen, Records of			
submit the Duly Transfer of	of		
signed Student Credentia	ls.		
Clearance Form			
to the designated			
College window.			
TOTAL MUTULNIC ACCOUNTA	DILITY: Name	8 Hour & 10	
TOTAL WITH NO ACCOUNTA	BILITY: None	Minutes	
	Outstan		
TOTAL WITH ACCOUNTA		9 Hours & 1	
. C.A. MITAGOOMIA	Balance	Minute	
	24.400		

^{*}The total turnaround time considers the volume of requests, waiting time, availability of the signatories, and student transportation from one campus to another.

Note: This is a multi-stage process. The Office of Admission and Registration is only responsible for signing and issuance of Transcript of Records and Transfer Credential once the clearance form is fully signed by the designated authorities. The Office of Library Management and Services, Cashiering Unit, Student Development Services Unit, and College Deans are only responsible in verifying the client's accountabilities and status and signing of the clearance.



10. Processing of Request for Transcript of Records of Graduates

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

Office or Division:	Office of Admission	Office of Admission and Registration (OAR)				
Classification:	Simple					
Type of	G2C - Government to Citizen					
Transaction:						
Who may avail:	TSU Graduates					
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE				
Duly Signed Stude (1 Original Copy)	ent Clearance	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf				
 For CCS Graduate and Graduate School - Memo of Agreement / Distribution Letter (1 Original Copy) Documentary Stamps (2 pcs.) For Transferees - Form 137-A / 		The client will provide				
Transcript of Recor "Copy for TSU" (1 (
5. If the Requestor a. Authorization Le (1 Original Copy) b. Requestor's Val (1 Photocopy) c. Representative's (1 Photocopy) 6. Alumni Fee Recei	is Not Present, etter id ID s Valid ID					

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



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

^{*} First copy of Transcript of Records shall be of no charge. 2nd copy to nth copy of Transcript of Records shall be charged **Php 100.00 per page.**



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

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

Office or Division:	Office of Admission a	nd Registration (OAR)
Classification:	Complex – Request f	or other Documents
	Highly Technical – Re	
Type of	G2C - Government to	
Transaction:		
Who may avail:		Enrolled Students at the University
CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE
	RIPT OF RECORD – 2	1
Valid identifica	` ,	The Client will provide
_	duate-unenrolled	Office of Admission and Registration or
	Signed Student	download at
	J-OAR-SF-18	https://www.tsu.edu.ph/media/5cllemm2/l-
(1 Original Cor		student-clearance-form.pdf
	duate-unenrolled	The client will provide
_	137-A / Transcript of ast School attended -	
	c State University	
(1 Original Cor		
4. Accomplished		Office of Admission and Registration or
	=–21(1 Original Copy)	download at
, , , , , , , , , , , , , , , , , , , ,	= /(· · · · · · · · · · · · · · · · · ·	https://www.tsu.edu.ph/media/1azfbhm2/o-
		request-form-and-claim-stub.pdf
5. Documentary	Stamp/s	The client will provide
(1 stamp per p	-	·
		ATION AND VERIFICATION (CAV)
 Valid identifica 	` ,	The client will provide
	d 1 Original Copy of	The client will provide
	Records and Diploma,	
present the Or		Office of Admiration and Designation on
3. Accomplished		Office of Admission and Registration or
130-UAR-3F	=–21 (1 Original Copy)	download at https://www.tsu.edu.ph/media/1azfbhm2/o-
		request-form-and-claim-stub.pdf
4. Documentary	Stamp/s	The client will provide
(1 stamp per p	•	The short will provide
C. DUPLICATE O		1
Valid identifica	tion Card (ID)	The client will provide
2. For Missing/L		Notary public, a lawyer, or a government office
Affidavit of Loss	•	that deals with legal documents
3. Accomplished	Request Form	Office of Admission and Registration or
	-21 (1 Original Copy)	download at
		https://www.tsu.edu.ph/media/1azfbhm2/o-
		request-form-and-claim-stub.pdf
4. Documentary	•	The client will provide
(1 stamp per p	- - /	
D. CERTIFICATION	DN/S	
1. Valid identifica	tion Card (ID)	The client will provide



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2.		udent Clearance		dmission and Regi	stration or
	TSU-OAR-SF	-18 (1 Original Copy)	download at		
			https://www.tsu.edu.ph/media/5cllemm2/l-		
	Гажа 407 А / Т	'unangeriat of Decord	<u>student-clearance-form.pdf</u> The client will provide		
3.		ranscript of Record	i ne client v	wiii provide	
	Tarlac State Ur	ol attended (Copy for			
	(1 Original Cop	3,			
4	Accomplished	• /	Office of A	dmission and Regi	stration or
٦.	•	–21 (1 Original Copy)	download a	•	Stration of
	700 07111 01	27 (1 Oliginal Copy)		v.tsu.edu.ph/media	/1azfbhm2/o-
				m-and-claim-stub.	
5.	Documentary S	Stamp/s	The client v		
	(1 stamp per pa	•		•	
E.	TRANSFER CR	,			
1.	Valid identificat	tion Card (ID)	The client v	will provide	
2.	Form 137-A / T	ranscript of Record		•	
		ol attended - Copy for	Student La	st School Attended	d
		niversity (1 Original			
_	Copy)				
3.		udent Clearance		dmission and Regi	stration or
	ISU-OAR-SF	-18 (1 Original Copy)	download a		/F all are :== 0 /l
				v.tsu.edu.ph/media	1/5cilemm2/1-
1	Accomplished	Poguest Form		arance-form.pdf	etration or
4.	Accomplished	–21 (1 Original Copy)	download a	dmission and Regi	oualion oi
	100-UAN-OF	Z / (1 Original Copy)			ı/1azfhhm2/o-
			https://www.tsu.edu.ph/media/1azfbhm2/o-request-form-and-claim-stub.pdf		
5.	Documentary S	Stamp/s	The client v		
	(1 stamp per pa	•		•	
F. FORM 137- A					
1.	Valid identificat	ion Card (ID)	The client v	will provide	
	Accomplished	, ,		dmission and Regi	stration or
		–21 (1 Original Copy)	download a	at	
				<u>v.tsu.edu.ph/media</u>	
				m-and-claim-stub.	<u>odf</u>
3.	Documentary S	•	The client v	will provide	
_	(1 stamp per pa				
_	· · · · · · · · · · · · · · · · · · ·	TOR IS NOT PRESENT	The allered	مراا المعمرين الم	
[1.	Authorization le	etter (1 Original Copy)	The client will provide		
2.	Requestor's va	lid ID (1 Photocopy)			
3.					
	Representative	s's valid ID			
	Representative (1 Photocopy)	s's valid ID			
	(1 Photocopy)		FEES TO	PROCESSING	PERSON
CI	(1 Photocopy) LIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
CI	(1 Photocopy) LIENT STEPS Accomplish	AGENCY ACTIONS 1.1 Receives,			RESPONSIBLE Staff-in-
CI	(1 Photocopy) LIENT STEPS Accomplish the Online	AGENCY ACTIONS 1.1 Receives, checks, and	BE PAID	TIME	RESPONSIBLE Staff-in- Charge Online
CI	(1 Photocopy) LIENT STEPS Accomplish the Online Processing	AGENCY ACTIONS 1.1 Receives, checks, and evaluates the	BE PAID	TIME	RESPONSIBLE Staff-in- Charge Online Request
CI	(1 Photocopy) LIENT STEPS Accomplish the Online Processing of Request	AGENCY ACTIONS 1.1 Receives, checks, and evaluates the response/s at	BE PAID	TIME	RESPONSIBLE Staff-in- Charge Online Request Office of
CI	(1 Photocopy) LIENT STEPS Accomplish the Online Processing of Request for Various	AGENCY ACTIONS 1.1 Receives, checks, and evaluates the response/s at Microsoft Form	BE PAID	TIME	RESPONSIBLE Staff-in- Charge Online Request Office of Admission
CI	(1 Photocopy) LIENT STEPS Accomplish the Online Processing of Request for Various Academic	AGENCY ACTIONS 1.1 Receives, checks, and evaluates the response/s at Microsoft Form Account.	None	TIME 45 minutes	RESPONSIBLE Staff-in- Charge Online Request Office of Admission and
CI	(1 Photocopy) LIENT STEPS Accomplish the Online Processing of Request for Various Academic Documents -	AGENCY ACTIONS 1.1 Receives, checks, and evaluates the response/s at Microsoft Form Account. 1.2 Endorses it to	BE PAID	TIME	RESPONSIBLE Staff-in- Charge Online Request Office of Admission
CI	(1 Photocopy) LIENT STEPS Accomplish the Online Processing of Request for Various Academic	AGENCY ACTIONS 1.1 Receives, checks, and evaluates the response/s at Microsoft Form Account.	None	TIME 45 minutes	RESPONSIBLE Staff-in- Charge Online Request Office of Admission and



_	1			
Form (Microsoft Forms) https://forms	Request Section.			
.office.com/r/ gPazndi3dB	1.3 Determines the necessary requirements and assesses fees for requested documents within the system	None	20 minutes	Staff-in- Charge Request Section Office of Admission and Registration
2. Receive the list of necessary requirement s and assessment of fees for requested documents via email.	2. Informs the necessary requirements and the total payment for the requested document via email.	None	20 minutes	Staff-in- Charge Online Request Office of Admission and Registration
3. Pay the required fees thru online (Landbank-www.landbank-nk.com) and Send the Proof of payment at	3.1 Receives and prints the proof of payment and endorses it to Staff-in-Charge of Request Section/Registrar.	None	45 minutes	Staff-in- Charge Online Request Office of Admission and Registration
oar@tsu.edu .ph Note: The steps for paying tuition and other fees	3.2 Ask the staff-in- charge in the request section about the release date of the requested documents.	None	30 minutes	Staff-in- Charge Online Request Office of Admission and Registration
online via the Land Bank of the Philippines can be accessed at https://www.t su.edu.ph/a nnounceme nts/2024- announcem ents/land- bank- payment- via-www- landbank-	3.3 Fills out the logbook and indicate in the remarks that the request was made via online transaction. And endorses the request to the processing section.	None	5 minutes	Staff-in- Charge Request Section Office of Admission and Registration

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	<u>com-link-</u> <u>bizportal/</u>				
4.	Receive the Claim Stub/ Claiming Date and prepare the requirement s to be submitted on the appointment date.	4. Sends the claim stub and claiming date via email. Then, processes the requested document/s	None	3 working days For the Diploma – 12 working days	Staff-in- Charge Processing Section Office of Admission and Registration
5.	On the appointmen t date, Proceed to the Office of	5.1 Receives and checks the necessary requirements and claim stub.	None	45 minutes	Staff-in-Charge Release Section Office of Admission and Registration
	Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the claiming stub along with the other necessary requirement to the releasing section. Note: The claiming of the request depends on the given	5.2Prepares the requested documents.	None	20 minutes	
6	appointment / claiming date. Receive the	6. Releases the	None	20 minutes	Staff-in-Charge
0.	Requested document/s and fill out/ Sign the Logbook	Requested Document/s and ask the client to fill-out the Logbook.	HOHE	20 11111111100	Release Section Office of Admission and Registration



TOTAL FOR ONLINE TRANSACTION:	See	4 Working Days, 4 Hours & 55 Minutes	
TOTAL FOR ONLINE REQUEST OF DIPLOMA:	Table Below	12 Working Days, 4 Hour & 55 Minutes	

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

Note:

- The requirements to be complied with are only applicable for first request only.
- Expedited one-day processing of requests is only applicable to undergraduate and graduate students who are in the system with complete requirements.
- Additional processing day/s may be required for old students who are not in the system and during the holidays.

Only those with complete requirements will be entertained.



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

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

Office or Division:	Office of Admission a	nd Registration (OAR)		
Classification:		equest for Diploma & Students not in the System		
Type of	G2C - Government to	Citizen		
Transaction:				
Who may avail:		Enrolled Students at the University		
CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE		
A. FOR TRANSC	RIPT OF RECORD – 2	ND COPY/ REQUEST		
 Valid identifica 	· ,	The Client will provide		
	duate-unenrolled	Office of Admission and Registration or		
	Signed Student	download at		
	J-0AR-SF-18	https://www.tsu.edu.ph/media/5cllemm2/l-		
(1 Original Cor		student-clearance-form.pdf		
_	duate-unenrolled	The client will provide		
_	137-A / Transcript of			
	st School attended -			
	c State University			
(1 Original Cop 4. Accomplished		Office of Admission and Registration or		
		download at		
130-UAK-SF	=–21 (1 Original Copy)	https://www.tsu.edu.ph/media/1azfbhm2/o-		
		request-form-and-claim-stub.pdf		
5. Documentary S	Stamn/s	The client will provide		
(1 stamp per p	•	The olient will provide		
		ATION AND VERIFICATION (CAV)		
1. Valid identifica	tion Card (ID)	The client will provide		
	d 1 Original Copy of	The client will provide		
	tecords and Diploma,	·		
present the Or				
3. Accomplished	Request Form	Office of Admission and Registration or		
TSU-OAR-SF	–21 (1 Original Copy)	download at		
		https://www.tsu.edu.ph/media/1azfbhm2/o-		
		request-form-and-claim-stub.pdf		
4. Documentary	-	The client will provide		
(1 stamp per p				
C. DUPLICATE O	_			
Valid identifica		The client will provide		
2. For Missing/L	•	Notary public, a lawyer, or a government office		
Affidavit of Loss		that deals with legal documents		
3. Accomplished		Office of Admission and Registration or		
ISU-UAK-SF-	-21 (1 Original Copy)	download at		
		https://www.tsu.edu.ph/media/1azfbhm2/o-		
1 Documentary	Stamp/s	request-form-and-claim-stub.pdf The client will provide		
4. Documentary S	•	The client will provide		
(1 stamp per p				
D. CERTIFICATION		T		
1. Valid identifica	I. Valid identification Card (ID) The client will provide			



2.		udent Clearance –18 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf			
3.		• ,	student-clearance-form.pdf The client will provide			
4.	Accomplished TSU-OAR-SF	Request Form –21 (1 Original Copy)	download a	dmission and Regisat v.tsu.edu.ph/media rm-and-claim-stub.	./1azfbhm2/o-	
5.	Documentary S (1 stamp per pa	•	The client	will provide		
F	TRANSFER CR					
-	Valid identificat		The Client	will provide		
	Form 137-A / T from last School	ranscript of Record of attended - Copy for niversity (1 Original		st School Attended	1	
3.		udent Clearance 18 (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/5cllemm2/l-student-clearance-form.pdf			
4.	Accomplished	Request Form	Office of Admission and Registration or			
	TSU-OAR-SF	–21 (1 Original Copy)	download at			
			https://www.tsu.edu.ph/media/1azfbhm2/o- request-form-and-claim-stub.pdf			
	Dogumenten, C	Stomp/o			<u>oar</u>	
5. Documentary Stamp/s(1 stamp per page)			The client	will provide		
_	FORM 137- A	age)				
	Valid identificat	ion Card (ID)	The client	will provide		
	Accomplished	\ /		dmission and Regi	stration or	
	•	–21 (1 Original Copy)	download at			
		(3 1)/	https://www.tsu.edu.ph/media/1azfbhm2/o-			
				m-and-claim-stub.	<u>odf</u>	
3.	Documentary S	•	The client will provide			
G	(1 stamp per pa	age) T OR IS NOT PRESENT				
	,	etter (1 Original Copy)	The client	will provide		
2.		lid ID (1 Photocopy)	The client will provide			
	<u> </u>		-			
ა.	 Representative's valid ID (1 Photocopy) 					
C	LIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Proceed to the Office of Admission and Registration and get a ticket number from	1.1 Ask what type of request, check the system, and determine the necessary requirements.	None	25 minutes	Staff-in- Charge Request Section Office of Admission and Registration	

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		1 4 0 1 4 4		00 : 1	
	the kiosk machine. Once the number appears on the screen, state the document to be requested at the Request Section window.	1.2 Informs the client the list of required documents	None	20 minutes	0/- 11
	Prepare the requirements, Accomplish the Request Form (TSU-OAR-SF-21) and submit it along with the other required documents.	2. Receives the completed Request Form along with the other required documents and assess the fees for the requested document in the system.	None	15 minutes	Staff-in- Charge Request Section Office of Admission and Registration
3.	Pay the required fees thru onsite (TSU Cashier)	3. Processes the payment and issues the assessment/ official receipt.	See table below	45 minutes	Staff-in-Charge Cashiering Unit
4.	Proceed to Request section window and present the Official Receipt.	4. Receives the proof of payment and provides the appointment date to claim the requested document/s. Note: Only Undergraduate & Graduate students who are in the system and have complete the requirements are allowed to expedite the process to one day.	None	15 minutes	Staff-in- Charge Request Section Office of Admission and Registration
5.	Receive the Claiming Stub and log it in the	5.1 Provides the claiming stub and asks the client to fill out the logbook.	None	5 minutes	Staff-in- Charge Request Section



Request Logbook	5.2 Endorses the request to Staff-in-Charge of Processing Section/Registrar 5.3 Processes the	None None	10 minutes 3 working	Office of Admission and Registration Staff-in-
	requested documents/s		For the Diploma & not in the system - 12 working	Charge Processing Section Office of Admission and Registration
6. On the appointmen t date, Proceed to the Office of	6.1 Receives and checks the necessary requirements and claim stub.	None	days 45 minutes	Staff-in-Charge Release Section Office of Admission and Registration
Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, present the claiming stub along with the Documentar y Stamp/s. Note: The claiming of the request depends on the given appointment / claiming date.	6.2 Prepares the requested documents.	None	20 minutes	regionalion
7. Receive the Requested document/s and log it in the Logbook	7. Releases the Requested Document/s and ask the client to fill-out the Logbook.	None	20 minutes	Staff-in-Charge Release Section Office of Admission and Registration
Т	OTAL FOR WALK-IN TRANSACTION:	See Table Below	3 Working Days, 3 Hours & 40 Minutes	



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

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

Note:

- The requirements to be complied with are only applicable for first request only.
- Expedited one-day processing of requests is only applicable to undergraduate and graduate students who are in the system with complete requirements.
- Additional processing day/s may be required for old students who are not in the system and during the holidays.
- Only those with complete requirements will be entertained.



Office of Library Management and Services External Services



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

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

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

			day to I Hady offig	
Office or Division:	Office of Library Management and Services (OLMS)			
Classification:	Simple			
Type of	G2G - Government to Government			
Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
1. Valid ID (1 Original	al Copy)	The client v	will provide	
2. Duly Signed Refe	rral Letter	The client will provide		
Addressed to Tar	lac State University	'		
Library Director (1				
3. For Clients from Non-Government Agencies Without MOA / MOU with TSU – Official Receipt of Visiting Researcher's Fee		Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
Present the referral letter at the Circulation Counter of any unit of the TSU Library.	Verifies the presented referral letter.	None	2 minutes	Head and Staff Office of Library Management and Services
For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Proceed to the cashier to settle Visiting Researcher's Fee and secure the Official Receipt. Note: New transaction shall	Receives the payment and issues the Official Receipt.	PHP 50.00 per head	5 minutes	Staff-in-Charge Cashiering Unit
be done if the Visiting Researcher revisits the TSU library on the following day/s.				



Note: 116 th Regular meeting of the Board of Regents of the Tarlac State				
	RNMENT AGENCIES IOA/MOU WITH TSU:	50.00 per Head	27 Minutes	
TOTAL FOR VIS	ITOR'S FROM NON -	None PHP	ZZ WIINUTES	
	TOTAL:	None	22 Minutes	
	sources of information for reference purposes.			Management and Services
	Note: if answer/s to the query/ies cannot be found, inform the client. 4.2 Records query/ies and	None	2 minutes	Head and Staff Office of Library
4. Receive answer to the query/ies.	4.1 Presents the information source to the client.	None	1 minute	Head and Staff Office of Library Management and Services
3. State and negotiate the query/ies.	3. Analyzes query/ies and identifies possible information sources using the Online Public Access Catalogue.	None	5 minutes	Head and Staff Office of Library Management and Services
For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Present the Official Receipt of payment of Visiting Researcher's Fee at the Circulation Counter.	For Visitor's from Non - Government Agencies Without MOA/MOU with TSU: Verifies the Official Receipt presented and performs reference procedures to identify needed information sources.	None	7 minutes	
2. Log the name on the Visitor's Logbook TSU- LMS-SF-29.	2. Performs reference procedures to identify needed information sources.	None	5 minutes	Head and Staff Office of Library Management and Services

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

Resolution no. 88, s. 2019



Office of Student Affairs and Service External Services



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

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

Office or Division:	Office of Student Affairs and Services (OSAS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TSU Board/Bar Examination Placers and TSU Student Awardee			
CHECKLIST OF I	REQUIREMENTS WHERE TO SECURE			
1. Professional Regula	ation Commission	The client will provide		
(PRC) Certificate of	r Any			
Amended/Updated	of the Same			
Resolution No. 62, s. 2015				
(1 Duplicate Copy)				
2. Invitation Letter/ Endorsement Letter				
(1 Original Copy)				
3. Certificate or Certi	fications Supporting			
Claims (1 Original Copy)				
		FEED TO DECOMMO	DEDGGA	

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



Office of TSU National Service Training Program External Services



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

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

Office or Division:	Office of TSU National Service Training Program			
Classification:	Simple			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	All TSU NSTP Graduates			
	REQUIREMENTS		WHERE TO SEC	CURE
Request letter from	•	The client will provide		
(If Enrolled) (1 Or				
2. Serial Number Rec	quest Form	Office of TSU National Service Training		
(1 Original Copy)		Program		
FOR ALUMNI:				
1. Transcript of Reco	rds	The client	will provide	
(1 Photocopy)		000 - 00	011 N - C 1 0 1	-
2. Serial Number Red	quest Form		SU National Servi	ce i raining
(1 Original Copy)		Program FEES TO	DDOCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	PROCESSING TIME	RESPONSIBLE
1. If Enrolled:	1.1 Receives and	None	1 hour &	Clerk
Submit a letter	examines the	None	15 minutes	National
from the current	form and verify		10 minutes	Services
school registrar	its veracity vis-a-			Training
requesting for a	vis submitted			Program Office
serial number	documents			
and fill out	1.2 If verified true	None	1 hour &	Clerk,
National Services	and correct, the	None	30 minutes	Director
Training Program	Director signs		30 111111111111111111111111111111111111	National
request form.	the form. If			Services
	unverified, the			Training
For Alumni:	agency will not			Program Office
Submit the	release serial			i regram emee
transcript of	number to the			
records and fill	client.			
out National				
Services Training				
Program request				
form.	O Coolo th -	NIa	45	OI :-I
2. Receive the	2. Seals the	None	15 minutes	<i>Clerk</i> National
document	document and release to the			National Services
requested.	client.			
	CHEIR.			Training Program Office
Program Office				
	TOTAL:	None	3 Hours	



Research, Accreditation and Records Unit External Services



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

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

Office or Division:	Research, Accreditation and Records Unit (RARU)			
Classification:	Complex			
Type of	G2G – Government to	Governme	nt	
Transaction:	G2B – Government to	Business E	Intity/ies	
Who may avail:	Colleges and Units of			Bodies
	REQUIREMENTS WHERE TO SECURE			
1. Accomplished Do		Research,	Accreditation and	
Form DRF TSU-F	•	download a		
(1 Original Copy)		https://www	w.tsu.edu.ph/medi	a/uo1jcss1/tsu-
			pdated-word-form	-
CLIENT STEDS	ACENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. For Walk-In:	1.1.1 For Walk-In:	None	3 minutes	Technical Staff
Submit	Receives the			Research,
accomplished	DRF from the			Accreditation
Document	client through			and Records
Request Form	e-mail and a			Unit
to the Research,	printed copy if			
Accreditation	walk-in.			
and Records				
Unit.	1.1.2 Records the			
	document in			
	the Incoming			
	Documents			
	Monitoring			
For Online	Logbook.			
For Online: Send an	1.2.1 For Online:			
electronic copy	Receives and			
of the Document	downloads the			
Request Form	Document			
via e-mail thru	Request Form			
sas.rarunit@gm	and			
ail.com.	acknowledges			
	the receipt of			
	email.			
	1.2.2 Prints the			
	Document			
	Request Form			
	as proof of			
	service			
	transaction.			



	1.3 For Walk-In and Online: Assesses the list of the requested records to determine their availability. Note: If deemed sensitive and confidential, seek the approval of the Data Privacy	None	2 hours 3 hours	Unit Head Research, Accreditation and Records Unit Data Privacy Officer Data Privacy Unit
	Officer. 1.4 For Walk-In and Online: Prepares the available documents listed on the approved Document Request Form. Scans the documents and records to produce soft copies if transaction is via online and printed copies if transaction is via walk-in.	None	6 working days	Technical Staff & Unit Head Research, Accreditation and Records Unit
2. Receive the requested documents and affix his or her signature in the Document Monitoring Logbook.	2. Releases the requested documents. For Walk-In: Releases the requested document and instructs the client to affix his or her signature in the Document Monitoring Logbook. For Online: Sends scanned copies through email.	None	15 minutes	Technical Staff Unit Head Research, Accreditation and Records Unit
TOTAL FOR ORDI	NARY DOCUMENTS:	None	6 Working Days, 2 Hours & 18 Minutes	



Scholarship and Financial Assistance Unit External Services



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

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

Office or Division:	Scholarship and Financial Assistance Unit (SFAU)				
Classification:	Complex				
Type of	G2C – Government to				
Transaction:	G2B – Government to	Business			
Who may avail:	TSU Students		WHERE TO SE	CUDE	
	REQUIREMENTS	From the S	WHERE TO SEC Scholarship and Fi		
1. Accomplished A TSU-SFA-SF-0	(1 Original Copy)	Assistance	e Unit Office, Scho System (SOAS)		
Barangay Indige	cant - Certification of ency (1 Original Copy)	The client	will provide		
3. Certification of F (1 Original Copy	Registration (COR)				
4. Report of Grade	es (ROG)	The client	will provide		
(1 Original Copy		TOLLNA II	111.9		
5. For Person with Medical Certification (1 Original Copy		TSU Medic	cal Unit		
	6. For Person with Disability (PWD) - PWD ID (1 Photocopy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. For Walk-In: Receive the Application Form from the office of Scholarship and Financial Assistance Unit.	1. For Walk-In: Provides the Scholarship Application form and the list of other requirements.	None	5 minutes	Staff Scholarship and Financial Assistance Unit	
For Online: Log in to TSU Scholarship Online Application System (https://scholar ship.tsu.edu.p h) and fill out the application form.	For Online: Log in to TSU Scholarship Online Application System (https://scholarshi p.tsu.edu.ph) and views list of applicant/s.	None	2 minutes	SOAS Administrator Scholarship and Financial Assistance Unit	
2. For Walk-In: Submit the accomplished forms along	2.1 For Walk-In: Receives the submitted requirements and		5 minutes	Staff Scholarship and Financial Assistance Unit	



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with the other needed requirements.	conducts screening interview.			
	Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.			
For Online: Submit filledout forms to Scholarship Online Application System.	For Online: Downloads the accomplished forms and other requirements and schedules an interview through MS Teams.	3	minutes	SOAS Administrator Scholarship and Financial Assistance Unit
	2.2 Evaluates the completeness of the submitted form and requirements.	10	minutes	Staff Scholarship and Financial Assistance Unit
	Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.			Head/Staff
	2.3 Forwards the evaluated list of applications to the provider/ grantor.	3 wo	rking days	Scholarship and Financial Assistance Unit
	Note: Forwarding of evaluated list of CHED TDP-TES grantees is based on the schedule set by CHEDRO			
	III through CHED Memo.	3 :	minutes	
	2.4 Once approved, tags scholarships of deserving students.			



3. Receive notification of approval or disapproval.	3. Sends notification of approval and disapproval through electronic mail (registered email or MS Teams of the students).		3 minutes	
Т	OTAL FOR WALK-IN:	None	3 Working Days & 26 Minutes	
7	TOTAL FOR ONLINE:	None	3 Working Days & 21 Minutes	

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



Sports and Development Unit External Services



1. Processing of Request for Hosting a Sports Event

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

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

None None

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



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



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



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

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

Office or	Sports and Development Unit (SDU)				
Division:	Libeby Taskaisal				
Classification:	Highly Technical	Citizon			
Type of Transaction:	G2C - Government to	Cilizen			
	TCI I Student Athletes	and Other State Universities and Colleges			
Who may avail:	F REQUIREMENTS	WHERE TO SECURE			
Valid Identification		The client will provide			
(1 Photocopy)	on Card (ID)	The client will provide			
2. Certificate of Reg	nistration	-			
(1 Certified True					
3. Parental Consen					
(1 Original Copy)	•				
4. Vaccination Card					
(1 Original Copy)					
5. Parents ID with S]			
(1 Original Copy	1 Photocopy)				
6. Report of Grades					
(1 Certified True					
7. Philippine Statist	ics Authority (PSA)				
Birth Certificate					
	and 1 Photocopy)				
	te (1 Original Copy)	TSU Medical Unit			
9. Eligibility Form (TSU or Host School			
		NKAGES OFFICE (IALO)			
1. CHED-IAS Form		Sports and Development Unit			
(1 Original Copy)	tter from the President				
(1 Original Copy)					
3. Approved Pursue					
(1 Original Copy)					
4. Notice of Accept					
(1 Original Copy)					
5. Invitation Letter,					
(1 Original Copy)					
6. Background of the	ne Event and				
Organizers					
	nks, if applicable)				
(1 Original Copy)					
7. Certification of a					
Signed by Budge Accounting Office					
(1 Original Copy)					
8. Breakdown of Ex					
	rticipant and source of				
funding)	,				
(1 Original Copy)					
9. Official List of Pa					
(1 Original Copy)					
10. Approved Comp					
(CSW) - (1 Origin	nal Copy)				



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



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



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

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

Office or Division:	Sports and Developm	ent Unit (SI	DU)		
Classification:	Highly Technical				
Type of	G2C - Government to	Citizens			
Transaction:					
Who may avail:	TSU Student Athletes	and Other	State Universities	and Colleges	
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
Valid Identification	n Card (ID)	The client	will provide		
(1 Photocopy)					
2. Certificate of Reg					
(1 Certified True C					
3. Parental Consent	(Notarized)				
(1 Original Copy)	(1 Original Conv)				
4. Vaccination Card 5. Parents' ID with S					
(1 Original Copy 1					
6. Report of Grades	. т. пососору)				
(1 Certified True (Copy)				
7. Philippine Statistic					
Birth Certificate	, ,				
(1 Original Copy a					
8. Medical Certificate	· • • • • • • • • • • • • • • • • • • •	TSU Medi			
9. Eligibility Form (1	Original Copy)	TSU or Ho			
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE			
CEIEITI STEI S	AGENCI ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Receives	1.1 Submits		TIME	RESPONSIBLE	
1. Receives notification	1.1 Submits complete	None		RESPONSIBLE Sports Director	
Receives notification about the	1.1 Submits complete documentation of		TIME	Sports Director Sports and	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the		TIME	RESPONSIBLE Sports Director	
Receives notification about the	1.1 Submits complete documentation of medalist to the Host University		TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a		TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification		TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the		TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the		TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the		TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from		TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level		TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.		TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization		TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host		TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University		TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and selects qualified		TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and selects qualified players. If there		TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and selects qualified players. If there are selected		TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and selects qualified players. If there		TIME	Sports Director Sports and Development	



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



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

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

Office or	Sports and Developm	Sports and Development Unit (SDU)			
Division:					
Classification:	Highly Technical				
Type of	G2C - Government to	Citizen			
Transaction:	G2G - Government to	Government			
Who may avail:	TSU student athletes, and Colleges	TSU Employees, and Other State Universities			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
A. FOR STUDENTS	3				
1. Valid Identificatio	n Card (ID)	The client will provide			
(1 Photocopy)					
2. Certificate of Reg	istration (COR)				
(1 Certified True	Copy)				
3. Parental Consent	(Notarized)				
(1 original copy)					
4. Vaccination Card	(1 Original Copy)				
5. Parents' or Guard	dian's ID with				
Signature (1 Origi	inal Copy)				
B. FOR EMPLOYE	ES				
None		None			
		FFFC TO DEDOCESSING DEDOON			

None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive an invitation to the upcoming sports event.	1.1 Receives an invitation and endorse the invite to the Sports Development and Management Unit.	None	30 minutes	Staff-in-Charge Office of the University President
	1.2 Receives a sporting event invitation and relay it to the players and coaches.	None	10 minutes	Sports Director Sports and Development Unit
2. Attend training.	2.1 Informs the players and coaches about the other agenda/s; and instructs the players to start training after preparing the needed requirements.	None	14 working days	Staff-in-Charge Sports and Development Unit
	2.2 Prepares the budget letter for the budget breakdown.	None	1 working day	Staff-in-Charge Sports and Development Unit



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



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

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

Office or Division:	Sports and Developme	ent Unit (SDU)				
Classification:	Highly Technical					
Type of	G2C - Government to	Citizen				
Transaction:	G2G - Government to					
Who may avail:		TSU Employees, and Other State Universities				
CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE				
A. FOR STUDENT	S					
Valid Identification	on Card (ID)	The client will provide				
(1 Photocopy)						
2. Certificate of Reg	• ,					
(1 Certified True						
3. Notarized Parent						
(1 Original Copy)						
4. Vaccination Card						
5. Parents' ID with	Signature					
(1 Original Copy						
6. Report of Grades						
(1 Certified						
	tics Authority (PSA)	ority (PSA)				
Birth Certificate						
	and 1 Photocopy)					
	te (1 Original Copy)	TSU Medical Unit				
9. Eligibility Form (1 Original Copy)	TSU or Host School				

B. FOR EMPLOYEES

None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive an information about the upcoming sports event.	1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards.	Institutio nal Contribu tion	3 hours	Sports Director Sports and Development Unit
	1.2 Endorses to the Office of the University President the communication letter containing the discussed agenda.	None	10 minutes	Staff-in-Charge Sports and Development Unit
	1.3 Conducts meeting	None	2 hours	Staff-in-Charge



	100			
2. Submit all the	with team captains and coaches for the upcoming sports event and disseminates the information to the players. 2. Receives and			Sports and Development Unit
requirements needed to the Sports and Development Unit.	verifies the submitted documents.	None	1 working day	Staff-in-Charge Sports and Development Unit
3. Attend initial training.	3.1 Communicates to the athletes to commence their training.	None	365 calendar days	Staff-in-Charge Sports and Development Unit
	3.2 Releases a memo about the list of delegates / participants.	None	1 working day	Staff-in-Charge Sports and Development Unit
	3.3 Conducts meeting with coaches regarding the needs of the players and follows up the list of the players if they are unqualified for the sports event. Note: If unqualified, either find a replacement / substitute of the player or comply to all the requirements.	None	3 hours	Staff-in-Charge Sports and Development Unit
4. Attend rigid training.	4. Conducts rigid training and issues allowance for the players.	None	14 working days	Staff-in-Charge Sports and Development Unit
5. Receive the uniforms and other sports equipment.	5.1 Distributes the uniforms and other sport paraphernalia.	None	1 working day	Staff-in-Charge Sports and Development Unit
	5.2 Coordinates/ communicates with other offices regarding the logistics of the players and coaches.	None	1 working day	Staff-in-Charge Sports and Development Unit



6. Attends the sports event proper.	6. Deploys the coaches, players, and sports directors.	None	7 calendar days	Staff-in-Charge Motor Pool Unit
7. Receives the allowance.	7. Distributes the players' allowance and monitors the event.	None	2 hours	Staff-in-Charge Sports and Development Unit
	TOTAL:	Instituti onal Contrib ution	390 Days, 10 Hours & 10 Minutes	



Student Discipline Unit

External Services



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

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

Office or Division: Classification: Type of Transaction: Who may avail: CHECKLIST OF 1. Accomplished Co				
Accomplished Le TSU-SDU-SF-03 (1 Duplicate Copy	tter of Response // Photocopy)	https://www.tsu.edu.ph/media/vdangz0v/tsusf-01-complainant-letter.docx		ownload at the
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Office (R202, TSU Student Center, Lucinda Extension Campus, Tarlac City). Note: Use only the forms provided by SDU. Include documented evidence if there is any.	1.1 Accepts the complaints and records the necessary information in the logbook (TSU-SDU-SF-09). 1.2 Coordinate with other offices (Office of Management Information Systems, Civil Security Unit, and Guidance Counseling Offices) to trace the whereabouts of the respondent.	None	3 minutes 2 working days	Assistant Director Student Development Services Technical Staff Student Discipline Unit Assistant Director Student Development Services Technical Staff Student Discipline Unit
	1.3 Issues notice to defendant regarding the complaint. Note: Defendant is given 3 working days to respond on the complaint.	None	3 working days	Assistant Director Student Development Services Technical Staff Student Discipline Unit



2. Attend the scheduled hearing at the TSU Student Center, Lucinda Extension Campus, Tarlac City.	2.1 Schedules a hearing/ formal investigation for both parties. Notifies both parties; minutes of the hearing must be filed/recorded.	None	3 working days	Assistant Director Student Development Services Technical Staff Student Discipline Unit
3. Complainant will wait for the resolution of the case once the defendant admits partially/fully the allegation and will report at the office of Student Discipline Unit	3.1 When defendant admits the allegations, both parties will be informed regarding the case's resolution and the defendant must report at Student Discipline Unit.	None	4 working days	Assistant Director Student Development Services Technical Staff Student Discipline Unit
for a copy of the case's resolution upon being informed by Student Discipline Unit.	3.2 The defendant must report at Student Discipline Unit to explain the penalties for his/her violative acts.	None	3 working days	
	TOTAL:	None	15 Working Days & 3 Minutes	

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

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

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

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



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

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

Tanac State Shirtoron, Stadonico, province and and are actionally defined and anogularion				
Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical	,		
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
 Accomplished Co TSU-SDU-SF-01 Accomplished Let TSU-SDU-SF-03 (1 Duplicate Copy 	(1 Original Copy)	Student Discipline Unit or Download at the TSU Website https://www.tsu.edu.ph/media/vdangz0v/tsu-sdu-sf-01-complainant-letter.docx Student Discipline Unit or Download at the TSU Website		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a formal written complaint at the office of Student Discipline Officer (R202, TSU Student Center, Lucinda Extension	1.1 Accepts the complaints and records the necessary information in the logbook (TSU-SDU-SF-09).	None	3 minutes	Assistant Director Student Development Services Technical Staff Student Discipline Unit
Campus, Tarlac City). Note: Use only the forms provided by SDU. Include documented evidence if there is any.	1.2 Coordinate with other offices (Office of Management Information Systems, Civil Security Unit, and Guidance Counseling Offices) to trace the whereabouts of the respondent.	None	2 working days	Assistant Director Student Development Services Technical Staff Student Discipline Unit
	1.3 Issues notice to defendant regarding the complaint. Note: Defendant is given 3 working days to respond on the complaint.	None	3 working days	Assistant Director Student Development Services Technical Staff Student Discipline Unit



2. Attend the scheduled hearing at the TSU Student Center, Lucinda Extension Campus, Tarlac City.	2.1 Schedules a hearing/ formal investigation for both parties. Notifies both parties; minutes of the hearing must be filed/recorded. 2.2 If defendant denies the	None	3 working days 10 working days	Assistant Director Student Development Services Technical Staff Student Discipline Unit Assistant Director
	allegations and Student Discipline Unit, however finds probable guilt, the discipline committee will convene.			Student Development Services Technical Staff Student Discipline Unit
	2.3 Investigation will be conducted by the committee.			President Supreme Student Council Director
	2.4 Decision will be rendered.		5 working days from the last meeting of discipline	Office of Student Affairs and Service
			committee	Vice President, Office of the Vice President for Academic Affairs
3. Complainant will wait for the resolution and written notice of the case once the committee's	3.1 If committee finds no substantial proof against the defendant or if the university	None	5 working days upon receipt of the notification	Assistant Director Student Development Services
decision was rendered and will report at the office of Student	lacks jurisdiction, dismissal of the case will be			Technical Staff Student Discipline Unit
Discipline Unit for a copy of the case's resolution upon	done. But if not, written notice to both parties regarding the			President Supreme Student Council
being informed by Student Discipline Unit.	resolution of the cased will be served.			Director Office of Student Affairs and Service
				Vice President, Office of the Vice President



			for Academic Affairs
TOTAL:	None	28 Working Days & 3 Minutes	

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



3. Filing of Complaints and Investigation Against TSU Employee

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

Office or Division	Student Diesialine III	oit (CDLI)		
Office or Division:	Student Discipline Unit (SDU)			
Classification:	Complex	- Old		
Type of	G2C – Government t		Entitulias	
Transaction:	G2B – Government t			
Who may avail	G2G – Government t All	o Governm	IEI IL	
Who may avail:	REQUIREMENTS		WHERE TO SE	CLIDE
Accomplished Co.		Student D	iscipline Unit or D	
	(1 Original Copy)	TSU Webs		ownioad at the
100-000-01-01	(1 Original Copy)		v.tsu.edu.ph/media/	vdangz0v/tsu-sdu-
			plainant-letter.docx	raarig 20 17 to a oaa
2. Accomplished Le	tter of Response	Student D	iscipline Unit or D	ownload at the
TSU-SDU-SF-03	·	TSU Web	site	
(1 Duplicate Copy	/ Photocopy)	https://ww	w.tsu.edu.ph/med	lia/1mch5vfp/tsu-
		sdu-sf-03-	respond-letter.doc	CX
3. Documented Evid	dence/s	The client	will provide	
(2 Photocopies)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. File a formal	1. Accept the	None	1 hours &	Assistant
written complaint	complaints and		30 minutes	Director
at the office of	will record the			Student
Student	necessary			Development
Discipline Office	information to			Services
(R202, Tarlac	Student			
State University	Discipline			Tachminal Ctoff
Student Center,	Logbook,			Technical Staff Student
Lucinda Extension	Complainant			
	Logbook, Case Summary			Discipline Unit
Campus, Tarlac City)	Logbook and			
Oity)	Student Blotter) *			
Note: Use only	Otdderit Diotter)			
the forms				
provided by				
Student				
Discipline Unit.				
Include any				
documented				
evidence if there				
is any*				
2. Wait for the	2. Student	None	5 working days	Vice President
notice coming	Discipline Unit			Office of The
from the Student	will forward the			Vice President
Discipline Unit	complaint to			for Academic
regarding the	Office of The			Affairs
progress of the	Vice President			
case or for the	for Academic			or
schedule of	Affairs if the			
hearing to be	defendant is			Vice President
given by the	faculty or to			Office of The
Grievance Board	Office of The			Vice President



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

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



4. Procedure for Appeal

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

	· ·	L: (0.51.1)	·	
Office or Division:	Student Discipline Ur	nit (SDU)		
Classification:	Highly Technical	Old		
Type of	G2C – Government t		□ 4:4/:	
Transaction:	G2B – Government to			
	G2G – Government t All	o Governm	ent	
Who may avail:	REQUIREMENTS		WHERE TO SE	CLIDE
Letter of Appeal	REQUIRENTS	The client	will provide	CURE
(1 Original or Phot	ocopy)	THE GIGHT	wiii provide	
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. The Defendant	1. Forward the	None	10 Working	Technical Staff
or Complainant	appeal base		Days from	Student
may appeal to	from whom		Notice	Discipline Unit
the decision of	decision will be			
offices of	appealed by the			
committee	defendant or the			
through written	complainant:			
form to be	4.4.06			Table 1 of 6
submitted at	1.1 Student			Technical Staff
the office of	Discipline Unit's			Student
Student Discipline	decision is appealable to			Discipline Unit
Office (R202,	the Director of			
Tarlac State	Office of			
University	Student Affairs			
Student Center,	and Service			
Lucinda	within 10 days			
Extension	from notice.			
Campus,				
Tarlac City)	1.2 Office of			Technical Staff
	Student Affairs			Office of
	and Service's			Student Affairs
	decision is			and Services
	appealable to			
	the Office of			
	The Vice			
	President for			
	Academic Affairs within 10			
	days from notice.			
	HOUG.			
	1.3 Office of The			Staff
	Vice President			Office of the
	for Academic			Vice President
	Affairs decision			for Academic
	is appealable to			Affairs
	the President			
	within 10 days			
	from notice.			



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



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

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

Office or Division:	Office or Division: Student Discipline Unit (SDU)				
Classification:	Simple				
Type of	G2C - Government to Citizen				
Transaction:					
Who may avail:	Students and Alumni of Bachelor of Arts in Psychology Program				
	REQUIREMENTS WHERE TO SECURE				
1. Transcript of Reco		Office of A	dmission and Reg	istration	
"For Board Examir	nation Purposes				
(1 Photocopy) 2. Official Receipt (1	Original Conv.)	Cashiering	l Init		
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Proceed to the	1. Validates	None	3 minutes	Associate	
Guidance and	Transcript of			Guidance	
Counseling Unit	Records			Counselor	
in the Main	presented			Guidance and	
Campus and	and issues			Counseling Unit	
present the Transcript of	payment slip.				
Records to					
secure payment					
slip.					
2. Proceed to the	2. Processes the	PHP	15 minutes	Staff	
Cashiering Unit	payment and	20.00		Cashiering Unit	
to settle the	issues Official				
needed fee and	Receipt.				
secure Official					
Receipt. 3. Proceed to the	3. Issues Certificate	None	2 minutes	Assistant	
Student	of Good Moral	None	2 1111111111111111111111111111111111111	Director	
Discipline Office	Character.			Student	
and present the				Development	
Transcript of				Services	
Records and					
Official Receipt.				Technical Staff	
				Student	
4. Fill out the	4. Instructs client to	None	1 minute	Discipline Unit Assistant	
request for	fill out Certificate	INOLIC	i iiiiiule	Director	
Certificate of	of Good Moral			Student	
Good Moral	Character			Development	
Character	Logbook.			Services	
Logbook.					
				Technical Staff	
				Student	
		рир		Discipline Unit	
	TOTAL:	PHP 20.00	21 Minutes		
		40.00			



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



Testing, Evaluation, and Monitoring Services Unit External Services



1. Processing of Admission Test Application for Incoming Freshmen Students

This service allows incoming first-year college students to apply for College Admission Test.

Office or Division:	Testing, Evaluation, and Monitoring Services Unit (TEMSU)				
Classification:	Highly Technical				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	Incoming TSU Freshman Students				
	F REQUIREMENTS WHERE TO SECURE				
Background with I Format: (DELA CF (1 Electronic Copy	Size Photo on a White Name Tag) RUZ, JUANA CRUZ) v)	The client will provide			
 Digital Image / Scanned Front and Back Page of Form 138 Grade 11 / Grade 12 / (Report Card) / ALS Rating with Final GWA (1 Electronic Copy) Digital Image / Scanned Front Page of 					
Philippine Statistics Authority (PSA) Birth Certificate (1 Electronic Copy)					
Digital Image / Sca Certificate of Good (1 Electronic Copy	anned Front Page of d Moral Character				
Tax Return of Par Certificate of Indig (1 Electronic Copy	<i>'</i>)				
Properly Accompli Application Form	shed TSU-CAT Online	Downloadable at cat.tsu.edu.ph			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create an online account at CAT website (cat.tsu.edu.ph). Fill-out the online application form; upload and submit all requirements. Note: The client needs a valid email address for the filing of application and for receiving of notifications about the status of application.	1. Views submitted applications via CAT portal and evaluates all the submitted requirements. Note: If submitted requirements are incomplete, a notification will be sent informing the need for resubmission of application.	None	20 working days	Staff-in-Charge Testing, Evaluation, and Monitoring Services Unit



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

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

Approved Calendar of Activities:

- o Receiving and Reviewing of Online Application 2 months
- o Administration of TSU-College Admission Test 2.5 months
- o Posting of Results End of May of every Academic Year



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

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

Office or Division:	Testing, Evaluation, and Monitoring Services Unit (TEMSU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Transferee Students			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Properly Accompli	shed Admission Slip		Registration and	Admission
(1 Original Copy)	I	(Main Ca	ampus)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the properly filled out Admission Slip and present it to Testing, Evaluation, and Measurement Unit.	1.1 Receives and checks the presented admission slip. Note: If submitted admission slip is faulty, (return back to the client)	None	5 minutes	Staff-in-Charge Testing, Evaluation, and Monitoring Services Unit
2. Receive and accomplish the Application Form	2.1 Issues blank Application Form to the client.	None	2 minutes	Staff-in-Charge Testing, Evaluation, and
for Transferees to be submitted to Testing, Evaluation and Measurement Unit	2.2 Receives and evaluates the submitted accomplished Application Form.	None	4 minutes	Monitoring Services Unit
	Note: If Application Form is not properly filled out, return to the applicant.			
3. Receive the test permit and be informed on the schedule of psychological exam.	3. Issues test permit and informs the schedule of psychological exam.	None	3 working days & 7 minutes Note: The total waiting time between the issuance of the test permit and admission of psychological test is 3 working days.	
4. Proceed to the Testing Area on the scheduled	4.1 Administers Psychological Test.	None	45 minutes	Staff-in-Charge Testing, Evaluation, and



date and time of the exam; present the test permit,				Monitoring Services Unit
and take the Psychological Test.	3.2 Checks and evaluates Psychological Test Result.	None	3 hours	
5. Receive the Psychological Test Result.	5.1 Prepares and releases result of Psychological Test.	None	1 hour	Staff-in-Charge Testing, Evaluation, and Monitoring Services Unit
	TOTAL:	None	3 Working Days, 5 Hours & 3 Minutes	



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION

List of External Services



Accounting Unit

External Services



1. Processing for Assessment of Fees for Other Payors

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

Office or	Accounting Unit (AU)					
Division:						
Classification:	Simple	Simple				
Type of	G2C – Government to	G2C – Government to Citizen				
Type of Transaction:	G2G – Government to	Governmer	nt			
mansaction.	G2B – Government to	Business E	ntity/ies			
Who may avail:	All					
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE		
1. Seminar/Trainin	g Fees (Research)	The client v	vill provide			
(1 Duplicate Co	ppy)					
2. Sale of Bidding	Documents/Others					
Pre-Assessmer	nt Slip/ Information					
(1 Duplicate Co	ppy)					
3. Transfer of fund	S					
Disbursement	Disbursement Voucher					
(1 Duplicate Copy)						
4. Assessment of consultation fees						
(Research)						
TSU-URO-SF-7	72 (1 Original Copy)					
		EEEC TO	DDOCESSING	DEDSON		

1				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction at the Accounting Unit.	1.1 Opens the TSU's System for Assessment: checks if there's already an account. Creates an account if the client is no account (as needed).	None	1 minute	Staff Accounting Unit
	1.2 Assesses particular fee/s.	None	2 minutes	Staff Accounting Unit
2. Receive Assessment Slip.	Prints and releases assessment slip.	None	2 minutes	Staff Accounting Unit
	TOTAL:	None	5 Minutes	



Cashiering Unit

External Services



1. Process for Claiming of Checks

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

Office or Division:	Cashiering Unit - Disbursement (CU)				
Classification:	Simple	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government				
Who may avail:	All				
CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE			
1. One (1) Valid ID	(1 Original Copy)	The client will provide			
2. For Authorized Representative					
a. Authorization or Special Power of					
,	- (1 Original Copy)				
h Ono (1) Valid	ID of Representative				

b. One (1) Valid ID of Representativec. One (1) Valid ID of Payee withThree (3) Specimen Signature(1 Photocopy)

(11 Hotobopy)		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Present valid ID. If transacting as authorized representative, present the needed requirements.	1. Checks the completeness of requirements. Note: If requirements are lacking, terminate transaction and inform the client of the lacking.	None	5 minutes	Releasing Officer Cashiering Unit
2. Issue an Official Receipt.	Verifies the issued Official Receipt.	None	5 minutes	Releasing Officer Cashiering Unit
3. Sign on the Disbursement Voucher.	3. Requests for client's signature on the Disbursement Voucher.	None	5 minutes	Releasing Officer Cashiering Unit
4. Claim check and tax certificate for suppliers.	4. Releases the check and tax certificate, if any.	None	5 minutes	Releasing Officer Cashiering Unit
	TOTAL:	None	20 Minutes	



2. Processing of Cash Payment for Outstanding Balances

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

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



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

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

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

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



Civil Security Unit

External Services



1. Processing of Action for Complaints

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

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



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



2. Processing of Request for CCTV Footage Review

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

Off	fice or Division:	Civil Security Unit (C	CSU)		
Cla	assification:	Complex	·		
Ту	pe of Transaction:	G2C – Government	to Citizen		
		G2B – Government	to Business	Entity/ies	
		G2G – Government	to Governm	ent	
Wh	no may avail:	All			
	CHECKLIST OF RE	QUIREMENTS		WHERE TO S	SECURE
1.	Request Letter Subject		The client v	will provide.	
	Addressed to Data Pr	•		'	
	(1 Original Copy)	,			
Ad	ditional Requirement	s/s for those asking	for a copy o	of the footage:	
	Formal Complaint / Co			will provide.	
	Order				
		AGENCY	FEES TO	PROCESSIN	PERSON
	CLIENT STEPS	ACTIONS	BE PAID	G TIME	RESPONSIBLE
1.	Proceed to Civil	1. Provides the	None	3 minutes	Administrative Aide
	Security Unit Office	Request for			Civil Security Unit
	to acquire Request	CCTV Footage			Head
	for CCTV Footage	Review Form			Chief for Operation
	Review Form (TSU-	(TSU-CSU-SF-			Security Guard on
	CSU-SF-48).	48).			Duty
	,	,			Civil Security Unit
2.	Submit the	2.1 Accepts the	None		Administrative Aide
	documentary	form and			Civil Security Unit
	requirements to Civil	assess the			Head
	Security Unit Office.	submitted			Chief for Operation
	•	request.			Security Guard on
		'		5 working	Duty
				days	Civil Security Unit
		2.2 Forwards the	None	-	Administrative Aide
		document to			Shift in-Charge
		the Civil			Chief for Operation
		Security Unit			Assistant Head
		Head and Data			Civil Security Unit
		Privacy Officer			
		for approval.			
		2.3 Evaluates the	None		Civil Security Unit
		forwarded			Head
		document,			Civil Security Unit
		particularly the			
		type of request			Data Privacy Officer
		if it is for			Data Privacy Office
		viewing only or			
		requesting a			
		copy of footage			
		and endorse			
		the approved			
		request signed			
		by the			
		University			
		President to			



				1906
	the Civil Security Unit Office for review.			
	2.4 Receives the endorsed approved request and verifies the attachments (e.g. Formal Complaint / Court Order / Police Order: for those asking for a copy of the footage)	None		Administrative Aide Civil Security Unit Head Chief for Operation Security Guard on Duty Civil Security Unit
View on the monitor the requested footage	3. Flashes and reviews the CCTV footage in given specific location and time.	None	5 minutes	Administrative Aide Civil Security Unit Head Chief for Operation Security Guard on Duty Civil Security Unit
4. For viewing only: Accomplish the information in the log sheet before leaving the office.	4. For viewing only: Provides the log sheet.	None	2 minutes	Administrative Aide Civil Security Unit Head Chief for Operation Security Guard on Duty
For those asking for a copy of the footage: Receives the copy of the CCTV footage and accomplish the information in the log sheet before leaving the office.	For those asking for a copy of the footage: Provides copy of the CCTV Footage and the log sheet.			Civil Security Unit
	TOTAL:	None	5 Working Days & 10 Minutes	



Employee Welfare Unit

External Services



1. Process for Application and Filing of Clearances

The service allows the issuance of Clearances for separating, separated and/or retiring, and active personnel that has applied for specific types of leave of absences from the University.

Office or	Office of Human Resor	urce Development and Management -			
Division:	Employee Welfare Uni	t (OHRDM-EWU)			
Classification:	Simple				
Type of	G2G – Government to Government				
Transaction:	G2C – Government to				
Who may avail:	Active or Inactive TSU				
-					
	F REQUIREMENTS	WHERE TO SECURE			
A. FOR PLANTIL	LA/CONTRACTUAL EI	MPLOYEES			
A.1. For Separation	on/Retirement				
1. Blank Sheet of	Clearance Form	Office of Human Resource Development and			
CS Form 7 (3 C	riginal Copies or	Management or download at			
Electronic Copy	•	https://tsu.edu.ph/media/hyIntrn3/cs-form-07-			
,	,	clearance-form.pdf			
2 Signed Resigna	ation Letter (3 Original	The client will provide.			
	er of Intent to Retire	The chart will provide.			
	of Requirement (1				
	r Electronic Copy)				
	ID (1 Original Copy				
(RFID))		Download at			
4. Updated Statem		Download at			
	` ,	https://www.tsu.edu.ph/media/xdhkpbgl/revis			
(3 Original Copi	ies)	ed-statement-of-assests-liabilities-and-net-			
		worth-saln-form-2015.doc			
A.2. For Leave of	Absence				
1. Approved Applic	cation for Leave of	Office of Human Resource Development and			
Absence Form		Management or download at			
		https://tsu.edu.ph/media/ey3pyc4h/cs-form-6-			
(= 0.19.10.100)		revised-application-for-leave-form.pdf			
2 Signed Letter of	f Intent for Leave of	The client will provide.			
1 -	licable (2 Original	The short will provide.			
Copies or Electi	` <u> </u>				
· · · · · · · · · · · · · · · · · · ·	17/				
B. FOR JOB ORD	PER EMPLOYEES				
1. Blank Sheet of	Clearance Form	Office of Human Resource Development and			
TSU-EWU-SF-0	02 (3 Original Copies or	Management or download at			
Electronic Copy	` • •	https://tsu.edu.ph/media/0rrhevix/tsu-ewu-sf-			
		03-clearance-jo.pdf			
2. If Resignation.	Signed Resignation	The client will provide.			
	al Copies or Electronic	'			
Copy)	a. 3 5 p. 3 5 1 = 1 5 cm 5 m 5				
- ' '	act / Non-Renewal,	Office of Human Resource Development and			
Workload Turn-	•	Management or download at			
		https://tsu.edu.ph/media/03iblmxp/tsu-ewu-			
(5 Original Copi		sf-19-workload-turnover-form.pdf			
1 TOLL Employee					
	ID (1 Original Copy	The client will provide.			
(RFID))					
C. FOR LECTURE	ERS				
1. Blank Sheets of	f Clearance Form	Office of Human Resource Development and			
		Management or download at			
100 EVV0-01-0	o to Original Copies of	ivialiagorilott of download at			



				1906
Electronic Copy)			k1m5g/tsu-ewu-
0. TOUL Francisco	ID (4 Original Open)	sf-04-clearan		
(RFID))	ID (1 Original Copy	The client wil	i provide.	
	Signed Resignation			
	al Copies or Electronic			
,	act (1st Semester)	Office of Hun	nan Resource Γ	Development and
	ata Sheet in Word file		or download at	•
(2 Original Copies or Electronic			<u>su.edu.ph/medi</u>	
Copy)		2017-revised	-personal-data-	sheet-9.xlsx
b. Medical Cle	earance from Office of	The client wil	l provide	
	lealth Services Upon		. p. 6	
	of the following			
Medical Re				
	ne Lecturers -Ray Result			
	e Blood Count			
- Urinalys				
- Drug Te	st			
	ne Lecturers			
	-Ray Result	O#: # 1 1	D	\
a. Performan	act (2 nd Semester)	Management		evelopment and
	Copy or Electronic	Management	•	
Copy)	1,7			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	
1. For Walk-In:	1.1 For Walk-In:	None	5 minutes	RESPONSIBLE Staff
Submit the	Receives and logs			Employee
Letter	the letter of intent.			Welfare Unit
of Intent and /				
or approved Application for				
Leave of				
Absence Form				
to the Office of Human				
Resource				
Development				
and				
Management.				
For Online:				
i oi oillille.	For Online:			
Upload and	Receives the			
Upload and send a	Receives the scanned copy of			
Upload and send a scanned copy	Receives the scanned copy of the received Letter			
Upload and send a scanned copy of Letter of	Receives the scanned copy of			
Upload and send a scanned copy of Letter of Intent to	Receives the scanned copy of the received Letter of Intent (must be uploaded as one of the attachments on			
Upload and send a scanned copy of Letter of Intent to hrdmo@tsu.ed	Receives the scanned copy of the received Letter of Intent (must be uploaded as one of the attachments on the online			
Upload and send a scanned copy of Letter of Intent to	Receives the scanned copy of the received Letter of Intent (must be uploaded as one of the attachments on			



				1
	Note: The application will not be submitted if the attachments are incomplete			
	1.2 For Walk-In: Indicates and explains the attachments needed for the approval of the application depending on the employment status or purpose of clearance.	None	10 minutes	Staff Employee Welfare Unit
	1.2 For Online: Downloads the uploaded soft copies of the attachments. Have it certified as machine copy and files it to the 201 File Folder of the client. Proceed to Agency Action 3.	None	5 minutes	Staff Employee Welfare Unit
2. For Walk-In: Submit needed attachments to the Office of Human Resource Development and Management for the approval of the office Director.	2. For Walk-In: Receives the attachments and files it to the 201 File Folder of the client.	None	5 minutes	Staff Employee Welfare Unit
3. Wait for the signed clearance forms.	3.1 Forwards the application for clearance to the Office of Human Resource Development and Management Director for signing	None	15 minutes	Staff Employee Welfare Unit
	and approval. 3.2 For Online:		5 minutes	Director Office of Human Resource Development



	Notifies the signatories of each			and Management
	clearance application thru			Staff
	email for their			Employee
	approval.			Welfare Unit
111111111111111111111111111111111111111	4. For Walk-In:	None	5 minutes	Staff
signed	Issues the signed			Employee
clearance forms and proceed to	clearance forms to the client. Instructs			Welfare Unit
the next	them to provide a			
signatory.	copy of the			
	completed			
	clearance forms			
	once received and			
	stamped by the Records and			
	Archives Unit.			
	7 troriivoo Oriit.			
	For Online:		10 minutes	
	Prints three (3)			
	copies of the			
	complete clearance			
	form and instructs the client to have it			
	received to the			
	Records and			
	Archives Unit.			
	5. Receives an	None	10 minutes	Staff
complete and	approved copy of			Employee
approved copy of the Clearance	the clearance form and files it to the			Welfare Unit
Form.	201 File Folder of			
. 3	the client.			
TOTAL FOR	MALKIN O ONLINE.	None	50 Minutes	
I I I I AL FOR	WALK-IN & ONLINE:	None	50 Minutes	



2. Processing of Employment Verification Requests

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

Office or	Office of Human Resource Development and Management - Employee				
Division:	Welfare Unit (OHRDM-EWU)				
Classification:	Simple				
Type of	G2G – Government to	Governmer	nt		
Transaction:	G2B – Government to	Business E	ntity/ies		
Who may avail:	Any Government Age	ncies and Pr	ivate Companies		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
1. List of Personnel	Information to be	The client v	vill provide		
Verified (1 Origin	Verified (1 Original Copy) such as				
a. Name					
b. Position					
c. Date Hired					
d. Monthly Salary	/				
e. Employment S	Status				
f. Confirmation for					
	paration, and etc.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON PESPONSIBLE	

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



regarding the	States the			
inquiry.	information as per			
	recorded on the			
	201 File of the			
	personnel or on			
	the Human			
	Resource			
	Integrated			
	System.			
	For Online:			
	Replies to the			
	email sent by the			
	background			
	investigator /			
	company. States			
	the information as			
	per recorded on			
	the 201 File of the			
	personnel or on			
	the HRIS.			
	Note: If			
	concerned person			
	is not found in the			
	Human Resource			
	Integrated System			
	or 201 File,			
	declare that the			
	person has no			
	employment			
TOTAL -	record at TSU.			
	OR CALL / WALK-IN /	None	40 Minutes	
UNLI	NE TRANSACTIONS:			



3. Processing of Request for Issuance of Certifications

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

Office or	Office of Human Resor	urce Developr	ment and Manage	ment – Employee
Division:	Welfare Unit (OHRDM-EWU)			
Classification:	Simple			
Type of	G2G – Government to	Government		
Transaction:	G2C – Government to	Citizen		
Who may avail:	Active or Inactive TSU	Employee		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
1. For Walk-In: Acc or Documents Re TSU-HRD-SF-26	•	Office of Human Resource Development and Management or access the form thru http://bit.ly/3q4tT29		
For Online: Acco or Documents Re http://bit.ly/3q4tT2	•			
2. For Inactive Emp Clearance (1 Original		The client will provide		
3. For Representate Letter (1 Original of				
4. Any document as				
	not limited to: List of			
Application Requirer for Compliance, etc.	ments, Letter Asking (1 Original Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON

for Compliance, etc.	(1 Original Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit the properly accomplished Certification / Documents Request Slip at Office of Human Resource Development and Management.	1. For Walk-In: Receives and verifies the Certification / Documents Request Slip.	None	5 minutes	Staff Employee Welfare Unit
For Online: Email hrdmo@tsu.edu. ph or fill out the online form (http://bit.ly/3q4t T29) to request the employment details of the TSU personnel concerned.	For Online: Checks the Certifications / Documents Request Form online excel file that acts as the database of the online form. Note: If Certification / Documents Request Slip is not			Staff Employee Welfare Unit



2. Answer	properly accomplished, return the slip to client and inform the lacking. 2.1 Asks the	None	2 hours and 20	Staff
additional questions for the confirmation of the request and employment record.	Requester for other verification purposes. 2.2 Checks the 201 File Folder of the requesting personnel. 2.3 Prepares and	None	minutes	Employee Welfare Unit
	prints the			
3. Receive the signed and dry-sealed request certificate.	certification. 3. For Walk-In: Releases the signed and drysealed certification to the requesting personnel. Have them sign on the Certifications Logbook for records purposes, or depending on the request of the personnel.	None	5 minutes	Staff Employee Welfare Unit
	For Online Application: Scans the signed certification and sends to the provided email address; or retrieves at the HR file box at a designated date and time.			
TOTAL FO	R WALK-IN / ONLINE	None	2 Hours & 30	
	TRANSACTION:	140116	Minutes	



Facilities Maintenance Unit External Services



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

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

Office or Division:	Office of Facilities Development and Management – Facilities Maintenance Unit (OFDM – FMU)				
	Minor Repairs – Simple				
Classification:	Major Repairs – Hig				
Ciassification.	,	•			
	Job Outs – Highly To				
Type of	G2C- Government to				
Transaction:		o Business Entity/ies			
Transaction.	G2G- Government to Government				
Who may avail:	TSU Employees, Students, Office Occupants, and Stakeholders.				
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE			
1. Accomplished and	Duly Signed	Facilities Maintenance Unit or download at			
Request for Pre-Re	epair Inspection /	https://www.tsu.edu.ph/media/ackfvepa/sf-01-			
Repair and Other S	Services	02-request-for-pre-repair-rev-02.docx			
TSU-FMU-SF-01 (2 Original Copies)					
2. If there is no available material/s,		The client will provide			
(For Internal Clients Only)		•			
Request for Funding through Letter					
·	-				
addressed to the University President					
(1 Original Copy)	,				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the	1.1 Receives,	None	2 minutes	Clerk
Accomplished	records, and			Facilities
and Duly Signed	documents the			Maintenance
requirement/s to	submitted			Unit
the Facilities	document.	Nana	0	Ola ida
Maintenance Unit.	1.2 Forwards the	None	3 minutes	Clerk
Onit.	submitted documents to the			Facilities Maintenance
	Unit Head.			Unit
	1.3 Assigns	None	30 minutes	Unit Head
	Maintenance Staff	140110	30 minutes	Facilities
	to conduct a pre-			Maintenance
	repair inspection			Unit
	to determine the			J
	repair to be done.			
	1.4 Conducts pre-	None	1 hour	Maintenance
	repair inspection			Staff
	to determine the			Facilities
	damage and			Maintenance
	materials needed.			Unit
2. Receives	2.1 Discusses the	None	15 minutes	Unit Head
notification or e-	final evaluation of			Facilities
mail for	the request for			Maintenance
evaluation of	pre-repair.			Unit



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



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



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

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



Monitoring Unit

External Services



1. Processing of Material Approval Request

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

Office or Division		Facilities Development and Management Unit – Monitoring Unit (FDMO-MU)				
Classification:	`	Simple				
Type of Transaction: G2B-Government		nment to	t to Business Entity/ies			
Who may avail:			Jniversity In	frastructure Proje		
	REQUIREMEN		WHERE TO SECURE			
1. Duly Filled-Out M			Facilities Development and Management			
Request Form (1	Original Copy)		Office–Moni	toring Unit (FDMC	D-MU)	
CLIENT STEPS	AGENCY ACT	IONIS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the filled-out Material Approval Request Form	1.1 Receives th filled-out form material samp validation and review.	and ole for	None	10 minutes	Project-in - Charge Monitoring Unit	
to the Monitoring Unit.	1.2 Logs the submitted Ma Approval Rec Form in the incoming communication log.	quest	None	15 minutes	Project-in - Charge Monitoring Unit	
	1.3 Validates if a proposed iter accordance with the contract's standards and specifications. Note: If not in accordance, if accordance, if disapproved the remarks a resubmit and material subject approval.	n is in vith d d d d d d d d d d d d d d d d d d d	None	5 hours	Evaluator/s Monitoring Unit	
	1.4 Signs the Material Appr Request Forn		None	10 minutes	Project-in - Charge Monitoring Unit Unit Head Monitoring Unit	
	1.5 Logs the contractor's c in the out-goi communication log.	ng	None	15 minutes	Project-in - Charge Monitoring Unit	



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



Office of Business Affairs and Auxiliary Services External Services



1. Digital Studio RFID Processing – For Alumni IDs

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

Office or Division:	Office of Alumni Affairs (OAA) and Office of Business Affairs &				
Classifications	Auxiliary Services				
Classification:	Classification: Simple Type of Caraman				
Transaction:	G2C – Governmer	G2C – Government to Citizen			
Who may avail:	TSU Alumni				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Accomplished Requ		Office of A	lumni Affairs or do		
Form TSU-AAO-SF			v.tsu.edu.ph/media		
(1 Original Copy)		est-for-alumni-id.doc			
CLIENT STEPS A	GENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. For Face-to-	1 For Face-to-	None	5 minutes	Staff-in-Charge	
	Face			Office of Alumni	
Transaction:	Transaction:			Affairs	
Submit the	Receives				
accomplished	submitted request				
Request for	form.				
Alumni ID Form					
to Office of	For Online				
Alumni Affairs.	Transaction:				
	Downloads the				
	form.				
Transaction:					
	Note: If submitted				
	form is improperly				
•	filled out, return to				
	client. 2 Verifies the	None	2 working days		
	identity thru the	none	2 working days		
	Alumni Database				
_	and inputs the				
	Alumni Number.				
	For Face-to-	None	10 minutes	Staff-in-Charge	
	Face Transaction:			Office of Alumni	
Transaction:	Releases Alumni			Affairs	
Receive Alumni	Number and				
Number written	informs the client				
	to proceed to				
	Office of Business				
	Affairs and				
	Auxiliary Services				
	at the 2nd Floor				
	and present the				
	accomplished Alumni Form for				
	the Processing of Alumni ID.				
'	niullilli ID.				
	For Online				
	Transaction:				
	Releases Alumni				



	Number via email and informs the client to proceed to Office of Business Affairs and Auxiliary Services at the 2nd Floor and present the accomplished Alumni Form for the Processing of Alumni ID.			
3. Present the Alumni ID Number and Alumni Form at the Office of Business	3.1 Receives and verifies the information on the form provided.	None	3 minutes	Clerk Digital Studio – Office of Business Affairs and Auxiliary Services
Affairs and Auxiliary Services.	3.2 Calls the client next in line and take a photo for the ID.	None	10 minutes	Clerk Digital Studio – Office of Business Affairs and Auxiliary Services
	3.3 Processes the Alumni ID for releasing.	None	5 minutes	Clerk Digital Studio – Office of Business Affairs and Auxiliary Services
2. Receive the Alumni ID.	2. Releases the Alumni ID.	None	2 minutes	Digital Studio – Office of Business Affairs and Auxiliary Services
	TOTAL:	None	2 Working Days & 35 Minutes	

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

^{*} This is a multi-stage process. The Office of Alumni Affairs is only responsible for the receiving and verification of initial requirements, and issuance of Alumni ID Number. The Office of Business Affairs and Auxiliary Services is the in-charge office for the processing and releasing of the Alumni ID.



2. Processing of Request to Use the University Facilities

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

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



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

RATES OF RENTAL OF FACILITIES

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



Office of Human Resource Development and Management

External Services



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

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

Office or Division:	Office of Human Reso	ource Develop	ment and Manage	ement (OHRDM)		
Classification:	Complex	ex				
Type of	G2C – Government to	Citizen				
Transaction:	G2B – Government to	Business Ent	ity/ies			
	G2G – Government to	Government Control				
Who may avail:	All					
	REQUIREMENTS		WHERE TO SEC	URE		
Request letter that		The client wi	II provide			
following data: (1	• • • • •					
	ta to be requested					
b. Purpose						
c. Who to contact						
2. Any document to	• •					
	ent/data such as but					
not limited to:	or Compliance from	The client wi	Il provido			
other governm	or Compliance from	The client wi	ii provide			
(1 Original Cor	•					
b. For research p	• /					
•	may prove on-going					
research. (1 O						
	nt concerning data					
1	ta Privacy Act of 2012	2				
(1 Original Cor	oy)					
	ntity/ies: Approved or	The client will provide				
	tion letter from the					
former or current	employee.					
(1 Original Copy)						
CLIENT STEDS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter with necessary attachments, if any, to the Office of Human	1.1 Receives the submitted document/s.	None	5 minutes	Messenger Office of Human Resource Development and Management
Resource Development and Management – Main Campus.	1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary. Note: If incomplete return the submitted requirement/s and inform the lacking.	None	10 minutes	Messenger/Staff and Director Office of Human Resource Development and Management
2. Receives notification on the schedule of the releasing of	2.1 Informs the client about the release date of the requested document.	None	5 minutes	Messenger Office of Human Resource Development



requested documents.				and Management
				or
				Staff Office of Human Resource Development and
				Management
	2.2 Prepares the requested personnel-related documents and/or reports.	None	4 working days	Staff Office of Human Resource Development and Management
				or
				Concerned Unit Head Office of Human Resource Development and Management
				or
				Director Office of Human Resource Development and Management
	2.3 If the requested document/s was completed before released date, inform the client thru MS Teams for releasing.	None	5 minutes	Staff Office of Human Resource Development and Management
	In case the requested document requires more time to complete, inform the client thru MS Teams for rescheduled releasing date.			Concerned Unit Head Office of Human Resource Development and Management



3. Receive the requested document/s and/or report/s.	3. Releases the requested document/s and/or reports/.	None	5 minutes	Messenger Office of Human Resource Development and Management
	TOTAL:	None	4 Working Days & 30 Minutes	



Procurement Unit

External Services



1. Process of Acquiring Bidding Documents

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

Office or Division:	Procurement Unit - Bids and Awards Committee (BAC) Secretariat Division					
Classification:	Simple					
Type of Transaction:	G2B – Government to Business Entity/ies					
Who may avail:	All Eligible Business Er	ntity/ies				
	F REQUIREMENTS	itity/ie3	WHERE TO SEC	CURE		
1. Letter of Intent	THE CONTENTED	The client w		, o		
	or 1 Electronic Copy)		р. о т. с.			
2. <i>If Paid via Ove</i> Receipt (1 Photo	r-the-Counter, Official ocopy)	Cashiering	Unit			
3. <i>If Paid via Onli</i> Receipt (1 Scan	ne Banking, Official ned Copy)	The client w	vill provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit all requirements and present all original copies.	1.1 Receives the Letter of Intent and other requirements from prospective bidders.	None	5 minutes	Staff-in-Charge BAC Secretariat Procurement Unit		
	1.2 Assesses the submitted requirements and informs the contractors / suppliers on the fee.	None	5 minutes	Staff-in-Charge BAC Secretariat Procurement Unit		
2. Pay the fee at the Cashiering Unit.	2. Receives payment and issues Official Receipt.	Maximum Cost of Bidding Document s Based on the Approved Budget for the Contract (ABC) (See table below)	5 minutes	Staff-in-Charge Cashiering Unit		
3. Provide photocopy of the Official Receipt and submit complete set of bidding documents.	3. Requires the prospective bidder or supplier a complete set of bidding documents and a photocopy of the Official Receipt.	None	5 minutes	Staff-in-Charge BAC Secretariat Procurement Unit		



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



Records and Archives Unit External Services



1. Process of Receiving and Controlling Records and Documents

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

Office or Division: Records and Archives Unit (RAU)				
Classification:	Simple		,	
Type of	G2C - Government	to Citizen		
Transaction:		t to Business Entity/ies		
	G2G - Government		•	
Who may avail:	All Stakeholders			
	REQUIREMENTS		WHERE TO SEC	CURE
1. Correspondences		The client		
agencies addres			•	
President (2 Orig				
2. Approved Letter				
President (2 Orig				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEFS	AGENCT ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Present the	1.1 Receives and	None	7 minutes	Staff
communication	reviews the			Records and
letter with	communication			Archives Unit
attachments, if	letter addressed to			
any, at the	the TSU President			
Records and	and shall be			
Archives Unit.	indicated if printed			
	by or received thru			
	postal.	Nlara	7	Ot - #
	1.2 Stamps at the	None	7 minutes	Staff
	upper right portion			Records and Archives Unit
	using the Records and Archives Unit			Archives Unit
	seal and assigns a			
	tracer number,			
	date, time and initial			
	of the Records and			
	Archives Unit			
	receiving staff.			
	1.3 Records the	None	7 minutes	Staff
	communication in			Records and
	the assigned			Archives Unit
	logbook of external			
	documents.			
2. Receive	2. Forwards the	None	7 minutes	Staff
notification that	communication to			Records and
the	the University			Archives Unit
communication	President for			
is already	appropriate action.			
forwarded to				
the University				
President for				



appropriate action.				
	TOTAL:	None	28 Minutes	



Recruitment, Selection and Promotion Unit External Services



1. Processing of Job Vacancies Application

The service allows clients to apply for specific job vacancies or positions posted by the Office of Human Resource and Development Management.

Office of Human R	esource and Developme	eni ivianagei	nent.			
Office or Division:	Office of Human Resource Development and Management –					
		Recruitment, Selection and Promotion Unit (OHRDM-RSPU)				
Classification:	Highly Technical					
Type of	G2C – Government to Citizen					
Transaction:						
Who may avail:	All Eligible Applicants		WILEDE TO SE	OLIDE.		
	REQUIREMENTS	The diam'r	WHERE TO SEC	JURE		
1. Application Letter (The client v	wiii provide			
2. Personal Data She	et / Resume					
(1 Original copy) 3. Official Transcript of	of Docord/Form 127					
whichever is applic						
(1 Original Copy an						
4. Certificate of units						
Graduate course/s,						
(1 Original Copy an						
5. Certificate of Eligibi						
(1 Original Copy an						
6. Certificate of Traini	ngs / Seminar-					
Workshops for the	last five (5) years for					
non-teaching and to	en (10) years for					
teaching.						
(1 Original Copy an						
	ds, Plaque or Letter of					
Commendation for	` ,					
	opy and 1 Photocopy)					
Certificate of Emplo Outside of Govern						
(1 Original Copy an						
9. Performance Rating						
	nitment Review (IPCR)					
Last Two (2) Rating	` ,					
Plantilla						
(1 Original Copy an	d 1 Photocopy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
		BE PAID	TIME	RESPONSIBLE		
1. Submit all	1.1 Receives	None	1 minute	Front Desk		
requirements and	submitted			Office of Human		
present all original	document/s.			Resource		
copies.				Development		
Note: Receiving of				and Management		
application is until				ivianayement		
the date specified				or		
in the publication				Staff		
for published				Recruitment,		
positions.				Selection, and		
				Promotion Unit		
	1.2 Verifies	None	5 minutes	Front Desk		
	photocopied			Office of Human		
	documents upon			Resource		



		TOTAL:	None	Days & 21 Minutes	
4.	Receives notification regarding the result of the examination and interview.	4. Informs the result of the examination and interview via email or phone text/call.	None	10 minutes 12 Working	Staff Recruitment, Selection, and Promotion Unit
		3.2 Prepares the ranking sheet and route to the concerned officials for signature.	None	2 working days	Unit Head & Staff Recruitment, Selection, and Promotion Unit
		3.1 Wait for the rating of Human Resource Merit Promotion and Selection Board (HRMPSB).	None	2 working days	Staff Recruitment, Selection, and Promotion Unit
3.	Attends the scheduled examination and demo and/or interview.	3.1 Conducts the examination and interview on the scheduled date.	None	2 working days	Staff Recruitment, Selection, and Promotion Unit
2.	Receive notification on the schedule of examination, demo and/or interview.	2. Informs the applicant on his/her schedule of examination, demo and/or interview.	None	5 minutes	Staff Recruitment, Selection, and Promotion Unit
		1.4Forwards to the hiring Head/Dean/ Director for shortlisting.	None	3 working days	Staff Recruitment, Selection, and Promotion Unit
		1.3 Encodes and screen application.	None	3 working days	Promotion Unit Staff Recruitment, Selection, and Promotion Unit
					Staff Recruitment, Selection, and
		original copies.			Management or
		presentation of its original copies.			Development and



Supply and Property Management Unit External Services



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

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

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



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



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

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

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



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



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



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR RESEARCH AND EXTENSION SERVICES

List of External Services



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



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

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

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

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

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



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



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

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



Center for Natural Products Research External Services



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

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

Office or Division	Center for Natural	Center for Natural Products Research (CNPR)			
Classification:	Highly Technical	Highly Technical			
Type of Transaction:	G2B – Governmer	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	TSU Graduate Stu TSU Undergradua Client)	TSU Faculty Researchers (Type A Client) TSU Graduate Students (Type B Client) TSU Undergraduate Students and Non-TSU Students (Type C			
CHECKLIST OF	REQUIREMENTS	,	WHERE TO SEC	URE	
A. For Use of Equ	ipment Request/s -				
1. Printed Journal	/ Research Paper ting the Method and e-Used /)	The client will	provide		
	Request for Analysis	Center for Na	tural Products R	esearch or	
TSU-PCL-SF-3	3 (1 Original Copy)	Analytical Tes	sting Laboratory		
C. For Type A Clients Accomplished Research Capsule Proposal Form signed by the Dean TSU-URO-SF-01 (1 Photocopy) Accomplished Notice to Proceed		Office of University Research and Development, or download at https://www.tsu.edu.ph/media/nrwgfm3v/tsu-ord-sf-01-research-capsule-proposal-new.docx The client will provide			
University Rese	oresentative from the earch Office 60 (1 Photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to the Center for Natural Products Research facility for an initial meeting or via MS Teams, Messenger, Zoom Teleconferencing and other online platforms.	1.1 Attends the initial meetings and informs all necessary requirements for the requested laboratory analysis or services. Then, logs the client's name on the Laboratory Analyses / Service(s) Log (TSU-PCL-SF-42).	None	1 hour	Staff-in-Charge Center for Natural Products Research	

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



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



	1		T	
be placed in a clean			parameter requested.	
container (preferably glass amber bottle or plastic container, ≥1000mL) and	6.4 Fills out necessary analysis forms with results from the analyses and/or laboratory services.	None	1 working day	Staff(s) Center for Natural Products Research
are securely capped. Enough amount of samples must be provided	6.5 Rechecks and encodes the results in the Results of the Analyses	None	6 hours	Staff(s) Center for Natural Products Research
by client.	6.6 Prints and signs the Results of the Analyses.	None	1 hour	Staff(s) Center for Natural Products Research
7. Receive the printed copy of the Results of the Analyses via	7. Releases the result to the client(s) via email or face-to-face.	None		Staff(s) Center for Natural Products Research
email or face- to-face.	For face- to face: Returns excess samples to the client(s)		1 hour	
	If via email: Discusses the implications of the results and make necessary recommendation s thru face-to-face meeting or thru online or via email.		2 hours	
TOTAL FOR ONLINE REQUEST:		Number of Samples x Fees for	16 Working Days,1 Hour & 40 Minutes	
TOTAL FOR FACE-TO-FACE REQUEST:		each Service Table of fees attached	16 Working Days & 40 Minutes	

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



Center for Natural Products Research Schedule of Analysis and Service Fees

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

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



Center for Peace, Indigenous People's Resources and Development

External Services



1. Processing of Request for Office Consultancy and Assistance

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

Office or Division:	Center for Peace, In	digenous People's Resources and		
Office of Division.	Development (CPIPRD)			
Classification:	Simple			
Type of	G2C – Government to	Citizen		
-	G2B – Government to Business Entity/ies			
Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE		
1. Accomplished Co	nsultancy /	Center for Peace, Indigenous People's		
Assistance Reque	est Form	Resources and Development Office or		
TSU-IPD-SF-04 (2 Original Copies)	Email at iprd@tsu.edu.ph		
	roved request letter			
	University President			
5.5.5.5500 G 10 1.70	Cimital City is recorded in			

addressed to the	e Oniversity President				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the requirement to the Center for Peace, Indigenous People's Resources and Development –Villa Lucinda Campus.	Receives submitted requirement/s.	None	5 minutes	Staff Center for Peace, Indigenous People's Resources and Development	
2. Receive the receiving copy of the submitted document.	2.1 Returns the receiving copy of the submitted request and forwards the office's copy to the officer-in-charge.	None	5 minutes	Staff Center for Peace, Indigenous People's Resources and Development	
	2.2 Receives, reviews, and evaluates forwarded request.	None	20 minutes	Officer-in- Charge Center for Peace, Indigenous People's Resources and Development	
	2.3 Creates a Schedule for a Consultation and/or Assistance Meeting	None	1 working day	Staff Center for Peace, Indigenous People's Resources and Development	



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



Food Technology and Research Center External Services



1. Processing of Food Technology and Research Center Service Requests

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

Office or Division:	Food Technology and	d Research Center (FTRC)		
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to G2B - Government to G2G - Government to	Business Entity/ies		
Who may avail:	All			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
CHECKLIST OF REQUIREMENTS 1. Accomplished FTRC Service Request Form TSU-FTRC-SF-01 (1 Original Copy or 1 Electronic Copy) with the following information: • Full Name of the Client/ Requestor • Nature of Client • Products and Services • Contact Number • Service Request/ Purpose / Details of Request • Signature of the Requestor		Food Technology and Research Center or TSU Website or download at https://www.tsu.edu.ph/media/fiqpvthv/tsu-ftr-sf-01-ftrc-service-request-form-rev-0.docx		
 Approved Request Endorsement from if any. 	t Letter or the TSU President,	The client will provide		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu.edu.ph .	1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking.	None	1 working day	Staff Records and Archives
	1.2 Endorses the Service Request to Food Technology and Research Center.	None	1 working day	University President Office of the University President
	1.3 Assesses the Service Request Form as to the availability of the service and	None	10 minutes	Director Food Technology and Research Center



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



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



2. Processing of Market-Driven Research Service

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

Office or Division:	Food Technology and Research Center - Research and						
	Development Unit (F	TRC-RDU)					
Classification:	Highly Technical						
Type of	G2C - Government to	o Citizen					
Transaction:	G2B - Government to Business Entity/ies						
Transaction.	G2G - Government to	32G - Government to Government					
Who may avail:	Micro, Small, Mediun	n Enterprises (MSMEs), Students, Faculty and					
willo illay avall.	Researchers						
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE					
1. Accomplished FTF	RC Service Request	Food Technology and Research Center or					
Form TSU-FTRC-	SF-01	download at					
(1 Original Copy o	opy or 1 Electronic Copy) https://tsu.edu.ph/media/hcifh0f3/tsu-ftr-sf-						
with the following i	information:	01-ftrc-service-request-form-rev-0.docx					
 Full Name 	of the Client /						
Requestor							
 Nature of 0 	Client						
 Products a 	and Services						
Contact Nu							
	equest/ Purpose /						
Details of I	•						
	of the Requestor	loctor					
• Signature	or the Nequestor	LOI					
2. Approved Reques		The client will provide					
Endorsement from	the TSU President,						
if any.							
	ACENCY	FEEG TO DECCESSING DEDGON					

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ttp://tt	1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President.	None	1 working day	Staff Records and Archives
Office of Food Technology and Research Center.	If Submitted to the Director's Office: Accepts and checks the completeness of the submitted documents and forward them to	None	1 working day	Director, Department Head, Staff Food Technology and Research Center



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	the Records and			
	Archives Unit.			
	Note: If submitted			
	form is improperly			
	filled out, return			
	and inform the			
	lacking.			
	1.2 If Submitted to	None	1 working day	University
	Records and	None	i working day	University
				President
	Archives Unit:			Office of the
	Endorses the			University
	Service Request			President
	Form from the			
	Office of the			
	University			
	President to Food			
	Technology and			
	Research Center			
	Director.			
	2301011			
	If Submitted to	None	1 working day	Staff
	the Director's	None	i working day	Records and
	Office:			
				Archives
	Receives the			
	Service Request			
	Form and the			
	Endorsement /			
	Action Form and			
	forwards to the			
	Office of the			
	University			
	President.			
	1.3 If Submitted to	None	15 minutes	Director
	Records and			Food
	Archives Unit:			Technology and
	Endorses the			Research
	Service Request			Center
	Form from the			3011101
	Director of CFTR			
	to the Department			
	Head of Research			
	and			
	Development.			
		None	1 working day	University
	If Submitted to			President
	the Director's			Office of the
	Office:			University
	Endorses the			President
	Service Request			
	Form from the			
	Office of the			
	University			
	President to Food			
	Technology and			
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	Research Center Director. 1.4 If Submitted to Records and Archives Unit: Assesses the capability of the Food Technology and Research Center to deliver the service requested.	None	30 minutes	Director, Department Head, Staff Food Technology and Research Center
	If Submitted to the Director's Office: Endorses the Service Request Form from the Director of CFTR to the Department Head of Research and Development.	None	15 minutes	Director Food Technology and Research Center
	1.5 If Submitted to the Director's Office: Assesses the capability of the Food Technology and Research Center to deliver the service requested.	None	30 minutes	Director, Department Head, Staff Food Technology and Research Center
2. Receive notification on the approval or declination of the requested service.	2. Provides a notification through email or through the provided contact number regarding the approval or declination of the requested service. Note: If the requested service is approved, confirm the availability of the client for an initial and needs assessment meeting.	None	1 working day	Department Head, Staff Food Technology and Research Center



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



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	Research License Agreement	None	E working a days	Research Extension Services, Food Technology and Research Center, Technology Development Transfer and Commercialization Office
	6.3 Releases Special Order to the designated researcher(s) for the service requested. Creates the Capsule Research Proposal Form TSU-URO-SF- 01 according to TSU-FTR-SF- 30.	None	5 working days	Director, Department Head, Staff Food Technology and Research Center
7. Review the research proposal using the External Client Review Form TSU-FTR-SF-31.	7. Forwards the accomplished research proposal and the review form to the client for perusal.	None	1 working day	Department Head, Staff Food Technology and Research Center
8. Participate to the execution of the research and development activities.	8.1 Conducts Research and Development Activities.	None	More than 20 days	Department Head, Staff Food Technology and Research Center
	8.2 Submits Terminal Report.	None	1 working day	Department Head, Staff Food Technology and Research Center
9. Participate in the execution of the Transfer of knowledge and technology through inperson training.	9. Transfer of Knowledge and Technology through in-person training.	None	1 working day	Department Head, Staff Food Technology and Research Center
	IF SUBMITTED TO ID ARCHIVES UNIT:	None	9 Working Days	
TOTAL IF S	SUBMITTED TO THE RECTOR'S OFFICE:	None	34 Working Days, 3 Hours & 45 Minutes	



3. Processing of Shared Facility Services Request

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

	Food Technology and	d Research	Center – Productio	n Services Unit	
Office or Division:	Food Technology and Research Center – Production Services Unit (FTRC-PSU)				
Classification:	Complex				
Tomoral	G2C - Government to	o Citizen			
Type of	G2B - Government to	Business E	ntity/ies		
Transaction:	G2G - Government to	o Governme	nt		
Who may avail:	Micro, Small, Mediun	n Enterprises	s (MSMEs), Studer	nts, Faculty and	
•	Researchers				
	REQUIREMENTS		WHERE TO SEC	URE	
A. FOR INTERNAL (T		_	
1. For Internal Clien	-		nology and Resear	rch Center or	
_	rvices Request Form	download a			
TSU-FTR-SF-06			v.tsu.edu.ph/media		
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with the following i		<u>client-reque</u>	est-form-rev-1.doc	X	
	me of the Client/				
Reques					
	ts and Services				
	t Number				
	ervice Request/				
	e / Details of				
Reques					
	ire of the Requestor	T	20 2.1		
2. For Students:	atration (COD)	The client v	viii proviae		
Certificate of Regis	` ,				
(1 Original Copy o					
1. Accomplished Sha		Food Tech	nology and Resear	rch Center or	
Request Form TSL		download a		ich Genter of	
(1 Original Copy or			 v.tsu.edu.ph/media	/immhsv4l/tsu-	
with the following in		-	nared-facility-servi		
	me of the Client/		est-form-rev-1.doc		
Reques		Short request form for 1.doox			
•	ts and Services				
	t Number				
	ervice Request/				
	e / Details of				
Reques					
•	ire of the Requestor				
	AGENCY	FEES TO	PROCESSIN	PERSON	

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



Technology and Research Center.	improperly filled out, return and			
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Center.	inform the			
	lacking.			
For External	1.2 Assessment of	None	15 minutes	Unit Head &
Client:	Request Form:			Staff
Submit the duly	Checks the			Food
accomplished	readiness and			Technology and
documents to the				Research
Food	shared facilities			Center
Technology and	including the			Conto
Research	equipment and			
Center.	test/s to be			
Center.				
	conducted. Also,			
	the Production			
	Supervisor /			
	Laboratory			
	Supervisor in-			
	charge who will			
	assist the client.			
	1.3 Receives and	None	15 minutes	Unit Head &
	reviews			Staff
	scheduled			Food
	service/s by the			Technology and
	-			
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2. Doggive		None	15 minutos	Unit Hood 9
		None	15 minutes	
	•			
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request.	•			
				Center
	disapproved			
	(subject for			
	rescheduling)			
	Shared Facility			
	Service request			
	-			
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	scrieduled date.			
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i .	 disapproved, they 			
	will be notified regarding the			
2. Receive notification on the approved Shared Facility Service request.	service/s by the Unit Head alongside with the approval of the Director. Once approved, proceed to the next step. 2. Notifies client through email or number provided regarding if the request is approved or disapproved (subject for rescheduling)	None	15 minutes	



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

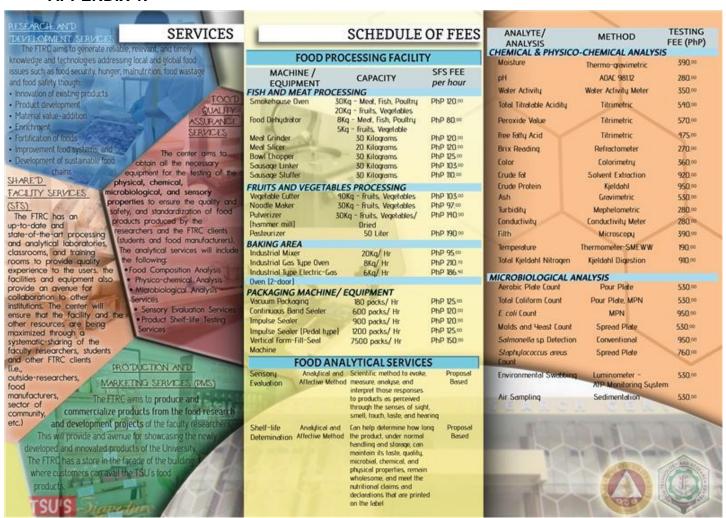


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the University and submit the Official Receipt to the Center for Food Technology and Research Center	Receives and verifies the Official Receipt.	hour x total number of hours used x discount (if applicabl e)		Research Center
		Discount MSMEs = 15% External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



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APPENDIX 1.





Office of Technology Development, Transfer and Commercialization

External Services



1. Process for Copyright Deposit Assistance

This service allows clients to avail copyright assistance of the Office of Technology Development, Transfer, and Commercialization.

-				
Office or Division:	Office of Technology I Intellectual Property D (OTDTC-IPDPD)			
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Type of Transaction:	G2B – Government to	Business Er	ntity/ies	
Transaction.	G2G - Government to	Government	<u> </u>	
Who may avail:	All			
CHECKLIST OF F			WHERE TO SE	CURE
Letter of Intent addition University President information: (1 Original Copy) a. Name/Organizate. b. Purpose	t with the following	The client will provide		
2. For External Client Service Request Fo (1 Original Copy)	ots, Accomplished orm TSU-TTO-SF-01	Commercia	chnology Develop lization or downloo rl.com/OTDTCSer	
and Duly Signed W of Technology Own	 For Internal Clients, Accomplished and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies) 		Office of Technology Development, Transfer, and Commercialization or download at http://tinyurl.com/WaiverandTransfer	
4. Accomplished and Inventor's/Author's TSU-TTO-SF-24 (1 Original Copy/Ele	Profile Form	Office of Technology Development, Transfer, and Commercialization or download at http://tinyurl.com/Inventor-AuthorProfile		
5. Valid ID with 3 Spe (3 Photocopies)	. Valid ID with 3 Specimen Signatures (3 Photocopies)		vill provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent and Accomplished Service Request Form (TSU-TTO-SF-01) to the Records and Archives Unit – Main Campus.	1.1 Receives from the Office of the Vice President for Research, Development, and Extension (OVPRDE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Technology Development, Transfer, and Commercialization
	1.2 Reviews and evaluates the request.	None	10 minutes	Head/Staff Intellectual Property Development and Protection Department



2.	Submit accomplished and duly signed Waiver and Transfer of Technology Ownership (TSU- TTO-SF-09)	2.1 Receives and facilitates notarization of the forms submitted requirements. 2.2 Files copyright deposit and	None None	1 working day 20 minutes	Staff Intellectual Property Development and Protection Department Head/Staff Intellectual
	and/or Inventor's/Author's Profile Form (TSU-TTO-SF-24) to the Office of Office of Technology Development, Transfer, and Commercialization or via email at tdtc@tsu.edu.ph.	submits documentary requirements online via copyright_registr ation@ipophil.go v.ph			Property Development and Protection Department
3.	Pay the corresponding fees on the payment link provided by the Office of Technology Development,	3.1 Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	PHP 560.00	1 working day	Head/Staff Intellectual Property Development and Protection Department
	Transfer and Commercializatio n	3.2 Processes and reviews application.	None	1 month	Intellectual Property Office of the Philippines
		3.3 Receives an email and submits it to the Intellectual Property Office of the Philippines (IPOPHL), which requires the submission of the hardcopy requirements.	PHP 300.00	5 working days	Head/Staff Intellectual Property Development and Protection Department
		3.4 Sends the certificate of deposit.	None	1 working day	Intellectual Property Office of the Philippines
4.	Receives the Copyright Deposit Certificate.	4. Receives a copy of the Copyright Deposit Certificate, sends it to the client via email or personal delivery, and files records generated	None	15 minutes	Head/Staff Intellectual Property Development and Protection Department



relative to the request.			
TOTAL:	PHP 860.00	1 Month, 8 Working Days, & 50 Minutes	

^{*}Copyright deposit assistance is covered under RA 8293.

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



2. Processing of Request to Use University Marks Assistance

This service allows clients to use the University Marks Assistance of the office.				
Office or Division	n: Office of Technolo (OTDTC)	gy Development,	Transfer, and Co	mmercialization
Classification:	Complex			
Type of Transaction:	G2C - Governmer G2B – Governmer G2G - Governmer	nt to Business Ent	ity/ies	
Who may avail:	All			
CHECKLIST O	F REQUIREMENTS	V	WHERE TO SEC	JRE
Letter of Intend University Pre- following inform (1 Original Co- a. Name/Orga b. Purpose Accomplished	sident with the mation: ppy) anization Name	The client will pro		at Transfer and
University Trac TSU-TTO-SF-	demarks Form 20 (1 Original Copy)	Office of Technology Development, Transfer, and Commercialization or download at https://tinyurl.com/RequestToUseMarks		
Letter of Intent University Pres (1 Original Core		The client will pro	ovide	
4. Mock-Up for E (1 Original Co	•			
	5. Valid ID with Three (3) specimen signatures (1 Photocopy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Technology Development, Transfer, and Commercialization
	1.2 Reviews and evaluates the	None	10 minutes	Head, Staff Office of

	and Archives Unit – Main Campus.	and Extension (OVPRDE) and forwards to the unit concerned.			
		1.2 Reviews and evaluates the request.	None	10 minutes	Head, Staff Office of Technology Development, Transfer, and Commercialization
2.	For Approved Requests: Receive notification on the schedule of negotiation	2. Notifies the client of the result of the evaluated request through the available platform.	None	5 minutes	Staff Office of Technology Development, Transfer, and Commercialization



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



generated relative to the request.			Office of Technology Development, Transfer, and Commercialization
TOTAL:	Depends on the Negotiated Licensing Agreement	5 Working Days & 25 Minutes	

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

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



3. Process for Technology Transfer and Commercialization Assistance

This service allows clients to avail technology transfer and commercialization assistance of the Office of Technology Development, Transfer, and Commercialization.

Office or Division:	(OTDTC-TTCD)				
Classification:	For Technology Tra For Commercializat	•			
Type of Transaction:	G2C - Government G2B – Government G2G - Government	to Citizen to Business E	Entity/ies		
Who may avail:	All				
CHECKLIST OF		-	WHERE TO SE	CURE	
Letter of Intent ad University Presid following informa (1 Original Copy a. Name/Organia b. Purpose	ent with the tion:)	The client wi	II provide		
2. Accomplished Se Form TSU-TTO- (1 Original Copy)	SF-01				
Valid ID with Three Signatures (1 Ph	otocopy)	The client will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Technology Development, Transfer, and Commercialization	
	1.2 Reviews and evaluates the request.	None	10 minutes	Head or Staff Technology Transfer and Commercialization Department	
2. Receive notification on the schedule of negotiation of License Agreement.	2. Notifies the client on the schedule of negotiation of License Agreement.	None	10 minutes	Staff Technology Transfer and Commercialization Department	



Trans Atten- negot meeti	d tiation ing via e or face-	3. For Technology Transfer: Negotiates and completes the license agreements.	None	2 working days	Director Office of Technology Development, Transfer, and Commercialization
ization Attendent meeti togetl Depa Scien	d series of ing her with rtment of nology	For Commercial- ization: Facilitates and attends to scheduled meetings and prepare documentary requirements.	None	2 months	Director, Head, & Staff Office of Technology Development, Transfer, and Commercialization
Trans Rece notific regar sched signir exclu-	ive cation ding the duled ng of Non- sive	4. For Technology Transfer: Informs the client on the schedule of signing of Non- exclusive Licensing Agreement.	None	10 minutes	Staff Technology Transfer and Commercialization Department
ization Recendification regard approduced DOST sched signin Techi Licen	ive cation ding the oval of and duled no of no ology	For commercial-ization: Receives approval from DOST and informs client regarding the schedule of signing of Technology Licensing Agreement.	None	1 month	Director, Head, & Staff Office of Technology Development, Transfer, and Commercialization
5. Attended schedusignin	d on the duled	5. Facilities signing of license agreement, and notarizing the signed agreement.	None	2 working days	Director, Head, & Staff Office of Technology Development, Transfer, and Commercialization



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

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

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



4. Processing of Requests for Trademark Application Assistance

This service allows clients to request and avail of trademark application assistance from the Office of Technology Development, Transfer, and Commercialization.

Office or Division:	Office of Technology Development, Transfer, and Commercialization – Intellectual Property Development and Protection Department (OTDTC-IPDPD)				
Classification:	Highly Technical				
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government				
Who may avail:	All				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
1. Accomplished Servin TSU-TTO-SF-01 (1		Office of Technology Development, Transfer, and Commercialization or download at https://tinyurl.com/OTDTCServiceRequest			
Letter of Intent addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name b. Purpose		The client will provide			
3. Mark to be Register	red (1 Electronic Copy)				
4. Valid ID with Three signatures (1 Photo	` ' '				

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1. Submit Letter of Intent and Accomplished Service Request Form (TSU-TTO-SF-01) to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research, Development, and Extension (OVPRDE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Technology Development, Transfer, and Commercialization
		1.2 Reviews and evaluates the request.	None	10 minutes	Head/Staff Intellectual Property Development and Protection Department
2.	Receive notification on the schedule of the negotiation of Memorandum of Agreement (MOA).	Notifies the client of the schedule of negotiation of the Memorandum of Agreement.	None	5 minutes	Head/Staff Intellectual Property Development and Protection Department



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3.	Attend the negotiation of Memorandum of Agreement in the scheduled date.	3.	Facilitates the negotiation meeting, completes details of Memorandum of Agreement, and inform client on the schedule of signing of Memorandum of Agreement.	None	1 working day	Head/Staff Intellectual Property Development and Protection Department
4.	Sign the Memorandum of Agreement on the scheduled date and submit valid ID with 3 specimen signatures.	4.	Prepares and have the Memorandum of Agreement signed by all parties involved. Note: Once the Memorandum of Agreement has been duly signed, have it notarized.	None	1 working day	Staff Intellectual Property Development and Protection Department
5.	Submit a copy of mark/s to be registered to the Office of Office of Technology Development, Transfer, and Commercialization or via email at tdtc@tsu.edu.ph.	5.	Receives the submitted mark/s to be registered, files trademark application, and submits documentary requirements online via https://www.ipophil.gov.ph/etm-file-trademark/	None	1 hour	Head/Staff Intellectual Property Development and Protection Department
6.	Receive the online payment link.	6.	Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	None	5 minutes	Head/Staff Intellectual Property Development and Protection Department
7.	Pay corresponding filing fees and send proof of payment to the Office of	7.1	Receives Official Receipt for trademark application via email or FB Messenger.	Refer to the table below	7 working days	Head/Staff Intellectual Property Development and Protection Department
	Technology Development, Transfer, and Commercialization (OTDTC) via		Processes and examines the application and issues the Notice of Allowance.	None	6 months	Intellectual Property Office of the Philippines
	email or FB Messenger.	7.3	Processes the payment for Issuance of Certificate of Registration and	None	30 minutes	Head/Staff Intellectual Property Development and Protection Department



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

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

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



TYPE	*SMALL ENTITY	*BIG ENTITY
Filing Fee (per class)	PHP 1,200	PHP 2,592
Claim of Color (per class)	PHP 280	PHP 600
Publication	PHP 900	PHP 960
Issuance of Certificate of Registration	PHP 570	PHP 1,200
Declaration of Actual Use (3rd year)	PHP 900	PHP 1,920
2nd Publication (Publication of Registration)	PHP 900	PHP 960

*Small entity: with 100M worth of assets or less | *Big entity: with more than 100M worth of assets

Note: Total charges may vary depending on the number of claims, classes and embodiments applied. All fees are subject to 1% Legal Research Fund (LRF) as required by R.A. 3870. If the fee is below P 1,000.00, the LRF is P 10.00.



Office of University Extension Services External Services



1. Processing of Request for Extension Document

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

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

None

Days & 25 Minutes

TOTAL:



Office of University Research and Development External Services



1. Processing of Request for Test of Similarity Index

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

Office or Division:	Office of the University Research Development- Data Analytics Unit (OURD – DAU)			
Classification:	Simple	,		
Type of	G2C – Governmen	t to Citizen		
Transaction:	G2B – Government	t to Business	Entity/ies	
	G2G – Governmen			
Who may avail:	TSU Undergraduate			
	TSU Master's Degr			
	TSU Doctoral Degr			
	Other interested ins	stitutions/age		
	REQUIREMENTS	Office of D	WHERE TO SEC	
1. Accomplished Tu	•	at	esearch Developr	nent or download
Form TSU-ORD-S	SF-40		v.tsu.edu.ph/medi	a/1hofomih/tsu-
(1 Original Copy)			ırnitin-run-request	
2. Official Receipt of	Payment for Test of	TSU Cashie		TIGHT HOOK
Similarity Index/ T	_		-	
(1 Duplicate/ 1 Ph				
*Refer to the table b				
3. Manuscript/Article	e in .docx or .pdf	The client v	vill provide	
Format (1 Electro	nic Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Submit the	1. Receives and	None	30 minutes	Staff-in-Charge
electronic copy of the	checks the completeness of			Data Analytics Unit
manuscript	submitted			Offic
(Chapters 1 to	documents			
5) together	accamento			
with the other				
requirements				
to				
ursc@tsu.edu.				
<u>ph</u>				
	2. Uploads the	None	2 working days	Staff-in-Charge
notification	manuscript/			Data Analytics
regarding the result of	article to Turnitin software for			Unit
similarity index	similarity check.			
(ASI) (%) and	If the result is			
a scanned	within and/or			
copy of paper	exceeds the			
for reference.	university			
	allowable			
	similarity index			
	(ASI) (%),			
	informs the client			
	via email. And			
	gives a copy of			
	the scanned			



		pape refer	er for ence.			
Co	eceives the ertificate of ompliance ia email)	3. Releasence the Commonce man article passes the Street Type Have charm	ase and I the result of Certificate of pliance I the uscript or I e passes Allowable I arity Index I (via email). If the uscript/ I e still did not I the ASI on I the ASI on I the I ess from I . I A Client: I ethree I ces to run I urnitin for a I time	None	30 minutes	Staff-in-Charge Data Analytics Unit
		Type D CI Have char	e B, C, and ients: e two ces to run urnitin for a time			
			TOTAL:	Refer to the table below for charges	2 Working Days & 1 Hour	

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



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

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

Office or	Office of the Universit	v Research	Development- An	alytical Testing		
Division:	Laboratory (OURD- A		Development- An	arytical resting		
Classification:	Highly Technical	· · · · /				
Olassification.	G2C – Government to	Citizan				
Type of	G2B – Government to		intity/ies			
Transaction:	G2G – Government to		•			
	TSU Faculty Member			n project _Type A		
	Client(s)	(3) With the a	pproved research	i project – i ype A		
	Other Interested Indiv	iduals – Tvr	ne A Client(s)			
Who may avail:	TSU Graduate Studer					
Time may aram	Non-TSU Students (H			ne C Client(s)		
		lember(s) with approved Research project – Type D				
	Client(s)	.ypo 2				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURF		
1. For Use of Equi		The client	will provide			
	Research Paper	THO CHOTTE	viii provido			
	ng the Method and					
Conditions-to-be						
(1 Original Copy						
2. For All Client T		Analytical ⁻	Testing Laboratory	I		
-	equest for Analysis			,		
•	? – (1 Original Copy)					
3. Accomplished As		Analytical Testing Laboratory				
Total Fees for Th			.			
Analysis or Labo	•					
-	8) (1 Original copy)					
4. For Type D Clie	, , <u> </u>					
	Capsule Proposal	The client will provide				
,	oved Line Item Budget		·			
(TSU-OR						
(1 Photoc	opy)					
b) Notice to		The client	will provide			
	RD-SF-60)					
(1 Photoc	opy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCT ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Proceed to the	Attends initial	None	1 hour	Staff-in-Charge		
Analytical	meetings with			Analytical		
Testing	the client to			Testing		
Laboratory	discuss other			Laboratory		
facility for an	necessary					
initial meeting	requirements for					
or through	the requested					
online	laboratory					
platforms (MS	analysis or					
Teams, Zoom	laboratory					
Teleconferenci	services and					
ng, Google	logs the client's					
Meet).	name on the					



				ı		
2.	If approved: Receive a notification to proceed to the next step. If Disapproved: Receive a notification of the disapproval of the request in person, online, or by email.	2.	Laboratory Analyses / Service(s) Log (TSU-PCL-SF- 42). Reviews the request and executes appropriate actions (Approval or Disapproval of request). If approved: Advise to proceed to the next step. If Disapproved: Sends notification of disapproval through online/ email or informs clients in person.			
3.	For Type D Client(s) Submit the requirements stated at Checklist of Requirements number 4 in the Analytical Testing Laboratory. Note: It MUST be explicitly stated in the Line-Item Budget the specific analyses and laboratory service(s)-to- be-requested. For Type A to C Clients: Proceed to next step.	3.	Reviews and files the submitted forms.	None	30 minutes	Staff-in-Charge Analytical Testing Laboratory



4. File the Request for Analysis (TSU- PCL-SF-33) and assessment of the total fees for the requested analysis or laboratory services (TSU- PCL-SF-48).	4.1 Receive the documents and discuss other necessary requirements for the analysis or laboratory services requested, and proper sampling and transportation procedures.	None	30 minutes	Staff-in-Charge Analytical Testing Laboratory
	4.2 Reviews the Request for Analysis, assign necessary Job # and Sample #s to each sample, and calculate total amount-to- be-paid for analysis (For Type A-C clients).	None	1 hour	Staff-in-Charge Analytical Testing Laboratory
	4.3 Assess the requested laboratory services	Number of Samples x Fees for each Service * Table of fees attached	4 hours	In-charge of Assessment Accounting Unit
5. Pay assessed analysis and/or service fees at the Cashier and photocopy the receipt or scan the official receipt and send it thru email: atlnprc@tsu.ed u.ph.	5. Accepts, reviews, and archives the photocopy of the receipt or the e- copy of the receipt. Schedule the submission of samples of the Client(s) (thru face-to-face meeting or thru email)	Number of Samples x Fees for each Service * Table of fees attached	30 minutes	Staff-in-Charge Analytical Testing Laboratory



	Dalling attent	CADaarbara	N1	40	Ctoff in Oliver
6.	samples to the Analytical Testing Laboratory with proper sample descriptions and labels. Samples must be delivered to the laboratory immediately after sampling. Properly sampling procedures MUST also be followed. Physico-Chem samples must be placed in a clean container (preferably glass amber bottle or plastic container, ≥1000mL) and are securely	6.1 Receives and reviews the samples. Conduct the requested services and summarize the results recorded.	None	10 minutes	Staff-in-Charge Analytical Testing Laboratory
		6.2 Labels each sample with assigned laboratory sample number.	None	2 hours	Staff-in-Charge Analytical Testing Laboratory
		6.3 Conducts the laboratory analysis for various parameters and render requested laboratory service(s).	None	11 working days maximum (Note: 1 day per analysis requested or 2 days per spectrophotom etric analysis requested).	Staff-in-Charge Analytical Testing Laboratory
		6.4 Fill-out necessary analysis forms with results from the analyses and/or laboratory services.	None	1 working day	Staff-in-Charge Analytical Testing Laboratory
	Microbiology samples must be placed in a sterilized-sample bags (≥400mL). Samples must be transported inside a cooler with internal temperature of ≤6 °C but above freezing.	6.5 Rechecks and encodes the results in the Results of the Analyses.	None	6 hours	Staff-in-Charge Analytical Testing Laboratory
		6.6 Print and sign the Results of the Analyses.	None	1 hour	Staff-in-Charge Analytical Testing Laboratory
7.	Receive the printed copy of the Results of the Analyses from the Analytical Testing Laboratory through faceto-face meeting or receive a	7. Releases the result to the client(s) by printing the Results of the Analyses and giving it to the Client(s) or scan it and send it to the email address provided by the Client(s).			



scanned copy through email.	For face- to face meeting: Return excess samples to the client(s)	None	1 hour	Staff-in-Charge Analytical Testing Laboratory
	If via email: Discuss to the Client(s) the implications of the results and make necessary recommendation s thru face-to- face meeting or thru online or via email.	None	2 hours	Staff-in-Charge Analytical Testing Laboratory
TOTAL F	FOR FACE-TO-FACE:	Number of Samples x Fees for each Service * Table of fees attached	13 Working Days, 7 Hours & 40 Minutes	
7	TOTAL FOR ONLINE:		13 Working Days, 8 Hours & 40 Minutes	

Note: One (1) working day is equivalent to 10 hours.

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



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

WATER ANALYSIS	TYPE A CLIENTS		TYPE B CLIENTS		TYPE C CLIENTS				
PHYSICO-CHEMICAL									
Sample Preparation	₽	225.00	₽	202.50	₽	191.25			
Color (Apparent)	₽	150.00	₽	135.00	₽	127.50			
Color (True)	₽	200.00	₽	180.00	₽	170.00			
Turbidity	₱	150.00	₽	135.00	₱	127.50			
Temperature	₽	150.00	₽	135.00	₱	127.50			
рН	₱	150.00	₽	135.00	₱	127.50			
Conductivity	₽	150.00	₽	135.00	₱	127.50			
Total Suspended Solids (TSS)	₱	450.00	₱	405.00	₱	382.50			
Total Dissolved Solids (TDS, Gravimetric)	₽	500.00	₽	450.00	₽	425.00			
Total Dissolved Solids (TDS, Electrometric)	₽	100.00	₽	90.00	₽	85.00			
Total Solids	₽	450.00	₽	405.00	₽	382.50			
Total Hardness	₽	500.00	₽	450.00	₽	425.00			
Calcium Hardness	₽	400.00	₽	360.00	₽	340.00			
Chloride	₽	600.00	₽	540.00	₽	510.00			
Odor	₽	100.00	₽	90.00	₽	85.00			
Chlorosity	₱	300.00	₽	270.00	₱	255.00			
Salinity	₱	300.00	₽	270.00	₱	255.00			
Total Alkalinity	₽	400.00	₽	360.00	₱	340.00			
P-Alkalinity	₽	250.00	₽	225.00	₽	212.50			
M-Alkalinity	₽	250.00	₽	225.00	₽	212.50			
Hydroxides	₽	250.00	₽	225.00	₽	212.50			
Carbonates	₽	250.00	₽	225.00	₱	212.50			
Bicarbonates	₽	250.00	₽	225.00	₽	212.50			
Total CO ₂	₽	250.00	₱	225.00	₽	212.50			
Free CO ₂	₽	250.00	₱	225.00	₽	212.50			
Chloride	₽	400.00	₱	360.00	₽	340.00			
Sulfate	₽	600.00	₽	540.00	₽	510.00			
Residual Chlorine	₱	800.00	₱	720.00	₱	680.00			



Total Acidity	₽	400.00	₽	360.00	₽	340.00
P-Acidity	₽	250.00	₽	225.00	₽	212.50
M-Acidity	₽	250.00	₽	225.00	₽	212.50
Nitrite	₽	300.00	₽	270.00	₽	255.00
Phosphorus	₽	350.00	₽	315.00	₽	297.50
Phosphate	₽	500.00	₽	450.00	₽	425.00
Total Phosphorus	₽	600.00	₽	540.00	₽	510.00
Chromium hexavalent	₽	500.00	₽	450.00	₽	425.00
Silica (Heteropolyblue)	₽	450.00	₽	405.00	₽	382.50
Silica (molybdate-reactive)	₽	500.00	₽	450.00	₽	425.00
Wastewater-COD	₽	950.00	₽	855.00	₽	807.50
Dissolved Oxygen	₽	200.00	₽	180.00	₽	170.00
Oil and Grease	₽	1,000.00	₽	900.00	₽	850.00
Surfactants-MBAS	₽	1,000.00	₽	900.00	₽	850.00
Settleable Solids	₽	300.00	₽	270.00	₽	255.00
Microbiological						
E. coli	₽	500.00	₽	450.00	₽	425.00
Total Coliforms	₽	500.00	₽	450.00	₽	425.00
Fecal coliforms	₽	500.00	₽	450.00	₽	425.00
Total Plate Count	₽	500.00	₽	450.00	₽	425.00
Staphylococcus aureus	₽	360.00	₽	324.00	₽	306.00
Salmonella	₽	480.00	₽	432.00	₽	408.00
Yeast/mold count	₽	300.00	₽	270.00	₽	255.00
Standard Aerobic Plate Count or Viable Total Count	₽	240.00	₽	216.00	₽	204.00
Water Potability	₽	700.00	₽	630.00	₽	595.00
Sample Preparation	₽	225.00	₽	202.50	₽	191.25
Sterilized bottle	₽	65.00	₽	58.50	₽	55.25
	U	se of Equipn	nent			
Rotary Evaporator Extraction (per mL)	₽	1.00	₱	0.90	₽	0.85
Incubator (per hour)	₽	5.00	₽	4.50	₱	4.25
Autoclave (per hour)	₽	60.00	₽	54.00	₱	51.00
Furnace (per hour)	₽	150.00	₽	135.00	₱	127.50
Oven (per hour)	₽	24.00	₽	21.60	₱	20.40
Laminar Flow Hood (per hour)	₽	20.00	₽	18.00	₽	17.00



OFFICES UNDER THE OFFICE OF THE UNIVERSITY PRESIDENT

List of Internal Services



Anti-Red Tape Unit Internal Services



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

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

Office or Division:	Anti-Red Tape Unit	Anti-Red Tape Unit (ARTU)				
Classification:	Simple					
Type of	G2G – Government	to Governm	ent			
Transaction:						
Who may avail:	TSU Colleges, Office	es and Units	s, and Other Gove	rnment Agencies		
CHECKLIST O	F REQUIREMENTS		WHERE TO SEC	CURE		
1. Accomplished an	, ,		ape Unit or downle			
Document Reque			<u>w.tsu.edu.ph/medi</u> D-document-reque	a/cpzaxfta/tsu-art-		
		FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. For Face-to- Face Request: Proceed to the office of Anti- Red Tape Unit and submit the needed requirement.	1.1 For Face-to- Face Request: Receives the submitted document and verifies its completeness.	None	2 minutes	Data Controller Anti-Red Tape Unit		
For Online Request: Send an email request, including the scanned copy of the needed requirement to artu@tsu.edu.p h or via MS Teams.	For Online Request: Receives, downloads the attachment, and verifies the completeness of the submitted document. Note: Forms improperly filled out shall be returned to the requester.		3 minutes			
	1.2 For Copy of Citizen's Charter: Prepares the requested documents and fills out ARTU portion of the Document Request Form. For Time and Motion Study, and Zero Backlog Reports:	None	For Face-to- Face: 15 minutes For Online Request: 10 minutes	Data Controller Anti-Red Tape Unit		



Informs or responds to client to expect receipt of the request on the following working day. 2. Receive the requested document/s according to requested document type. including client's copy of Document Request Form Soft copy or hard copy depending on client's prepares the requested document/s or report/s, including the Transmittal Letter and fills out ARTU portion of the Document Request Form. 2.2 For Time and Motion Study, and Zero Backlog Reports: Prepares the requested document Request Form. 2.2 For Time and Motion Study, and Zero Backlog Reports: Reviews and checks the set of requested document/s and Cerousted document/s and	Face Request: 2 minutes Anti-Red Tape Unit For Online Request:
2. Receive the requested document/s according to requested document type. 2.1 For Copy of Citizen's Charter: Issues or sends the requested document/s, including client's copy of Document Request Form – soft copy or hard copy depending on client's preference. For Time and Motion Study, and Zero Backlog Reports: Prepares the requested document/s or report/s, including the Transmittal Letter and fills out ARTU portion of the Document Request Form. 2.2 For Time and Motion Study, and Zero Backlog Reports: Form. 2.2 For Time and Motion Study, and Zero Backlog Reports: Reviews and checks the set of requested	Face Request: 2 minutes Anti-Red Tape Unit For Online Request:
soft copy or hard copy depending on client's preference. For Time and Motion Study, and Zero Backlog Reports: Prepares the requested document/s or report/s, including the Transmittal Letter and fills out ARTU portion of the Document Request Form. 2.2 For Time and Motion Study, and Zero Backlog Reports: Reviews and checks the set of requested	3 minutes
Zero Backlog Reports: Prepares the requested document/s or report/s, including the Transmittal Letter and fills out ARTU portion of the Document Request Form. 2.2 For Time and Motion Study, and Zero Backlog Reports: Reviews and checks the set of requested	
Motion Study, and Zero Backlog Reports: Reviews and checks the set of requested	
report/s for outgoing.	Anti-Red Tape Unit
the requested document/s to the client - soft copy or hard copy depending on client's preference.	2 15 minutes Data Controller Anti-Red Tape Unit
TOTAL FOR FACE-TO-FACE REQUEST OF CITIZEN'S CHARTER: None 19 Minutes	9 19 Minutes
TOTAL FOR ONLINE REQUEST OF CITIZEN'S CHARTER: None 16 Minutes	16 Minutes



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

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



2. Processing of Requests for Coaching and Mentoring

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

Office or Division:	Anti-Red Tape Uni	Anti-Red Tape Unit (ARTU)			
Classification:	Simple				
Type of	G2G – Governmer	nt to Governm	ent		
Transaction:					
Who may avail:	TSU Colleges, Offi	ices and Units	3		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
A. FOR EXISTING	OFFICE / COLLEGE /	UNITS			
1. Existing Citizen's		The client wi	II provide		
College / Office /		Anti Dad Ta	oo lihit or downloo	ad at	
-	ervice Request Form (1 Original Copy)		pe Unit or downloa tsu.edu.ph/media/		
70071117 07 02	(Tonginal Copy)		service-request-fo		
	CE / COLLEGE / UNIT				
•	ervice Request Form		pe Unit or downloa		
15U-AR1-SF-02	(1 Original Copy)	-	<u>tsu.edu.ph/media/</u> service-request-fo		
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. For Online Request: Send an email request to artu@tsu.edu.p h or via MS Teams for Coaching and Mentoring For Face-to-	1.1 For Online Request: Receives email and sends the Service Request Form to the client and have the client fill out the form and requests to resend the same to the office's email. For Face-to-Face	None	5 minutes	Unit Head & Data Controller Anti-Red Tape Unit	
Face Request: Visit the Anti- Red Tape Unit and fill out the Service Request Form. Note: If with existing Citizen's Charter, submit as required.	Request: Receives the request including the existing Citizen's Charter, if any and proceed to Agency Action No. 1.3. 1.2 For Online Request: Downloads the	None	5 minutes	Unit Head & Data Controller Anti-Red Tape	
,	filled-out service request.			Unit	



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



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

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

Office or Division:	Anti-Red Tape Unit (ARTU)				
Classification:	Highly Technical				
Type of Transaction:	G2G - Government to	Government			
Who may avail:	TSU Colleges, Offices	and Units			
	F REQUIREMENTS	-	WHERE TO SEC	CURE	
1. Latest Citizen's (The client w	vill provide		
(1 Original Copy	or 1 Electronic Copy)			D=D00V	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. For Traditional Submission: Submit the latest Citizen's Charter/s to Anti-Red Tape Unit. For Online Submission: Send the	1.1 For Traditional Submission: Receives the submitted Citizen's Charter/s. For Online Submission: Acknowledges receipt of the email and downloads the Citizen's Charter/s.	None	2 minutes	Data Controller Anti-Red Tape Unit	
latest Citizen's Charter/s via MS Teams artu@tsu.edu.p h.	1.2 Conducts first- level review of the Citizen's Charter/s according to the requirements stated on the Reference B of ARTA MC 2019- 002A.	None	5 working days	Data Controller Anti-Red Tape Unit	
	1.3 Fills out the Citizen's Charter Evaluation Form/s for the corrections found and additional remarks.	None		Data Controller Anti-Red Tape Unit	
	1.4 For Citizen's Charter with New Services: Forwards the Citizen's Charter/s and Citizen's Charter Evaluation Form/s for second-	None	2 minutes	Data Controller Anti-Red Tape Unit	



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



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

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

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

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



Hardware Maintenance Unit Internal Services



1. Process for Inspection of Condemn ICT Equipment

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

Office or Division:				
Classification:	Hardware Maintena Simple			
Type of	G2G - Government	to Governme	nt	
Transaction:				
Who may avail:	All Permanent Empl	oyees		
	REQUIREMENTS		WHERE TO SEC	
Accomplished IC Inspection Form (1 Original Copy	T Equipment and 1 Duplicate Copy)	Office of Ma	anagement Inform	ation Systems
2. Property Acknow		Supply and	Property Manage	ment Unit
	and 1 Duplicate Copy)		. reporty manage	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) to request the technical inspection officer for the inspection of the ICT device.	Assesses the ICT device based on the Property Acknowledgement Receipt.	None	4 hours	Inspection Officer Office of Management Information Systems
2. Sign the ICT Equipment Inspection Form.	2. Presents the ICT Equipment Inspection Form to the client to be signed by the accountable personnel.	None	5 minutes	Inspection Officer Office of Management Information Systems
3. Present the ICT Equipment Inspection Form to the Supply & Property Management Unit (SPMU).	3. Coordinates with the Supply & Property Management Unit (SPMU) for validation of the inspection.	None	5 minutes	Inspection Officer Office of Management Information Systems Staff Supply and Property Management Unit



TOTAL: None 4 Hours & 10 Minutes



2. Process for Inspection of New ICT Equipment

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

Office or Division:	Office of Managem		•	
	Hardware Maintena	ance Unit (O	MIS-HMU)	
Classification:	Simple			
Type of Transaction				
Who may avail:	Supply and Propert	y Managem		
	REQUIREMENTS		WHERE TO SEC	URE
•	1. Accomplished Inspection and		will provide	
Acceptance Rep (1 Original Copy				
	equest for Inspection			
Form (1 Original	•			
Tomi (Tongina)	Сору)	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Proceed to	1. Proceeds with	None	1 hour	Inspection
Office of	the inspection of			Öfficer
Management	the equipment.			Office of
Information				Management
Systems or				Information
call the Office				Systems
_				
_				
_				
-				
` ,				
•				
•				
the inspection				
officer.				
2. Present the	2. Fills out the	None	10 minutes	Inspection
-	•			
	<u> </u>			
•	•			Systems
•	кероп.			
•				
out.				
officer. 2. Present the Request for Inspection form and Inspection, and Acceptance Report to the inspection officer for filling	2. Fills out the Request for Inspection form and signs the Inspection and Acceptance Report.	None	10 minutes	Inspection Officer Office of Management Information Systems

TOTAL:

None

1 Hour & 10

Minutes



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

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

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



4. Process for Software Installation

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

Office or Division:		Office of Management Information Systems - Hardware Maintenance Unit (OMIS-HMU)			
Classification:	Simple	DIVING T IIVIG)			
Type of		G2C - Government to Citizen			
Transaction:	G2G - Government to Government				
Who may avail:		All TSU Employees and Student Organizations			
	REQUIREMENTS	and Otddern	WHERE TO SEC	CURE	
None					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) regarding the request for software installation.	1.1 Proceeds to the client's office and performs the software installation. 1.2 Downloads necessary installation files and install the software	None	5 minutes 1 hour	Hardware Technician Hardware Maintenance Unit Hardware Technician Hardware Maintenance Unit	
2. Fill out and sign the Technical Services Logbook.	2. Have the client to fill out and sign the Technical Services Logbook.	None	3 minutes	Hardware Technician Hardware Maintenance Unit	
	TOTAL:	None	1 Hour & 8 Minutes		



5. Processing of Request for Technical Assistance

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

Office or Division:	Office of Management Information Systems - Hardware				
	Maintenance Unit (C	MIS-HMU)			
Classification:	Simple				
Type of	G2G - Government	to Governm	ent		
Transaction:					
Who may avail:	All TSU Employees	and Student			
	OF REQUIREMENTS WHERE TO SECURE			CURE	
None		None			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to Office of Management Information Systems or call the Office of Management Information Systems Clerk via phone call (#127) regarding the needed technical assistance.	1.1 Receives and acknowledges the call of the client requesting technical assistance. 1.2 Proceeds to the client's office or college and performs the needed technical assistance.	None	3 minutes 1 working day	Personnel Hardware Maintenance Unit Personnel Hardware Maintenance Unit	
2. Fill out and sign the Technical Services Logbook.	2. Have the client to fill out and sign the Technical Services Logbook.	None	3 minutes	Personnel Hardware Maintenance Unit	
	TOTAL:	None	1 Working Day & 6 Minutes		



6. Processing of Request to Repair an ICT Equipment

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

Office or Division:	Office of Management Information Systems –			
	Hardware Maintena	nce Unit (ON	MIS-HMU)	
Classification:	Simple			
Type of	G2C - Government to Citizen			
Transaction:	G2G - Government			
Who may avail:	All TSU Employees	and Student	t Organizations	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Office of Management Information Systems or call the Office of	1.1 Proceeds to the client's office to assess the problem encountered with the equipment.	None	10 minutes	Hardware Technician Hardware Maintenance Unit
Management Information Systems Clerk via phone call (#127) regarding the problem encountered on the hardware.	1.2 Performs the necessary actions or troubleshooting.	None	1 working day	Hardware Technician Hardware Maintenance Unit
2. Fill up Technical Services Logbook to be provided by the Hardware Technician and submit the accomplished form.	2. Provides the Technical Services Logbook and secures after the client finished filling it out.	None	3 minutes	Hardware Technician Hardware Maintenance Unit
	TOTAL:	None	1 Working Day & 13 Minutes	



Network Unit

Internal Services



1. Process for Creation of Domain Accounts

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

Office or Division:	Office of Manageme	ent Information	on Systems – Net	work Unit
	(OMIS-NU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees	All TSU Employees		
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	CURE
Accomplished Request to Create/ Reset Domain User Account Form (1 Duplicate Copy)		Office of M	anagement Inforn	nation Systems
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Request to Create / Reset User Account Form and fill out properly.	2. Provides Request to Create/Reset User Account Form to client.	None	3 minutes	Staff Network Unit
Give filled out form to Network Unit Staff.	2.1 Creates the Domain Accounts.	None	5 minutes	Staff Network Unit
	2.2 After an account is created, gives the user credentials needed to log into the TSU Network.	None	3 minutes	Staff Network Unit

TOTAL:

None

11 Minutes



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

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

Office or Division:	Office of Management Information Systems – Network Unit (OMIS-NU)			
Classification:	Simple			
Type of	G2G - Government to Government			
Transaction:	OLO GOVERNMENT TO GOVERNMENT			
Who may avail:	All TSU Employees			
	REQUIREMENTS		WHERE TO SEC	CURE
1. VPN Access Form (1 Original Copy)		download a	_	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire or download VPN Access Form from the office or website.	Provides VPN Access Form to the client.	None	3 minutes	<i>Network</i> <i>Technician</i> Network Unit
2. Fill in the necessary details on the form.	2. Helps the client for any clarification regarding the form.	None	2 working days	Network Technician Network Unit
3. Return the form to the office for submission.	3. Receives the form from the client and checks if the form is duly filled-up	None	3 minutes	Network Technician Network Unit
4. Bring the computer machine for the installation of VPN software.	4. Installs the VPN software to the client's machine and provide orientation in using the software.	None	1 hour	Network Technician Network Unit
	TOTAL:	None	2 Working Days, 1 Hour & 6 Minutes	



3. Process for Resetting of TSU Systems/Network Accounts

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

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



4. Process for Unblocking of Websites

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

Office or Division:	Office of Management Information Systems – Network Unit (OMIS-NU)				
Classification:	Simple				
Type of Transaction:	G2G - Government to Government				
Who may avail:	All TSU Employees	All TSU Employees			
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC		
Accomplished Unblo (1 Original Copy)	ock Website Form	Office of Management Information Systems			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Get Unblock Website Form and fill out properly.	Provides the Unblock Website Form to the client.	None	3 minutes	Network Technician Network Unit	
2. Give duly filled out form to a Network Unit Staff.	2.1 Unblocks the websites requested for the user indicated on the form.	None	15 minutes	Network Technician Network Unit	
	2.2 Notifies the client that their request is done.	None	3 minutes	Network Technician Network Unit	
	TOTAL:	None	21 Minutes		



5. Process for Wi-Fi Access Registration

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

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



6. Process for Wi-Fi Setup/Deployment

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

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



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



7. Processing of Request for Cabling of New Network Connection

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

Office or Division:		Office of Management Information Systems – Network Unit			
	(OMIS-NU)				
Classification:	Complex				
Type of	G2C - Government				
Transaction:	G2G – Government to Government				
Who may avail:	All TSU Employees and Student Organizations				
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE				
1. Technical Service	Request Form		anagement Inform	nation Systems	
(1 Original Copy)		(OMIS)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits request cabling for network connection for the office.	Receives, Acknowledges and verifies the request.	None	3 minutes	Network/ Computer Technician Network Unit	
2. Coordinate with the network staff or technician for the cabling activity.	2. Schedules the request and check if there are available supplies.	None	30 minutes	Network/ Computer Technician Network Unit	
3. Designate or layout proper workstations area and coordinate with technician.	3. Performs cabling activities at the client's office / college.	None	3 working days	Network/ Computer Technician Network Unit	
4. Fill up the Technical Service Request Form.	4. Get the signed form.	None	5 minutes	Network/ Computer Technician Network Unit	
	TOTAL:	None	3 Working Days & 38 Minutes		



Office of Internal Audit Service Internal Services



1. Processing of Request for Audit Reports

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

Office or Division:	Office of Internal Au	Office of Internal Audit Service (OIAS)			
Classification:	Simple				
Type of	G2G - Government	t to Government			
Transaction:					
Who may avail:	Commission on Aud	lit and Colle	it and Colleges/Offices/Units of the University		
CHECKLIST OI	REQUIREMENTS		WHERE TO SE	CURE	
1. Approved Reque	est Letter to Obtain a	Office of th	e University Presi	dent and/ or	
Copy of Audit Re	port (1 Original Copy)	The client	will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Send a request letter to the Office of the University	1.1 Receives approved request letter and records it in the logbook.	None	1 minute	Clerk Office of Internal Audit Service	
President for approval.	1.2 Sends the approved request letter to the Office of Internal Audit Service Director.	None	1 minute	Clerk Office of Internal Audit Service	
	1.3 Locates needed report and reproduces it.	None	1 hour	Clerk Office of Internal Audit Service	
	1.4 Records the distribution of the requested report.	None	1 minute	Clerk Office of Internal Audit Service	
2. Receive the	2. Sends the	None	1 minute	Clerk	
requested	requested report to			Office of Internal	
report.	the recipient.			Audit Service	
	TOTAL:	None	1 Hour & 4 Minutes		



Office of International Affairs and Linkages Internal Services



1. Processing of CHED Endorsement for Legitimacy of Travel Abroad

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

Office or Division:	Office Of International Affairs and Linkages (OIAL)					
Classification:	Highly Technical					
Type of	G2G – Government to	Governmen	nt			
Transaction:	G2C – Government to Government G2C – Government to Citizens					
Who may avail:	Offices/Colleges of the University					
	REQUIREMENTS		WHERE TO SEC	CURE		
1. Endorsement from				dent		
President (1 Photocopy)		·				
2. Accomplished International Affairs		CHED IAS Website:				
	Service Form 15 – Evaluation Form for		https://ieducationphl.ched.gov.ph/beta/travel-			
the Necessity of T	ravel for SUC	endorsement/				
(1 Photocopy)	100					
3. Invitation Letter, F		Host University/Institution/Organization				
Pertinent Attachm						
Travel Abroad (1	. , ,	FEES TO PROCESSING PERSON				
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE		
1. Submit	1.1 Receives,	None	5 minutes	Staff		
documents to	reviews, and			Office of		
the Office of	evaluates the			International		
International	submitted			Affairs and		
Affairs	documents and			Linkages		
regarding travel	advises the					
abroad.	client if the					
	documents submitted are					
	insufficient.					
	1.2 Prepares all the	None	10 minutes	Staff		
	documents and	110110	10 1111114166	Office of		
	forms to be			International		
	submitted to			Affairs and		
	Commission on			Linkages		
	Higher					
	Education -			Clerk		
	International			Office of the		
	Affairs and			University		
	Services. 1.3 Schedules a	None	20 days	President Staff		
	travel to the	140116	(1 day for	Office of		
	Commission on		travel and 19	International		
	Higher		working days	Affairs and		
	Education,		for release)	Linkages		
	Central Office,					
	and submit all					
	pertinent					
	documents for					
	Commission on					
	Higher Education					
	Euucation					



	International Affairs Service approval			
2. Receive notification regarding the status of their request after the official travel.	3. Notifies the client about the status of the request and takes a copy after handing the apostilled copy to the client.		10 minutes	Staff Office of International Affairs and Linkages
	TOTAL:	None	20 Days & 25 Minutes	

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



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

Office or Division:

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

Office Of International Affairs and Linkages (OIAL)

Office of Division.	Office Of International Aff		ikages (OIAL)		
Classification:	For Employee Mobility: Complex				
Tune of	For Student Mobility: Highly Technical				
Type of Transaction:	G2G – Government to Government				
Who may avail:	G2C – Government to Citizens TSU Students, and TSU Offices/Colleges				
_	F REQUIREMENTS		WHERE TO SEC	CLIDE	
	the University President	Office of th			
(1 Original or 1 Pho		Office of the University President			
	2. Duly signed Complete Staff Work (CSW)		The client will provide		
(1 Photocopy)					
3. Budget Proposal a Availability of Fund		Budget Off	ffice		
4. Invitation Letter, Pr		Host Unive	ersity/Institution/O	rganization	
	nts Regarding Travel	11000 011110	oronty, montanon, o	rgarii Zatiori	
Abroad (1 Photoco	3 3				
5. BOR Approval (1 C		Office of the Board Secretary			
FOR STUDENT MOE					
1. Notarized Parenta	Notarized Parental Consent with Parent's				
ID (1 Original or 1					
2. Notice of Accepta					
(1 Original or 1 Ph		0("			
Accomplished Recognition Conduct of Activity		Office of Student Affairs and Services or downloadable at			
(1 Original or 1 Ph	,			ia/4eldamc2/tsu-	
			sou-sf-08-request-letter-on-the-conduct-of-		
		activity-new.docx			
4. Certificate of Acco	mpaniment	The client will provide			
	(1 Original or 1 Photocopy)				
5. Travel order for A					
(1 Original or 1 Ph	notocopy)		DD 0 0 E 0 0 IV 0	DEDOON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit	1.1 Receives, reviews,	None	For Employee	Staff	
requirements to	and evaluates the		Mobility:	Office of	
the Office of	submitted		5 minutes	International	
International	documents. and			Affairs and	
Affairs and	advise the client if			Linkages	
Linkages	the documents				
regarding travel	submitted are		Fan Otaniant		
abroad.	insufficient.		For Student		
For Student			Mobility: 2 working days		
Mobility:			2 Working days		
Submit Submit	1.2 Prepares all the	None	10 minutes	Protocol Officer	
requirements for	documents and forms	110110	To minutes	Office of	
student mobility in	to be submitted to			International Affairs and Linkages	
Office of	CHED International				
International	Affairs and Services.			Staff	
	Then, instructs the				
		·			



	,			
Affairs and Linkages.	client to proceed to TSU-Medical Unit for their Medical Clearance.			Office of International Affairs and Linkages
				Clerk Office of the University President
2. Undergo a Medical Exam for the medical clearance issued by the TSU- Medical Unit.	2. Assess the client and issue medical clearance/certificate.	None	2 working days	Staff Medical Services Office
3. Apply for Authority to Travel to waive travel tax in Office of International Affairs and Linkages.	3.1 Furnishes Human Resource Development and Management Office & Office of the Vice President for Academic Affairs' copies of travel requirements.	None	2 working days	Staff Office of International Affairs and Linkages
	3.2 Prepares necessary travel arrangements such as booking of flights (inclusive of food and baggage), airline/travel insurance, & Travel Order for Departure and Arrival.	None	2 working days	Staff Office of International Affairs and Linkages
	3.3 Informs the International Higher Education Institution partner regarding the arrival logistics of the faculty/student/staff.	None	10 minutes	Staff Office of International Affairs and Linkages
4. Attend the predeparture orientation.	4. Conducts a pre- departure orientation to the faculty / student / staff.	None	45 minutes	Staff Office of International Affairs and Linkages
TOTAL FOR EMPLOYEE MOBILITY:		None	6 Working Days, 1 Hour & 10 Minutes	
TOTAL FOR STUDENT MOBILITY:		None	8 Working Days, 1 Hour & 5 Minutes	



Office of Management Information Systems Internal Services



1. Process for Account Creation and Assigning of Privileges

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

Office or Division:	Office of Management Information Systems (OMIS)			
Classification:	Simple			
Type of	G2C - Government to	Citizen		
Transaction:	G2G – Government to	Governmen	t	
Who may avail:	All TSU Employees ar	nd Students		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE
	d Duly Signed System lege Request Form	download a	anagement Informa t v.tsu.edu.ph/media/	·
130-11113-31-20	(1 Oliginal Copy)	sf-26-syster	m-access-and-privi	
		form.docx	PROCECCINO	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via MS Teams at miso@tsu.edu.p	1.1 Receives and verifies the submitted form. Note: If with incomplete detail/s, return the form and inform the missing detail/s.	None	3 minutes	Software Unit Staff/Clerk Office of Management Information Systems
<u>h.</u>	1.2 Creates an account and assigns the necessary privileges.	None	7 minutes	Software Unit Staff/Clerk Office of Management Information Systems
2. Receive notification of account creation or privilege assignment.	2. Then notifies the client once the account has been created or privilege has been assigned.	None	2 minutes	Software Unit Staff/Clerk Office of Management Information Systems
	TOTAL:	None	12 Minutes	



2. Process for Office 365 Account Assistance

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

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

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



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

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

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

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



4. Process for Tagging/Untagging of Honorarium Classes

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

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

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



5. Process of Changing Posted Schedule

The service allows the official rectification of posted class schedule.

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

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



6. Processing or Request to Transfer Students

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

Office or Division:	Office of Management Information Systems (OMIS)			
Classification:	Complex			
Type of	G2G - Government to	Governmen	nt	
Transaction:				
Who may avail:	All Faculty and Colleg	e Clerks		
	REQUIREMENTS WHERE TO SECURE d Duly Signed Transfer Office of Management Information Systems or			
1. Accomplished and Duly Signed Transfer of Students Form <i>TSU-MIS-SF-38</i>		download a	J	nation Systems or
(1 Original Copy)	130-1/113-35-38		ลเ w.tsu.edu.ph/medi	a/wac5hma/teu-
(1 Original Copy)			request-to-transfer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to the Office of Management Information Systems or send it via email or MS Teams at miso@tsu.edu.p h.	1.1 Receives and verifies the submitted form. Note: If with incomplete detail/s return the form and inform the missing detail/s. 1.2 Processes the	None None	3 minutes 3 working days	Clerk Office of Management Information Systems Clerk
	transfer of students.			Office of Management Information Systems
2. Receive notification update on the request.	2. Notifies the client once the request has been finished via Phone Call, Messenger, or MS Teams.	None	2 minutes	Clerk Office of Management Information Systems
	TOTAL:	None	3 Working Days & 5 Minutes	

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



Office of Planning Internal Services



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

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

Office or Division:	Office of Planning (OP)	
Classification:	Simple		
Type of	G2G - Government to Government		
Transaction:			
Who may avail:	Offices, Units, and Colleges of the University		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE	
1. Request Letter for	r Office/Unit/College	The client will provide	
Planning (1 Original Copy)			
2. Proposed Budget	1 7 /		
3. Program of Activit	ties (1 Original Copy)		

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



Office of Public Affairs Internal Services



1. Process for Addressing Client's Concerns via Email

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

Office or Division:	Office of Public Affair	Office of Public Affairs (OPA)			
Classification:	Simple				
Type of	G2C - Government to	Citizen			
Transaction:	G2G - Government to	Governme	ent		
Who may avail:	TSU Students and Er	mployees			
CHECKLIST OF	F REQUIREMENTS WHERE TO SECURE				
1. Concerns/Request		The client	will provide		
(1 Electronic Copy					
2. File Attachment, if	-				
(1 Electronic Copy	y)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Send concerns or requests to the Office of Public Affairs email at heldesk@tsu.edu .ph and opai@tsu.edu.ph	Receives and reviews the content of email and attachments, if there are any.	None	15 minutes	Technical Staff Office of Public Affairs	
file/s, if any.					
2. Receive email acknowledgeme nt and response regarding the concern/s.	2. Acknowledges the receipt of email and takes appropriate action/s on concern/s.	None	15 minutes	Technical Staff Office of Public Affairs	
	TOTAL:	None	30 Minutes		

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



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

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

Office or Division:	Office of Public Affa	irs (OPA)		
Classification:	Simple	(0171)		
Type of	G2C - Government	to Citizen		
Transaction:	G2G - Government	to Governme	ent	
Who may avail:	TSU Students and E			
	CKLIST OF REQUIREMENTS WHERE TO SECURE			CURE
1. Materials to be A	pproved	The client	will provide	
(1 Original Copy)			-	
2. Request Letter w	rith Attachments, if			
Any (1 Original C	Sopy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Present	1.1 Receives and	None	30 minutes	Technical Staff
material subject	reviews submitted			Office of Public
to approval and	material/s.			Affairs
request letter with	1.2 If there are no	None	5 minutes	Technical Staff
	inputs necessary,			Office of Public Affairs
attachments, if any, to Office of	the material may			Allairs
Public Affairs.	be approved.			
T abile / tilails.	Note: If there is/are			
	input/s, incorporate			
	then submit again			
	for review.			
2. Receives	2. Endorses	None	1 minute	Technical Staff
approved or for	Information,			Office of Public
revision	Education and			Affairs
Information,	Communication			
Education and	Materials.			
Communication				
Materials.				
	TOTAL:	None	36 Minutes	

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



3. Process for Posting of Materials

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

Office or Division	Office of Public Affa	airs (OPA)			
Classification:	Simple				
Type of	G2C - Government				
Transaction:	G2G - Government				
Who may avail:	TSU Students and	Employees			
	F REQUIREMENTS		WHERE TO SEC	CURE	
1. Material for Pos	ting (1 Original Copy)	The client		D=D001	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the necessary requirements to the Office of Public Affairs.	1.1 Receives and reviews the content of material/s for posting.	None	5 minutes	Technical Staff Office of Public Affairs	
	1.2.1 If the Material/s for Posting is Approved: Posts through the preferred platform (bulletin boards, social media, TSU website, or can be both). 1.2.2. If the Material/s for Posting is Subject to Revision: Notifies the client to revise the content.	None	10 minutes	Technical Staff Office of Public Affairs	
2. Receive notification that material/s is/are already posted.	2. Notifies the client if material/s is/are already posted.	None	3 minutes	Technical Staff Office of Public Affairs	
	TOTAL:	None	18 Minutes		



4. Process for Publication and Distribution of TSU Bulletin

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

Office on Division	Office of Dulette Affi	-i (ODA)		1
Office or Divisio		airs (OPA)		
Classification:	Highly Technical	to Citimon		
Type of	G2C - Government G2B - Government		Entity/ios	
Transaction:	G2G - Government		-	
Who may avail:	TSU Students, Emp			
	OF REQUIREMENTS		WHERE TO SEC	CURE
1. Details of Even		The client		
(if any) or News	•		•	
(1 Original Cop	y)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Fill out the	1.1 Proofreads the	None	3 working days	Technical Staff
TSU Bulletin	received file for			Office of Public
Receiving	write-up or revision.			Affairs
Log and Submit	1 1 1 Donlove staff to		7 working days	
Information /	1.1.1 Deploys staff to cover the event /		7 working days	
news article	activity and shall			
and details	write an article			
to Office of	afterwards.			
Public Affairs	1.2 Checks the	None	2 hours	Director & Unit
for write-up	article/s.			Head
or				Office of Public
proofreading				Affairs
•	1.3 Forwards the final	None	5 working	Technical Staff
	layout of the TSU		days	Office of Public
	Bulletin to Business			Affairs
	Affairs and Auxiliary			
	Services Office for printing.			
	1.4 Conducts final	None	1 working	Director and
	inspection of	INOIIG	day	Technical Staff
	printed TSU Bulletin		,	Office of Public
	copies			Affairs
2. Receives	2. Distributes TSU	None	1 working	Technical Staff
TSU Bulletin.	Bulletin.		day	Office of Public
				Affairs
			17 Working	
	TOTAL:	None	Days & 2	

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

Hours



5. Process for Publication of Online News

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

Office or Division:	Office of Public Affa	Office of Public Affairs (OPA)			
Classification:	Highly Technical	Highly Technical			
Type of	G2C - Government to Citizen				
Transaction:	G2G - Government to Government				
Who may avail:	TSU Students and Employees				
	REQUIREMENTS		WHERE TO SE	CURE	
Details of Event, For News Article (1)	Program Flow <i>(if any)</i> Original Copy)		will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit information or news article to Office of Public Affairs.	1.1 Receives and proofreads the received file for write-up or revision.1.1.1 Deploys staff to cover the event/activity and writes an article afterwards.	None	3 working days 7 working days	Technical Staff Office of Public Affairs	
	1.2 Final checks the output.	None	2 hours	Director Office of Public Affairs	
	1.3 Uploads the article to TSU website and social media platform.	None	10 minutes	Technical Staff Office of Public Affairs	
	TOTAL:	None	10 Working Days, 2 Hours & 10 Minutes		

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



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

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

Office or Division	Office of Public Af	Office of Public Affairs (OPA)			
Classification:	Simple	Simple			
Type of	G2C - Governmer	G2C - Government to Citizen			
Transaction:	G2G - Governmer	G2G - Government to Government			
Who may avail:	TSU Students and	TSU Students and Employees			
CHECKLIST O	CHECKLIST OF REQUIREMENTS WHERE TO SECURE			CURE	
	Request for Electronic	Office of Public Affairs or Fill out			
Copy of Photos	s/Videos or Files	https://form	s.office.com/r/UW	rrC3jkL2	
TSU-PAI-SF-0	8				
(1 Original Cor	by or Electronic Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

(1 Original Copy of Electronic Copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Send request for photos / videos or files	1.1 Receives and reviews the form submitted.	None	5 minutes	Technical Staff Office of Public Affairs	
through online (email at heldesk@tsu. edu.ph and opai@tsu.edu .ph) or logbook.	 1.2.1 If the Request is Approved: Sends the file/s through email or MS Teams. 1.2.2 If the Request is Disapproved: Informs the requestor via email or MS Teams on the reason/s for the disapproval. 	None	10 minutes	Technical Staff Office of Public Affairs	
Receive notification on the status of posting.	Notifies once the posting is finished.	None	3 minutes	Technical Staff Office of Public Affairs	
	TOTAL:	None	18 Minutes		



7. Processing of Request for Coverage of University Activities

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

Office or Division:	Office of Public Affa	irs (OPA)	Office of Public Affairs (OPA)			
Classification:	Highly Technical					
Type of	G2C - Government t	to Citizen				
Transaction:	G2G - Government	to Governm	nent			
Who may avail:	TSU Students and E	mployees				
	REQUIREMENTS		WHERE TO SE			
Accomplished Report			Public Affairs or Fil			
Coverage of Eve		https://forr	ms.office.com/r/yx	<u>5RtpRTar</u>		
	(1 Original Copy)					
	Program Flow, if any	The client	will provide			
(1 Original Copy)			PROCESSING.	DEDOON		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING	PERSON		
1. Submit	1.1 Receives and	None	TIME 3 minutes	RESPONSIBLE Technical Staff		
accomplished	verifies submitted	None	3 minutes	and/or Director		
request form to	request form.			Office of Public		
Office of Public	request form.			Affairs		
Affairs and	Note: If form is			7 than 6		
receive	improperly filled					
affirmation on	out, return and					
the request.	inform client.					
	1.2 Plots the	None	2 minutes	Technical Staff		
	request.			and/or Director		
				Office of Public		
				Affairs		
2. Provide	2.1 Attends the	None	7 working	Technical Staff		
program flow (if	activity or event.		days	and/or Director		
any).				Office of Public		
	0.011.1 1. (1.	NI.	4.1	Affairs		
	2.2 Uploads the	None	1 hour	Technical Staff		
	photos/videos to			Office of Public Affairs		
	available storage for safekeeping.			Allalis		
	ioi saiekeepiily.		7 Working			
			Days, 1 Hour			
	TOTAL:	None	&			
			5 Minutes			
L		l .		1		

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



Office of the University Board Secretary Internal Services



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

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

Office or Division:	Office of the Univ	ersity Board Secretary (OUBS)		
Classification:	Simple			
Type of Transaction:	G2G – Governme	ent to Government		
Who may avail:	Concerned Units	or Offices of the University		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
1. For Administrative	Council	The client will provide.		
Resolutions:				
Letter of Request fo	r Administrative			
Council Resolution				
(1 Original copy or 1	Certified True			
Copy or 1 xerox cop	oy)			
2. For Board Resolut	ions:			
Letter of Board Res	olution			
(1 Original copy or 1	Certified True			
Copy or 1 xerox cop	py)			
3. For Board Referen	ıdum:			
Letter of Referendu	m			
(1 Original copy or 1	Certified True			
Copy or 1 xerox cop	oy)			

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



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



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

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

Office or Division:	Office of the University Board Secretary (OUBS)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to	Governmer	nt	
Who may avail:	Concerned Units or O	ffices of the		
	F REQUIREMENTS WHERE TO SECURE Complete Staff Work The client will provide			CURE
(CSW) Form or	Complete Staff Work Agenda	The client v	viii provide	
(1 Original Copy	•			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished Complete Staff Work (CSW) or Agendas to	1.1 Pre-assesses the submitted Complete Staff Work or Agenda.	None	4 working days	Board Secretary V Board Secretary I Administrative Aide VI Staff Office of the University and Board Secretary
the Office of the University Board Secretary.	1.2 Schedules a special / pre-board or board meeting, with the participation of Board of Regents.	None	1 working day	Board Secretary V Office of the University Board Secretary President Office of the University President Board of Regents
	1.3 Discusses the submitted agenda.	None	1 working day	Board Secretary Office of the University Board Secretary President Office of the University President Board of Regents
	1.4 Approves or disapproves the agenda by the Board of Regents.	None	1 working day	Board Secretary Office of the University Board Secretary President



2. Receive a copy of the approved board resolution. If disapproved: Receives notification about the disapproval of the agendas or board resolutions.	2. Releases and files the approved agendas or board resolutions If disapproved: Informs the client that the agendas or board resolutions are deferred and discontinued.	None	1 working day	Office of the University President Board of Regents Board Secretary I Administrative Aide VI Staff Office of the University Board Secretary
	TOTAL:	None	8 Working Days	



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

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

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



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



Office of the University President Internal Services



1. Dissemination of Incoming Communication from Outside Persons or Agencies

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

Office or Division:	Office of the Univers	Office of the University President (OUP)			
Classification:	Simple		,		
Type of	G2G – Government	to Governm	ent		
Transaction:					
Who may avail:	TSU Employees				
	REQUIREMENTS	T !! (WHERE TO SE	CURE	
1. Letters or Communications From		I he client	will provide		
Outside Persons or Agencies					
(1 Original Copy) 2. Endorsed Letters	or Communications				
	sons or Agencies, if				
any (1 Original Co					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Submit the letter	1.1 Logs and	None	20 minutes	Clerk	
to the Records	maintains a copy			Records and	
and Archives Unit.	of received letters or communication			Archives Unit	
Offit.	and forwards such				
	to the Office of the				
	University				
	President.				
	1.2 Logs the letters	None	5 minutes	Staff	
	or communication			Office of the	
	in the logbook			University President	
	upon receipt of the letters or			President	
	communication.				
	1.3 Forward letters	None	5 minutes	President,	
	or communication	None	5 minutes	or Officer-in-	
	to the President or			Charge, or	
	Officer-in-Charge			Representative	
	for action and			Office of the	
	endorsement.			University	
				President	
2. Receive	2. Logs letter or	None	5 minutes	Staff Office of the	
endorsement or action on the	communications			Office of the	
request.	acted upon by the President or			University President	
roquost.	Officer-in-Charge			1 TOSIGOTIC	
	and forwards the				
	endorsed letter or				
	communication to				
	the concerned				
	office for				
	dissemination or information.				
		NI a	OF Mi		
	TOTAL:	None	35 Minutes		



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

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

Office or Division:	Office of the Universi	ty President	(OUP)	
Classification:	Simple	•		
Type of	G2G - Government to	o Governme	nt	
Transaction:	000 10 11 11			
Who may avail:	Offices/Colleges of the	ne University		OUDE
	REQUIREMENTS	The client	WHERE TO SE	CURE
1. Request Letter (T		The client v	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Forward letter or communication to the Office of the University President.	1.1 Receives letters or communications for approval from the various colleges/offices, of the University for approval of the President.	None	5 minutes	Staff and President, or Officer-in- Charge, or Representative Office of the University President
	1.2 Checks the completeness of letters or communications, and of the documents being submitted. Note: If incomplete requirements or documents, return the submitted documents and inform the lacking.	None	10 minutes	
	1.3 If documents are complete, forwards letters or communications to the President, or Officer-in-Charge for appropriate action.	None	10 minutes	



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



Quality Management Unit Internal Services



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

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

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

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

	0 1 1			
Office or Division:	Quality Managemen	t Unit (QMU)	
Classification:	Simple			
Type of	G2G - Government	to Governm	ent	
Transaction:				
Who may avail:	All TSU Employees			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
Properly Filled C Desument Region	• •	Quality Ma TSU Webs	nagement Unit or	Download at the
and Abolition Fo	stration, Revision,		w.tsu.edu.ph/medi	a/lfenaguk/teu-
	1 (1 Original Copy)		<u>-rev01-document-</u>	
130-9110-31-0	7 (1 Original Copy)		polition-form.docx	egistration-
2 Duly Signed and	Updated Master List		nagement Unit or	Download at the
of Registered Do		TSU Webs		Download at the
_	4 (1 Original Copy)		w.tsu.edu.ph/medi	a/2hldkata/tsu-
700 91110 01 0	7 (1 Original Copy)		-rev01-masterlist-c	
		documents		or registered.
3. Controlled Cop	v of the Master List		will provide	
of Registered Do				
	4 (1 Original Copy)			
4. For Registratio	· · · · · · · · · · · · · · · · · · ·			
Documents, Du	lly Signed and			
Approved Docur	ment Following TSU's			
Standard Templ	ate and Document			
Nomenclature (1	Original Copy)			
5. For Revision of	•			
	of the Old version or			
-	sion of the Document			
(1 Original Copy	,			
6. For Abolition o				
Controlled Copy				
Version of the D				
(1 Original Copy	()	FFFC TO	PROCECCINO	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all	1.1 Reviews and	None	1 hour	Document
necessary	evaluates the			Control Officer
requirements	submitted			Quality
to the Quality	documents.			Management
Management				Unit
Unit (3 rd Floor	Note: If there			
Mixed-Use	is/are problem/s,			
Building, Main	return the			
Campus).	submitted			



	documents for registration together with the attachment and discuss the concerns with the client and issue a Notification Slip.			
	1.2 Receives and logs the documented information to be registered in the Receiving, Retrieval, and Releasing Log, and Initial Processing of Documents for Registration, Revision and Abolition Log.	None	1 hour and 30 minutes	Document Control Officer Quality Management Unit
	1.3 Registers the Documented Information in the Database of Quality Management Unit Documents.	None	1 hour and 30 minutes	Document Control Officer Quality Management Unit
	1.4 Stamps the document with the "master copy" mark.	None	1 hour	Document Control Officer Quality Management Unit
	1.5 Scans and reproduces the master copy of the document and stamp the reproduced document with "controlled copy" mark.	None	1 hour and 30 minutes	Staff-in-Charge / Document Control Officer Quality Management Unit
	1.6 Informs clients that documents were registered, and controlled copies are available for pick up in the Quality Management Unit.	None	10 minutes	Document Control Officer Quality Management Unit
2. Receive the registered documents.	2. Issues the registered documents.	None	5 minutes	Staff-in-Charge / Document Control Officer



				Quality Management Unit
3. Sign in the Receiving, Retrieval and Releasing Log, and Initial Processing of Documents for Registration, Revision and Abolition Log.	3. Have the client sign in the receiving column of the logbook.	None	3 minutes	Staff-in-Charge / Document Control Officer Quality Management Unit
	TOTAL:	None	6 Hours & 48 Minutes	



2. Processing of Requests for Documented Information for Various Purposes

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

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

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

Office or Division:	Quality Managemen	nt Unit (QMU)			
Classification:	Simple				
Type of	G2G - Government to Government				
Transaction:					
Who may avail:	All TSU Employees				
CHECKLIST OF F	REQUIREMENTS	WHERE TO SEC	URE		
Full Name of theOffice/Unit/ColleEmail Address (SF-10 with the tion: or Electronic Copy) e Client/Requestor ege/Visitor (for soft copy) ent(s) Requested ent Requested	Quality Management Unit or description in the https://www.tsu.edu.ph/media/gms-sf-10-rev01-document-reserved.	/d4gj3fxz/tsu- equest-form.docx		
		EEES TO DROCESSING	DEDCON		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit accomplished Document Request Form to the Quality Management Unit. For Online: Submit 1 electronic copy of the Document Request Form to qms@tsu.edu. ph via MS Teams.	1. Receives the Document Request Form and assigns its unique reference number then forward it to the officer in charge.	None	30 minutes	Staff-in-Charge Quality Management Unit



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



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



3. Processing of Requests for QMS Registered Documents for Various Purposes

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

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

Office or Division:	Quality Managemen	it Unit (QMU)		
Classification:	Simple				
Type of	G2C - Government	to Citizen			
Type of Transaction:	G2B - Government t	to Business	Entity/ies		
Hansaction.	G2G - Government	to Governme	ent		
Who may avail:	All				
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE	
 Request letter add 	dressed to the	The client v	will provide		
University Preside	ent with the				
Following Informa	ation:				
(1 Original Copy of	or Electronic Copy)				
 Full Name of the 	Full Name of the Client/Requestor				
Office/Unit/Colle	ege				
Email Address	· ·				
Specific Docume	ent Requested				
Purpose(s)	···· · · · · · · · · · · · · · · · · ·				
 Signature of the 	Requestor				
• Oignature of the	ricquestor	FEES TO	PROCESSING	PERSON	

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



			T	
University				
President.				
2. For Online: Receive an email reply from Quality Management Unit	2.1 For Online: Sends an email reply to the requesting party to acknowledge receipt of the	None	1 hour	Document Control Officer Quality Management Unit
acknowledging	request.	.	4.1	5 ,
receipt of the request.	2.2 Reviews and evaluates the received Endorsement Form and searches for the requested document.	None	1 hour	Document Control Officer Quality Management Unit
	2.3 For Walk-In: Reproduces the requested document. Note: Reproduction day is dependent on the number of ongoing reproduction and printing job being carried out by the Business Affairs and Auxiliary Services Office. For Online: Prepares the requested document and consults with the Unit Head for the review and release of the pertinent document, then proceed to Agency Action no. 2.5.	None	1 working day	Document Control Officer Quality Management Unit
	2.4 Stamps the reproduced document with an "Uncontrolled Copy" mark and consults with the Unit Head for the review and release of the	None	5 hours	Document Control Officer Quality Management Unit



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



Software Development Unit

Internal Services



1. Process for Blocking and Unblocking of RFID Cards

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

Office or Division:	Office of Management Information Systems - Software		
	Development Unit (OMIS-SDU)		
Classification:	Simple		
Type of	G2C - Government to Citizen		
Transaction:	G2G – Government to Government		
Who may avail:	All TSU Employees and Students		
CHECKLIST OF F	NUIDEMENTS WILEDE TO SECURE		

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

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



2. Process for Creation and Updating of Website/Webpage

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

Office or Division:	Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All TSU Employees			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Accomplished Red Webpage Update TSU-MIS-SF-01 (1	Form	Office of Management Information Systems of download at https://www.tsu.edu.ph/media/yubbg2dl/tsu-mis-sf-01-request-website-update-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBLE		
Get the Request for website / webpage update	Provides the website/webpage update form to the	None	3 minutes	Clerk Office of Management

	TOTAL:	None	7 Working Days & 9 Minutes	
3. Receives notification once the creation or updating is done.	3. Notifies the client once done.	None	3 minutes	Staff Software Development Unit
can be sent thru email or MS Teams via miso@tsu.edu.ph	2.2 Creates or updates the Website / Webpage.	None	7 working days	Staff Software Development Unit
2. Give the filled- out form to the Software Unit staff including all the information to be updated/posted on the website. It	2.1 Receives and checks the website / webpage update form and the information to be posted from the client.	None	3 minutes	Staff Software Development Unit
webpage update form and fill it out properly.	update form to the client.			Management Information Systems or Staff Software Development Unit

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



3. Process for Development of New Systems/Programs

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

				7
Office or Division:	Office of Management Information Systems - Software			
	Development Unit (C	พพเร-รมบ)		
Classification:	Highly Technical			
Type of Transaction:	G2G – Government t	G2G – Government to Government		
Who may avail:	All TSU Employees			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
1. Accomplished Sy	/stem / Program	Office of M	lanagement Inform	nation Systems
Maintenance and	Development Form	or downloa	nd at	
(1 Original Copy)		https://www	<u>w.tsu.edu.ph/medi</u>	a/jdehiaui/tsu-
			system-program-m	naintenance-and-
		devt-form.	<u>docx</u>	
User Evaluation (1 Original Copy)	and Feedback Form	Office of M	lanagement Inform	nation Systems
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Get the	2. Provides the	None	3 minutes	Clerk
System/Progra	System/Program			Office of
m Maintenance	Maintenance and			Management
and	Development Form			Information
Development	to the client.			Systems
Form and fill it				or Staff
out properly.				Software
				Development
				Unit
2. Give the filled-	2.1 Receives and	None	3 minutes	Staff
out form to the	checks the form for	140110	o minatos	Software
Software Unit	approval of the			Development
staff.	MISO Head. And			Unit
	notifies the client if			
	the request is			
	approved.			
	2.2 Approves or	None	1 hour	Unit Head
	disapproves the			Office of
	request.			Management
				Information
2. Deceive	O 4 Natifice alliants	NI	O mains set a a	Systems
3. Receive	3.1 Notifies client on	None	3 minutes	Staff
notification on the status of	the status of			Software Development
	request.			Unit
request.	3.2 Performs privacy	None	2 working days	Staff
	impact	INOLIG	2 Working days	Software
	assessment.			Development
	3000000			Unit
	3.3 Proceeds with	None	180 working	Staff
	the system		days	Software
	development.			Development
	- II			Unit
4. Answer the	4. Provides the User	None	1 working day	Staff



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



4. Process for Report Generation

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

Office or Divisio	<u> </u>	Office of Management Information Systems - Software		
Classification:	Development Unit (Highly Technical	OMIS-SDU))	
Type of	G2G – Governmen	t to Covern	nont	
Transaction:	G2G – Governmen	323 – Soverninent to Soverninent		
Who may avail:	All TSU Employees	<u> </u>		
	F REQUIREMENTS		WHERE TO SE	CURE
	Request for Data Form	Office of M	anagement Inforn	
	1 (1 Original Copy)		orms or download	
	, , ,	https://www	<u>w.tsu.edu.ph/medi</u>	a/1gimolvp/tsu-
			equest-for-data-fo	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Get the	1. Provides the form /	None	3 minutes	Clerk
Request for	MS Form link to			Office of
data form or the MS Form	the client.			Management Information
link and fill it				Systems
out properly.				or
out proporty.				Staff
				Software
				Development
				Unit
2. Give the	2. Receives and	None	3 minutes	Staff
filled-out form	checks the filled-			Software
to the	out form from the			Development
Software Unit staff or submit	client or open their			Unit
the MS Form	response on MS Form.			
3. Receives the	3. Provides the	None	7 working days	Staff
requested	requested data	110110	i woming dayo	Software
data.	personally if face			Development
	to face or thru MS			Unit
	teams / email if			
	online transaction.			
	TOTAL	Na	7 Working	
	TOTAL:	None	Days & 6	
			Minutes	

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



5. Process for Biometrics Registration

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

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



6. Processing of Request for Technical Assistance

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

Office on Division	0((()))	(] . ((· · · O · · (· · · · · · · O · · (1	
Office or Division		Office of Management Information Systems - Software Development Unit (OMIS-SDU)			
Classification:	Highly Technical	Olviio-3DO)	<u> </u>		
Type of	G2G – Governmen	t to Governo	mont		
Transaction:	OZO – Governmen	323 Government to Government			
Who may avail:	All TSU Employees	All TOLL Employees			
	F REQUIREMENTS		WHERE TO SE	CURE	
	Request for Technical	Office of M	anagement Inform		
Assistance For			orms or download		
	4 (1 Original Copy)		v.tsu.edu.ph/media		
	(- 5 1))		-technical-assista		
OLIENT OTERO	A OFNOV A OTIONO	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. For Walk-In: Proceed to Office of Management Information Systems and request for data form and properly fill out the required information. For Online: Send request for the Microsoft form link to receive the form and provide the needed	1. For Walk-In: Provide copy of the Request for Technical Assistance form to the client. For Online: Send the link of the MS Form to the client.	None	3 minutes	Staff Software Development Unit	
information. 2. Give the filledout form to the Software Unit staff or submit the MS Form.	2. Receives and checks the filled-out form or open their response on MS Form.	None	3 minutes	Staff Software Development Unit	
3. Receive a notification if there are clarifications with the request and provide more information if needed.	3. Addresses the request of the client. If there are any questions regarding the request, the SDU Personnel will use MS Teams to communicate with the client. And notify the client if there are clarifications with the request.	None	7 working days	Staff Software Development Unit	
Receive a notification if the request	Notifies the client via phone call or MS Teams that the	None	3 minutes	Staff	



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

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



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS

List of Internal Services



Economic Enterprise Development Unit Internal Services



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

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

Office or Division:	Economic Enterprise Development Unit (EEDU)			
Classification:	Simple			
Type of Transaction:	G2C - Government to	Citizen		
Who may avail:	TSU Students			
	F REQUIREMENTS		WHERE TO SEC	
1. Accomplished F TSU-EED-SF-0	Request Form 1 (1 Original Copy)	or at Officia	Enterprise Develop I Facebook Page: .facebook.com/TS	
		priseDevelo		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. For Walk-In: Proceed to the Economic Enterprise Development Unit Office to disclose concerns, log in to the Visitor's Logbook, and fill out the Request Form. For Online: Download, fill out, and send the Request Form to the Economic Enterprise Development Official Facebook Page.	1.1 For Walk-In: Welcomes the client, provides the duplicate copy of the Request Form, and sets schedule for preliminary interview. For Online: Sends confirmation email with the scheduled time and date of the preliminary interview, along with the Zoom or Google Meet Link. 1.2 Forwards the accomplished Request Form to Section Head for review and evaluation.	None	2 working days	Section Head, Technical Staff Economic Enterprise Development Unit
2. Attend the scheduled interview, receives intervention and/or referral (if applicable), and log in on	2.Interviews, provides necessary intervention, and records the assessment in the findings area of the Request Form.	None	45 minutes	Section Head Economic Enterprise Development Unit



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



Guidance and Counseling Unit Internal Services



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

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

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Complex			
Type of Transaction:	G2C - Government to	o Citizen		
Who may avail:	TSU Students and A	lumni		
	REQUIREMENTS		WHERE TO SEC	CURE
A. FOR SCHOLARS			WIII.	
1. Certificate of Reg	istration (COR) or	The client	will provide	
TSU ID (1 Origina	l Copy)			
	ENT AND BOARD EXA			
1. Transcript of Reco		Office of A	dmission and Reg	istration
(1 Original Copy);				
2. Accomplished Stu	ident Clearance	Office of A	amission and Reg	Istration
(1 Original Copy) C. FOR TRANSFER	PRING PHRPOSES			
1. Honorable Dismissal / Transfer Office of Admission and Registration				
Credentials (1 Ori		011100 0171	armoolori ana rtog	ionanon
2. Accomplished Stu		Office of A	dmission and Reg	istration
(1 Original Copy)				
3. Payment Slip TSU				nit
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Message the	1.1 Receives	None	3 working days	Associate
Official	request and		g , ·	Guidance
Facebook page	verifies the			Counselor
of the Guidance	submitted			Guidance and
and Counseling	requirements of			Counseling Unit
Unit,	the client and			
(<u>https://www.fac</u> ebook.com/TSU	processes the request.			
GuidanceAndCo	1.2 Sends the	None		
unselingUnit)	proof of	140110		
and fill out the	appointment to			
link provided	the email			
and upload	address			
scanned	provided by the			
documents	requesting client.			
based on				
his/her request. 2. Proceed to the	2. Provides payment	None	3 minutes	Associate
Main Campus-	slip.	140110	O minutos	Guidance
Guidance and				Counselor
Counseling				Guidance and
Office and				Counseling Unit
present the				
proof of				
appointment to				
process his/her request.				
request				



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



2. Processing of Request for Counselor's Outside Referral

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

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple		,	
Type of	G2C - Government t	to Citizen		
Transaction:	T011.04			
Who may avail:	TSU Students		WHERE TO CE	CUDE
CHECKLIST OF Counselor's Ref	REQUIREMENTS	Cuidonos	WHERE TO SEC	JUKE
	2 (1 Original Copy)	Guidance	Counseling Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Guidance and Counseling Office and receive intervention and decide if to be referred to	1.1 Prepares the Counselor's Referral Form.	None	20 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
another therapist or professional practitioner.	1.2 Confirms with the client the intent to be referred and explains the process of referral. Note: If the client agrees, the Guidance Counselor or Associate Guidance Counselor will forward and communicate the Counselor's Referral Form to the referring therapist or professional practitioner. If the client does not agree, the counseling session	None	45 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	will be terminated 1.3 Accomplishes all necessary documents needed for the referral.	None	20 minutes	Guidance Counselor / Associate Guidance Counselor



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



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

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

Office or Division:	Guidance and Counseling Unit (GCU)			
Classification:	Simple			
Type of Transaction:	G2C - Government	to Citizen		
Who may avail:	TSU Shifting Studer	nts and Retu	rnees	
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
Accomplished and Duly Signed Shifting / Returnee Form TSU-ORA-SF-13 (1 Original Copy)		download a https://www application	v.tsu.edu.ph/medi -form-for-shifter.p	a/3bpl3ifq/h- df
Report of Grades (1 Original Copy)	and 1 Photocopy)		will provide (from s	,
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the nearest Guidance and Counseling office.	1. Welcomes the client, gathers information, and informs the client about the process and test.	None	10 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
2. Answer the Vocational Preference Inventory (VPI) exam.	2.1 Administers the Vocational Preference Inventory (VPI) or exam to the client.	None	30 minutes	Guidance Counselor / Associate Guidance Counselor
	2.2 Evaluates client's Vocational Preference Inventory (VPI) test results and identifies his/her career profile.	None	3 minutes	Guidance and Counseling Unit
	2.3 Reviews and checks all client's requirements and attaches additional documents needed by the client and the other offices.	None	10 minutes	Guidance Counselor / Associate Guidance Counselor Guidance and Counseling Unit
	2.4 Discusses with the client the career profile results and	None	10 minutes	

identifies interest



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



International, Differently-Abled, Indigenous and Marginalized Student Services Internal Services



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

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

Office or	International, Differen	tly-Abled, Indigenous and Marginalized Student		
Division:	Services (IDIMSS)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to	Client		
Who may avail:	Enrolled TSU Student	s Who Belong to the IDIMSS Group		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
A. FOR INDIGENOU	JS PEOPLE			
Certificate of Tribe (1 Photocopy)	e Membership	The client will provide		
2. Accomplished Ind		Indigenous and Marginalized Student		
Marginalized Student Services Student		Services Office or download at		
Application Form	TSU-IDI-SF-05	http://www.facebook.com/sasidimss		
(1 Original Copy)	unicalinad Otudout			
3. Accomplished Ma	eet <i>TSU-IDI-SF-04</i>			
	eet 130-101-3F-04			
(1 Original Copy) 4. 2x2 Picture Taker	n in the Last Siv	The client will provide		
(6) Months (2 pc		The client will provide		
B. FOR SOLO PARENT				
1. Solo Parent I.D. (The client will provide		
2. Accomplished Ind		Indigenous and Marginalized Student		
	lent Services Student	Services Office or download at		
Application Form		http://www.facebook.com/sasidimss		
(1 Original Copy)				
3. Accomplished Ma				
	eet TSU-IDI-SF-04			
(1 Original Copy)				
4. 2x2 Picture Taker		The client will provide		
(6) Months (2 pcs				
C. FOR PERSON W		The client will provide		
1. PWD I.D. (1 Photo 2. Accomplished Ind		The client will provide Indigenous and Marginalized Student		
•	lent Services Student	Services Office or download at		
Application Form		http://www.facebook.com/sasidimss		
(1 Original Copy)				
3. Accomplished Ma	rginalized Student			
	eet TSU-IDI-SF-04			
(1 Original Copy)				
4. 2x2 Picture Taker		The client will provide		
(6) Months (2 pcs				
D. FOR INTERNATI		T 12 4 11 11		
1. Student Visa (1 P		The client will provide		
2. Accomplished Ind	•	Indigenous and Marginalized Student		
	lent Services Student	Services Office or download at		
Application Form (1 Original Copy)	130-101-35-03	http://www.facebook.com/sasidimss		
	rginalized Student			



Personal Data Sh	eet TSU-IDI-SF-04			
(1 Original Copy)				
4. 2x2 Picture Taken in the Last Six (6) Months (2 pcs)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send to Indigenous and Marginalized Student Services Facebook page (http://www.face book.com/sasidi mss) all pertinent documents.	Receives the submitted applications and evaluates all the submitted requirements.	None	10 minutes	Staff Indigenous and Marginalized Student Services
2. Receives notification on the details of the issuance of Identification card.	2. Notifies applicants on the evaluation result of their application and the schedule of claiming Identification Cards for approved membership. Note: If with incomplete requirements, notify applicants regarding the incomplete requirements and instruct to submit the lacking for completion.	None	5 minutes	Staff Indigenous and Marginalized Student Services
3. Receive Identification Card.	3. Releases Identification Card.	None	8 working days	Staff Indigenous and Marginalized Student Services
	TOTAL:	None	8 Working Days & 15 Minutes	



2. Indigenous and Marginalized Student Services Student Consultation and Assistance

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

Of	fice or Division:	International, Differently-Abled, Indigenous and Marginalized Student Services (IDIMSS)			
CI	assification:	Simple	•		
	pe of ansaction:	G2C - Government to	Client		
	ho may avail:	All IDMSS Students			
		REQUIREMENTS		WHERE TO SE	CURE
Indigenous and Marginalized Student Services Identification Card (1 Original Copy) The client will provide The client will provide					
2.	Accomplished Stu and Assistance Lo (1 Original Copy)	og TSU-IDI-SF-06			
	CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
		ACTIONS	BE PAID	TIME	RESPONSIBLE
	Present the Indigenous and Marginalized Student Services Identification Card for verification and fill out the Indigenous and Marginalized Student Services Consultation and Assistance Logbook	1. Verify the presented Indigenous and Marginalized Student Services Identification Card and queue the Indigenous and Marginalized Student Services student for consultation and assistance	None	3 minutes	Staff Indigenous and Marginalized Student Services
2.	Explain the concern and assistance needed to the Section head	2. Interview the Indigenous and Marginalized Student Services Student and assess the type of assistance needed	None	3 minutes	Head Indigenous and Marginalized Student Services
3.	Receive advice or endorsement to concerned office/individual	3. Provide advice or endorsement to concerned office/individual	None	5 minutes	Head Indigenous and Marginalized Student Services
		TOTAL:	None	11 Minutes	



Office of Admission and Registration Internal Services



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

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

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

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

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



2. Enrollment Procedure for Cross Enrollees Within the University

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

Office or Division:	Office of Admission and Registration (OAR)				
Classification:	Complex				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	All TSU Students				
	F REQUIREMENTS		WHERE TO SEC	CURE	
1. TSU Student ID	(1 Original Copy)	The client	The client will provide		
2. Accomplished C	Cross Enrollee Form	College De	ean or Department	t Chairperson	
(1 Original Copy	<u>()</u>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Inquire verbally to the receiving college if there is available slot for the subject to be enrolled.	Informs if there is an available slot or none.	None	2 hours	Faculty-in- Charge Receiving College	
2. Proceed to the Mother College to get the Cross Enrollee Form.	2. Provides the Cross Enrollee Form.	None	30 minutes	Department Chairperson Mother College	
3. Accomplish the Cross Enrollee Form, then, ask the Mother College (Dean) permission and have the requirements signed.	3. Allows the student to take units to the other college and signs all the needed documents.	None	45 minutes	Dean Mother College	
4. Proceed to the Receiving College; present the requirements; and have Cross Enrollee Form signed.	4. Grants a permission to the client to cross-enroll and signs the cross-enrollee form.	None	3 hours	<i>Dean</i> Receiving College	
5. Proceed to the Mother College for the assessment.	5.1 Conducts assessment of the subject/s and registration.	None	3 hours	Faculty-in- Charge Mother College	
	5.2 Tagging of free tuition.	None	4 working days	Staff-in-Charge Office of Management	



				Information Systems
6. Log in to student portal (https://student .tsu.edu.ph/) to verify if the subject is enrolled and tagged successfully and for viewing the Certificate of Registration.	6. Informs the student to verify the status of enrollment through the student portal.	None	30 minutes	Faculty-in- Charge Mother College
	TOTAL:	None	4 Working Days, 9 Hours & 45 Minutes	

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

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



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

This service allows graduating students to enroll with overloading units or waving of pre-requisite.

Office or Division:	Office of Admission and Registration (OAR)				
Classification: Highly Technical					
Type of G2C – Govern		ent to Citizen			
Transaction:					
Who may avail:					
CHECKLIST OF R			WHERE TO SE	CURE	
1. Evaluation of Grad		The clie	nt will provide		
2. TSU Student ID	r 1 Scanned Copy)				
	r 1 Scanned Copy)				
3. Accomplished Ove		Office of	Admission and R	egistration or	
and Waiver of Pre-		downloa		egistration of	
TSU-OAR-SF-26	requisite i oilii		ww.tsu.edu.ph/me	edia/1r3i3ikv/m-	
	r 1 Scanned Copy)		ling-of-subjects-fo		
(v a viginian a apy a			equisites.pdf		
4. For Students with	h Approved		the Vice Presider	nt for Academic	
Overloading Req	uest -	Affairs o	r download at		
Accomplished Rec		https://w	ww.tsu.edu.ph/me	edia/rdvhozl5/req	
Subject TSU-VPA		uest-to-d	<u>open-subject.docx</u>	i	
(1 Original Copy o	r 1 Scanned Copy)				
CLIENT CTEDS A	OFNOV ACTIONS	FEES	PROCESSING	PERSON	
CLIENT STEPS A	GENCY ACTIONS	TO BE PAID	TIME	RESPONSIBLE	
1. For Walk-In: 1	.1 For Walk-In:	None	45 minutes	Faculty-in-	
Proceed to	Receives and	140110	10 1111110100	Charge	
the College	verifies the			College	
and submit	completeness of				
the	the submitted				
accomplished	documents.				
form along					
with the other					
requirements					
and seek					
approval to					
the					
concerned					
signatories.					
For Online:	For Online:	None	1 working day	Faculty-in-	
Submit the	Receives,			Charge	
accomplished	downloads, and			College	
form along	verifies the			J	
with the other	completeness of				
requirements	the submitted				
thru the	documents.				
respective					
college email	Note: If				
N	submitted				
Note: For	documents are				
College email	lacking, return				



addresses,	and inform the			
refer to the	lacking.			
table below.	1.2 Signs the	None	1 hour and 45	Department
	submitted form		minutes	Chairperson
	and informs the			College
	status whether			Dean
	approved or not.			College
	approved or not.			Collogo
	Note: If			Director
	disapproved,			Office of
	inform the			Admission and
	lacking.			Registration
2. For Walk-	2.1 Receives,	None	1 hour	
_	•	None	i iloui	College-in-
In:	checks, and			Charge
Proceed to	evaluates the			Office of
the Office of	submitted			Admission
Admission	form, if the			and
and	overloading/			Registration
Registration	Waiving of			
and get a	Pre-Requisite			
ticket	subject unit			
number	are within the			
from the	allowable			
kiosk	range of			
machine.	subject to be			
Once the	enroll.			
number	2.2 For Walk-In:	None	1 hour	College-in-
appears on	Countersigns			Charge
the screen,	the evaluated			Office of
submit the	form if the			Admission
duly signed	subject unit is			and
form at the	within the			Registration
designated	allowable			rtogiotration
College	range. Then			
Service	informs the			
window.	client to			
WITIGOW.	proceed to			
For Online:	the Office of			
Submit the				
	Admission			
duly signed form to the	and			
	Registration			
Office of	Director for			
Admission	approval.			
and	Mata: If			
Registration	Note: If			
via email	subject unit			
(<u>ora@tsu.e</u>	exceeds the			
du.ph) and	allowable			
receive	range, inform			
notification	the client the			
regarding	maximum			
the status of	allowable			
request	unit.			



	1	1		1906
	For Online: Countersigns the evaluated form if the subject unit is within the allowable range. Then forwards the form to the Director for approval." Note: If subject unit exceeds the allowable range, inform the client the maximum allowable unit.	None	2 hours	Director & Staff In-charge Office of Admission and Registration
3. For Walk- In: Proceed to the Office of Admission and Registration Director and submit the countersigne d form for approval.	3. For Walk-In: Approves and signs the countersigned form. Once signed, returns it to the client.	None	40 minutes	Director Office of Admission and Registration
For Online: Receive a copy of signed and approved form	For Online: Receives and forwards the signed and approved form	None	40 minutes	College-in- Charge Office of Admission and Registration
4. For Walk-In: Have the signed and approved form photocopied.	4.1 For Walk-In: Receives the Original copy of the signed and approved form	None	10 minutes	College-in- Charge Office of Admission and Registration
Then, proceed to the designed college service window, and	4.2 For Walk-In & Online: Adjusts the allowable units.	None	20 minutes	College-in- Charge Office of Admission and Registration
submit the original copy	4.3 Informs that allowable units have been	None	Walk-In – 20 minutes	College-in- Charge Office of



of the signed form.	adjusted and to submit a photocopy of the signed and approved form to the college enrollment area.		Online – 1 hour	Admission and Registration
5. For Walk-In: Fill out and signs the logbook	5. For Walk-In: Have the client fill out and sign the Logbook. For Online: Fill out the logbook and indicate in the remarks that the request was made via online transaction.	None	5 minutes	Staff-in- Charge Request Section Office of Admission and Registration
6. For Walk-In: Present the photocopy of the approved form to the college for enrollment and await the	6.1 For Walk-In: Processes the pre-registration or enrollment of the applicant and issues assessment form.	None	1 hour and 45 minutes	Faculty-in- Charge College
issuance of the assessment form.	6.2 Tagging of free Tuition. Note: Tagging of free tuition is done by bulk.	None	7 working days	Staff-in-Charge Office of Management Information Systems
Т	OTAL FOR WALK-IN		7 Working Days, 7 Hours,	
TRANSACTION:			& 50 Minutes	
	TOTAL FOR 6111 111	None	8 Working	
TOTAL FOR ONLINE			Days, 6 Hours	
	TRANSACTION:		& 50 Minutes	



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

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

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



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

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

according to their courses.					
Office or Division:	Office of Admission and Registration (OAR)				
Classification:	Complex				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Incoming 2 nd Year to 4	4 th Year Irre	egular TSU Studer	nts	
	REQUIREMENTS		WHERE TO SE		
1. TSU Student ID (The client	will provide	-	
Accomplished En (1 Original Copy)			College Dean or Department Chairperson		
3. If there is no ava	ilable slot, Duly	Office of the	he Vice President	for Academic	
Signed Request to		Affairs or download at			
TSU-VPA-SF-17		https://ww	w.tsu.edu.ph/med	ia/rdvhozl5/reque	
		st-to-open	-subject.docx	-	
4. Special Requirer		The client	will provide		
with Dismissal S	•				
Reconsideration Addressed to the					
University Preside	ent (1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING	PERSON	
1 Drocont the	1.1 Descives the		TIME	RESPONSIBLE	
1. Present the Student ID and	1.1 Receives the submitted	None	4 hours	Faculty-in- Charge	
submit the	documents and			College	
document to the	evaluates			College	
assigned person	student's				
in the enrollment	credentials.				
area.	1.2 Conducts	None	3 hours	Faculty-in-	
	pre-registration			Charge	
	to determine if			College	
	there are				
	available slots				
	for the				
	subject/s.				
	Note: If there is				
	Note: If there is an available				
	slot, conduct				
	enrollment.				
	1.3 Informs the	None	10 minutes	Faculty-in-	
	students	110110	10 1111110100	Charge	
	regarding the			College	
	unavailability of			5 -	
	the subject/s				
	and instruct to				
	fill-out and have				
	the Request to				
	inc request to				
	Open Subject Form be signed				

by the



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	respective signatories.			
2. If there is no available slot, submit the duly signed Request to Open Subject/s Form to the assigned person in the enrollment area.	2.1 Receives and verifies the submitted duly signed form. Note: If submitted documents are incomplete, return and inform the lacking.	None	3 hours	Faculty-in- Charge College
	2.2 Opens the requested subject/s.	None	2 hours	Faculty-in- Charge College
	2.3 Add the requested subject to the pre-assessed registration.	None	3 hours	Faculty-in- Charge Mother College
	2.4 Tagging of free tuition.	None	4 working days	Staff-in-Charge Office of Management Information Systems
3. Log-in to http://student.tsu.edu,ph (Student Portal) to verify if the subject is enrolled and tagged successfully and for viewing the Certificate of Registration.	3. Informs the student to verify the status of enrollment through the student portal	None	30 minutes	Faculty-in- Charge College
Note: If unsuccessfully tagged, return to the tagging station.				
TOTAL WITHOUT REQUEST TO OPEN SUBJECT:			4 Working Days, 7 Hours & 30 Minutes	
TOTAL WITH REQUEST TO OPEN SUBJECT:		None	5 Working Days, 5 Hours & 40 Minutes	

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



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

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

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

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

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

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



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

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

Office or Division:	Office of Admission and Registration (OAR)			
Classification:	Complex			
Type of	G2C – Government to Citizen			
Transaction:				
Who may avail:	Incoming 2 nd Year to 4	^{‡th} Year TS	U Students	
	REQUIREMENTS		WHERE TO SE	CURE
1. TSU Student ID		The client	will provide	
	or 1 Scanned Copy)	0 11 15		. 01 .
2. Accomplished En		College D	ean or Departmen	it Chairperson
,	or 1 Scanned Copy)	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. For Walk-In: Present the Student ID and Submit the document to the assigned person in the enrollment	1.1 For Walk-In: Conducts pre- registration / enrollment. 1.2 Tagging of free	None None	1 working day 4 working days	Faculty In-Charge College Staff-in-Charge
For Online: Log-in to http://student.tsu .edu,ph (Student Portal) to create assessment. Note: The steps for online self- assessment is posted at the TSU Facebook page or visit https://www .tsu.edu.ph/medi a/gstlabqb/how- to-register.pdf.	Tuition.			Office of Management Information Systems
2. Log-in to http://student.tsu .edu,ph (Student Portal) to verify if the subject is enrolled and tagged successfully and for viewing the	2. For Walk-In: Informs the student to verify the status of enrollment through the student portal.	None	30 minutes	Faculty In-Charge College



Certificate of Registration.				
For Walk-In: Note: If unsuccessfully tagged, return to the tagging station.				
For Online: Note: If unsuccessfully tagged, contact the Department Chairperson for verification.				
	TOTAL:	None	5 Working Days & 30 Minutes	

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

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



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

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

Office or	Office of the Admission and Registration (OAR)		
Division: Classification:	Simple		
	G2C – Government to Citizen		
Type of Transaction:			
	G2G – Government to Government All Incoming Graduate School Enrollees		
Who may avail:	REQUIREMENTS		
	ONAL EDUCATION TA	WHERE TO SECURE	
Transfer Credenti		Previous School / University	
Dismissal (1 Origi		Previous School / Offiversity	
2. Official Transcript			
•	y Registrar) Copy of		
Grades Used for I			
(1 Original Copy)	_valuation		
3. 2x2 Colored Pictu	ıre with Name Tan	The client will provide	
	Name, Middle Name)	The cheft will provide	
(2 Original Copies	,		
4. TSU Psychologica		Student Affairs Services – Testing, Evaluation	
(1 Original Copy)	ar root roodit	and Monitoring Services Unit	
5. Accomplished and	d Duly Signed	Office of Admission and Registration or	
Application Form		download at	
(1 Original Copy)		https://www.tsu.edu.ph/media/gwjpao4x/b-	
(application-form-for-admission-graduate-	
		school-prof-ed-takers-2nd-courser-and-	
		transferee.pdf	
6. Accomplished and Duly Signed		Office of Admission and Registration	
Admission Slip 73			
(1 Original Copy)			
7. Accomplished and	d Duly Signed	Office of Admission and Registration or	
Notice of Accepta		download at	
TSU-OAR-SF-14	(1 Original Copy)	https://www.tsu.edu.ph/media/er2krvag/k-	
		notice-of-acceptance.pdf	
8. Philippine Statistic	,	The client will provide	
Birth Certificate (1			
9. For Female Marr			
	cs Authority (PSA) –		
Marriage Certifica			
10. Self-Stamped M	ailing Envelope		
(1 pc)			
11. Medical Certifica			
(1 Original Copy and 1 Photocopy)			
12. Long Brown Env	reiope		
(1 pc)	or Donooit Clin /for	Cookiering Unit or Donle	
13. Official Receipt of		Cashiering Unit or Bank	
Online and Bank Tuition and Misce	-		
(1 Original Copy a			
B. FOR MASTERAL	L AND DOCTORAL		



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Transfer of Credential or Honorable Dismissal (1 Original Copy)	The client will provide
Dismissal (1 Original Copy) 2. Official Transcript of Records (TOR)	
or Duly Signed (by Registrar) Copy of	
Grades Used for Evaluation	
(1 Original Copy) 3. 2x2 Colored Picture with Name Tag	
(Last Name, First Name, Middle Name)	
(2 Original Copies)	
4. Philippine Statistics Authority (PSA) – Birth Certificate	
(1 Original Copy and 1 Photocopy)	
5. For Female Married Student –	
Philippine Statistics Authority (PSA) – Marriage Certificate	
(1 Original Copy and 1 Photocopy)	
6. Self-Stamped Mailing Envelope	
(1 pc)	
7. Medical Certificate	
(1 Original Copy and 1 Photocopy) 8. Accomplished and Duly Signed	Office of the Admission and Registration or
Application Form <i>TSU-OAR-SF-12</i>	download at
(1 Original Copy)	https://www.tsu.edu.ph/media/gwjpao4x/b-
(1 Original Copy)	application-form-for-admission-graduate-
	school-prof-ed-takers-2nd-courser-and-
	transferee.pdf
Accomplished and Duly Signed	Office of Admission and Registration or
Notice of Acceptance	download at
TSU-OAR-SF-14 (1 Original Copy)	https://www.tsu.edu.ph/media/er2krvag/k-
100 OAN OF 17 (1 Oliginal Copy)	notice-of-acceptance.pdf
10. Official Receipt or Deposit Slip (for	Cashiering Unit or Bank
online and bank payment) of the	3. 23
Tuition and Miscellaneous Fees	
(1 Original Copy and 1 Photocopy)	
C. FOR JURIS DOCTOR	
Transfer of Credential or Honorable	The client will provide
Dismissal (1 Original Copy)	
2. Official Transcript of Records (TOR)	
or Duly Signed (by Registrar) Copy of	
Grades Used for Evaluation	
(1 Original Copy)	
3. 2x2 Colored Picture with Name Tag	
(Last Name, First Name, Middle Name)	
(2 Original Copies)	
4. Philippine Statistics Authority (PSA) –	
Birth Certificate	
(1 Original Copy and 1 Photocopy)	
5. For Female Married Student –	
Philippine Statistics Authority (PSA) –	
Marriage Certificate	
(1 Original Copy and 1 Photocopy)	
6. Self-Stamped Mailing Envelope	
(1 pc)	
7. Medical Certificate	
(1 Original Copy and 1 Photocopy)	
	•



8. Accomplished and Duly Signed Application Form for School of Law TSU-OAR-SF-29 - (1 Original Copy)	Office of Admission and Registration or download at https://www.tsu.edu.ph/media/h5oapqrl/e-application-form-for-admission-school-of-law.pdf
PhilSAT Result or Certificate of Exemption (1 Original Copy)	Legal Education Board / Dean's Office
10. Juris Doctor's Additional Required Subjects: English – 18 Units Social Science – 18 Units Math – 6 Units	Office of Admission and Registration – College-in-Charge
11. Official Receipt or Deposit Slip (for Online and Bank Payment) of the Tuition and Miscellaneous Fees – (1 Original Copy and 1 Photocopy)	Cashiering Unit or Bank

	(1 Original Copy and 1 Photocopy)				
C	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, inquire regarding the procedures and requirements at the 2 nd floor, Admission Unit.	Informs client regarding the steps/ procedures and requirements to be prepared.	None	30 minutes	Staff-in-Charge Admission Unit Office of Admission and Registration
2.	Proceed to the college of the chosen course, with the complete set of documents, to inform intention to enroll.	2.1 Conducts initial screening in the chosen college. Note: If the applicant passed the initial screening, proceed to the Office of Admission and Registration for the submission of requirements. Note: If failed, client is not allowed to enroll.	None	45 minutes	<i>Dean</i> College
		2.2 Forwards list of passed applicants to	None	1 working day	<i>Clerk</i> College



	Office of			
	Administration			
2 Far Walls Inc	and Registration	None	45 minutes	Ctoff in Charge
3. For Walk-In: Inquire and submit the needed requirements to the Office of Admission and Registration via drop off or thru courier addressed to Registrar, Tarlac State University, Romulo Boulevard, San Vicente, Tarlac City, Tarlac, 2300,	3.1 For Walk-In: Receives and checks completeness of the submitted requirements. Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the applicant.	None	45minutes	Staff-in-Charge Admission Unit Office of Admission and Registration
Philippines				
For Online: Send the needed requirements to the college email. Note: For College email addresses, refer to the table below.	For Online: Downloads and receives the submitted electronic copies of the documents. Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the applicant.	None	1 hour and 45 minutes	Chairperson College
	3.2 For Online: Processes the temporary enrollment subject to the submission of the complete physical copies of requirements.	None	1 hour and 45 minutes	College Clerk College
4. For Walk-In: Receives admission slip.	4. For Walk-In: Issues the Admission Slip with the Student Number.	None	30 minutes	Staff-in-Charge Admission Unit Office of Admission and Registration



For Online: Receives assessment form.	For Online: Issues assessment form via email.	None	1 working day	College Clerk College
5. For Walk-In: Present the admission slip to the college for enrollment and wait for the issuance of assessment form.	5. For Walk-In: Processes the pre-registration or enrollment of the applicant and issues assessment form.	None	1 hour and 45 minutes	Faculty-in- Charge College
For Online: Settle the Tuition and Miscellaneous Fees thru online payment (Landbank). Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines can be accessed at https://www.tsu .edu.ph/announ cements/2024- announcement s/land-bank- payment-via- www-landbank- com-link- bizportal/ For bank deposit, scanned your deposit slip with your name and reference number then send to the chairperson for submission to the cashiering unit.		For Masteral - Php 800.00 per unit For Doctoral - Php 1,000.00 per unit		-

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Note: Verifying your payment will take several days due to the need of updating the TSU bank account.				
6. For Walk-In: Proceed to the Cashiering Unit to settle Tuition and Miscellaneous Fees.	6. For Walk-In: Receives the payment and issues Official Receipt.	For Masteral - Php 800.00 per unit For Doctoral - Php 1,000.00 per unit	45 minutes	Staff-in-Charge Cashiering Unit
For Online: Email Office of Management Information Systems at miso@tsu.edu.ph for the creation of Office 365 Account and log in to the student portal https://student.tsu.edu.ph/ for the checking of enrolled subjects and viewing of Certificate of Registration.	For Online: Creates Office 365 Account and provides temporary login credentials to the enrollee.	None	45 minutes	Staff-in-Charge Office of Management Information Systems
7. For Walk-In: Proceed to Office of Office of Management Information Systems for the creation of Office 365 Account and log in to the student portal https://student.t su.edu.ph/ for the checking of	7. For Walk-In: Creates Office 365 Account and provides temporary login credentials to the enrollee.	None	40 minutes	Staff-in-Charge Office of Management Information Systems



enrolled subjects and viewing of Certificate of Registration.				
TOTAL FOR WALI	K-IN TRANSACTION:	Amount per Unit X Number of Units Enrolled	1 Working Day, 5 Hours & 35 Minutes	
TOTAL FOR ONL	INE TRANSACTION:	Amount per Unit X Number of Units Enrolled	2 Working Days, 5 Hours & 30 Minutes	

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

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

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



7. Enrollment Procedure for Second Coursers

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

Office or Division:	Office of the Admission	n and Regi	stration (OAR)			
Classification:	Simple					
Type of		G2C – Government to Citizen				
Transaction:	OZO GOVORIMORICA					
Who may avail:	Transferees and Seco	ond Course	rs			
	REQUIREMENTS		WHERE TO SE	CURE		
1. Accomplished and	d Duly Signed Notice	Office of A	Admission and Re	gistration or		
of Acceptance TS	SU-OAR-SF-14	download	at			
(1 Original Copy)			<u>w.tsu.edu.ph/med</u>	lia/er2krvag/k-		
			acceptance.pdf			
2. Accomplished and	, ,		Admission and Re	gistration or		
Application Form		download		li		
TSU-OAR-SF-12 (1 Original Copy)		w.tsu.edu.ph/med			
			n-form-for-admiss of-ed-takers-2nd-c			
		transferee		ourser-and-		
3. Accomplished and	d Duly Signed		Admission and Re	aistration		
Admission Slip TS	, ,	011100 017	tarrioorori arra 1 to	9.04.04.0		
(1 Original Copy)						
4. Transfer of Crede	entials or Honorable	The client	will provide			
Dismissal (1 Origi	nal Copy)	(Previous	School or Univers	sity)		
5. Official Transcript	of Records (TOR) or					
	Registrar) Copy of					
Grades Used for I	Evaluation –					
(1 Original Copy)	14/L 'c	1: <i>(</i>	· · · · · ·			
6. 2x2 Colored Pictu		The client will provide				
<u> </u>	n Within the Last Six					
(6) Months - (2 O	cs Authority (PSA) –					
Birth Certificate (1	• , ,					
	iling Envelope (1 pc)					
Medical Certificat						
10. Long Brown Env						
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
		BE PAID	TIME	RESPONSIBLE		
1. Proceed to the	1.1 Informs the client	None	30 minutes	Staff-in-Charge		
Office of	regarding the			Admission Unit		
Admission and	steps and			Office of		
Registration	procedures for			Admission and		
and get a ticket number from	Second Courser. 1.2 Provides the	None	20 minutes	Registration		
the kiosk	Application Form	None	ZO Minutes			
machine. Once	for Admission					
the number	TSU-OAR-SF-12					
appears on the	and Notice of					
screen,	Acceptance					
proceed to the	Form TSU-OAR-					
2 nd floor	SF-14					
Admission Unit						
to inquire and						
request a copy	İ.			1		



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of necessary forms for Second Courser				
2. Proceed to the College Dean to submit accomplished form and other requirements	2. Receives and checks the submitted form if properly filled-out and signs on the College Dean section. Note: If with unaccomplished form/s, return the form/s to the client.	None	45 minutes	College Clerk College & Dean College
3. Proceed to the Office of Admission and Registration designated College Service window, and submit the signed forms and other requirements	3.1 Checks and evaluates submitted requirements and provides the generated student number. Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the client.	None	40 minutes	Staff-in-Charge Admission Unit Office of Admission and Registration
	3.2 Issues the Admission Slip for Second Courser.	None	40 minutes	Staff-in-Charge Admission Unit Office of Admission and Registration
4. Submit the accomplished and duly signed forms along with the other requirements to the 2 nd floor Admission Unit.	4. Receives and evaluates the submitted documents and encodes the name of the student in the Enrollment System. Note: If incomplete requirements, accept the submitted documents and issue promissory	None	45 minutes	Staff-in-Charge Office of Admission and Registration



	note duly signed			
	by the applicant.			
5. Receives the Admission Slip with Student Number.	5. Issues Admission Slip with Student Number.	None	15 minutes	Staff-in-Charge Office of Admission and Registration
6. Proceed to the Enrollment Area of the College.	6. Processes Temporary Enrollment of the student subject to presented Admission Slip with Student Number.	None	1 hour	Faculty-in- Charge College
7. Proceed to the Cashiering Unit to settle the required fees.	7. Processes the payment and issues Official Receipt.	Prof. Ed - PHP 260.00 per unit Day Class - PHP 200.00 per unit Evening Class - PHP 260.00 per unit	1 hour	Staff-in-Charge Cashiering Unit
8. Proceed to Office of Management Information Systems for the creation of Office 365 Account and log in to the student portal (https://student. tsu.edu.ph/) for the checking of enrolled subjects and viewing of Certificate of Registration.	8. Creates Office 365 Account and provide temporary login credentials to the enrollee.	None	2 hours	Staff-in-Charge Office of Management Information Systems
TOTAL FOR SECOND COURSERS:		Tuition Fee = Amount per Unit X Number	7 Hours & 55 Minutes	



of Units	
Enrolled	
Lill Olled	

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

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



8. Enrollment Procedure for Shifters and Returnees

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

Office or Division:	Office of the Admiss	ion and Re	gistration (OAR)	
Classification:	Simple			
Type of	G2C – Government	to Citizen		
Transaction:				
Who may avail:	Existing and Incoming	ng TSU Stu		
	REQUIREMENTS		WHERE TO SE	CURE
A. FOR SHIFTERS		0.00		
1. Accomplished App			Admission and Reg	gistration or
Shifter TSU-OAR	·SF-13	download		:
(1 Original Copy)			<u>w.tsu.edu.ph/med</u> n-form-for-shifter.p	
2. Report of Grades	(1 Original Copy)		will provide (from	
3. Counseling Report			and Counseling L	
B. FOR RETURNEE		Odidance	and Counseling C	71111
1. Accomplished Not		Office of A	Admission and Reg	nistration or
	- (1 Original Copy)	download		gioriation
	(- 5	https://ww	w.tsu.edu.ph/med	ia/er2krvag/k-
			acceptance.pdf	
2. Accomplished Adı	mission Slip	Office of A	Admission and Reg	gistration
	(1 Original Copy)			
3. Report of Grades	(1 Original Copy)		will provide (from	·
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1 For Chifforn	1. For Shifters:	BE PAID	TIME	RESPONSIBLE
1. For Shifters: Inquire to the	Attends to the	None	45 minutes	Faculty in-Charge
Accepting	inquiry and			College
College if there	checks availability			Conogo
is an available	of slot.			
slot for the				
chosen course.				
For Returnees:	For Returnees:	None	1 hour	Faculty
Inquire to the	Attends to the			in-Charge
college if there	inquiry and			College
is an available slot for the	checks availability of slot.			
chosen course.	OI SIOL.			
Chosen Course.	Note: If no slot is			
	available, inform			
	the student.			
2. For Shifters:	2. For Shifters:	None	1 hour and 45	Dean
If a slot is	Releases the		minutes	College
available,	student via			_
proceed to the	signing of			
College Dean of	Application Form			
the current	for Shifter			
course, with the	(Releasing Dean			
Application	Section).			
Form for Shifter and other				
related				
Itiaitu				



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documents, for the signing of release.				
For Returnees: If a slot is available, proceed to the College Dean to secure approval.	2.1 For Returnees: Receives and checks the completeness of the related documents.	None	1 hour	College Clerk College
	2.2 For Returnees: Checks the student's record in the Enrollment System and signs the Notice of Acceptance Form.	None	1 hour	College Clerk College & <i>Dean</i> College
3. For Shifters: Proceed to the Dean of the Accepting College to secure the approval.	3.1 For Shifters: Receives and checks the completeness of the duly signed Application Form for Shifter and other related documents.	None	45 minutes	College Clerk College
	3.2 For Shifters: Checks the student's record in the Enrollment System and signs the Application Form for Shifter (Accepting Dean Section).	None	1 hour and 45 minutes	College Clerk College & Dean College
For Returnees: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, submit the duly signed documents at the 2 nd floor Admission Unit.	3.1 For Returnees: Receives and verifies submitted documents and changes status of the students on the system. Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the client	None	1 hour	Staff-in-Charge Office of Admission and Registration



	3.2 For Returnees: Signs the Admission Slip and informs student to check the status via student portal (https://student.ts u.edu.ph/).	None	1 hour	Staff-in-Charge Office of Admission and Registration
4. For Shifters: Proceed to the Office of Admission and Registration and get a ticket number from the kiosk machine. Once the number appears on the screen, submit the duly signed documents at the 2 nd floor Admission Unit.	4. For Shifters: Receives and verifies submitted documents. Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the client.	None	45 minutes	Staff-in-Charge Office of Admission and Registration
5. For Shifters: Receive Admission Slip with Student Number.	5.1 For Shifters: Issue Admission Slip with Student Number.	None	15 minutes	Staff-in-Charge Office of Admission and Registration
	5.2 For Shifters: Informs client to check the status of shifting via student portal (https://student.ts u.edu.ph/).	None	10 minutes	Staff-in-Charge Office of Admission and Registration
то	TAL FOR SHIFTERS:	None	6 Hours & 10 Minutes	
ТОТА	L FOR RETURNEES:		5 Hours	

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

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



9. Enrollment Procedure for Transferees

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

Office or Division: Office of the Admission and Registration (OAR)					
Classification:	Simple		g.s		
Type of	G2C – Government	to Citizen			
Transaction:					
Who may avail:	Transferees and Se	cond Cours	sers		
	REQUIREMENTS		WHERE TO SE	CURE	
1. Accomplished and	Duly Signed Notice	Office of A	Admission and Re	gistration or	
of Acceptance TS	U-OAR-SF-14	download			
(1 Original Copy)		https://www.tsu.edu.ph/media/er2krvag/k-			
		notice-of-a	acceptance.pdf		
2. Accomplished and	, ,		Admission and Re	gistration –	
Admission Slip for		Admission	n Unit		
TSU-OAR-SF-05					
3. Accomplished and			Admission and Re	gistration or	
Application Form f		download			
TSU-OAR-SF-12	(1 Original Copy)		w.tsu.edu.ph/med		
			n-form-for-admiss	-	
			of-ed-takers-2nd-c	ourser-and-	
1 Accomplished and	I Duly Signed	<u>transferee</u>		aistration	
4. Accomplished and Accreditation Form	, ,	Office of F	Admission and Re	gistration	
TSU-OAR-SF-16					
5. Transfer of Crede		Previous School or University			
Dismissal (1 Origin		1 TCVIOUS V		ty	
	of Records (TOR) or	-			
Duly Signed (by R	,				
Grades Used for E					
(1 Original Copy)					
7. Good Moral Chara	acter	-			
(1 Original Copy)					
8. TSU Psychologica	al Result	Guidance	and Counseling U	Jnit	
(1 Original Copy)					
9. 2x2 Colored Pictu		The client will provide			
_	n Within the Last Six				
(6) Months (2 Orig		_			
	ics Authority (PSA) –				
Birth Certificate (-			
11. Medical Certifica		-			
12. Self-Stamped Ma	alling Envelope				
(1 pc)	elone (1 nc)	-			
13. Long Brown Envelope (1 pc)		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
Get a ticket	1.1 Informs the client	None	30 minutes	Staff-in-Charge	
number from	regarding the			Admission Unit	
the kiosk	steps and			Office of	
machine. Once	procedures for			Admission and	
the number	Transferees.			Registration	
appears on the	1.2 Provides the	None	20 minutes		
screen,	Application Form				
proceed to the	for Admission				
2 nd Floor	TSU-OAR-SF-12				



2.	Admission Unit to inquire and request a copy of necessary forms for Transferees Fill out the	and Notice of Acceptance Form TSU-OAR- SF-14 2. Receives and	None	45 minutes	Clerk & Dean
	forms and Proceed to the College Dean of the chosen course for signature on the Notice of Acceptance, along with the needed requirements.	checks the submitted form/s and signs on the College Dean section. Note: If with unaccomplished form/s, returns to the applicant.			College
3.	Once approved, proceed to the Testing, Evaluation and Monitoring Services Unit – Villa Lucinda Campus, for the Psychological Examination.	3.2 Provides the exam and the result of the examination. Note: If passed, proceed to Client Step 4. If failed, inform client he/she is not allowed to transfer.	None	1 hour and 45 minutes	Staff-in-Charge Testing, Evaluation and Monitoring Services Unit
4.	Proceed to the Admission Unit - Main Campus, to request the Accreditation Form for Transferee and present result of psychological exam and other requirements.	4. Checks and evaluates the completeness of documents presented. Note: If incomplete requirements, accept the submitted documents and issue promissory note duly signed by the client.	None	40 minutes	Staff-in-Charge Admission Unit Office of Admission and Registration
5.	Receive the Accreditation Form for Transferee.	5. Provides the Accreditation Form for Transferee and endorses the student to designated College Service Window.	None	5 minutes	Staff-in-Charge Admission Unit Office of Admission and Registration



6.	Submit the accomplished and duly signed forms along with the other requirements to the College Service Window.	6. Receives, double checks, and returns submitted forms to the client. And advises the student to proceed to college.	None	20 minutes	Staff-in-Charge Office of Admission and Registration
7.	Proceed to the College Dean and Chairman of the chosen course for signature on the Accreditation Form and present other requirements.	7.1 Receives, checks, and evaluates the submitted forms and signs on the Chairman and College Dean section. Note: If with unaccomplished form/s, return the form/s to the client.	None	45 minutes	Clerk & Dean College
		7.2 Returns the signed forms and advises to proceed to Office of Admission and Registration.	None	20 minutes	Clerk & Dean College
8.	Go back to the Admission Unit for assessment of the payment and receives the payment slip	8. Processes the assessment fee in the system and advise the client to pay it to the cashiering unit.	None	30 minutes	Staff-in-Charge Admission Unit Office of Admission and Registration
	Proceed to the Cashiering Unit to settle the required fees.	9. Processes the payment and issues Official Receipt.	For SUC - PHP 20.00 per page For Non SUC - PHP 20.00 per subject	45 minutes	Staff-in-Charge Cashiering Unit
10.	Proceed to Office of Admission and Registration Director to submit the proof of payment, along	10.1 Receives, checks, signs the submitted form and endorses the client to Admission unit for Checking of Requirements.	None	45 minutes	Director Office of Admission and Registration



with the other requirements, for signature on the Accreditation Form for Transferee	10.2 Receives and checks the requirements, and Issues the Admission Slip with the generated student number.	None	20 minutes	Staff-in-Charge Admission Unit Office of Admission and Registration
11. Submit the original and two photocopies of signed/ approved forms and Transcript of Records to the College In-Charge and the Admission Unit.	11. Receives the submitted documents and processes the crediting of Subject of the student.	None	15 minutes	Staff-in-Charge In-charge of Records Office of Admission and Registration
12. Fill out and sign the Logbook	12. Have the client fill out and sign the logbook	None	5 minutes	Staff-in-Charge In-charge of Records Office of Admission and Registration
13. Proceed to the college for the enrollment.	13. Processes Temporary Enrollment of the student subject to the presented Admission Slip with Student Number.	None	1 hour and 45 minutes	College Clerk College & Dean College
14. Proceed to Office of Management Information Systems for the creation of Office 365 Account and log in to the student portal (https://student. t_su.edu.ph/) for the checking of enrolled subjects and viewing of Certificate of Registration.	14. Creates Office 365 Account and provide temporary login credentials to the enrollee.	None	40 minutes	Staff-in-Charge Office of Management Information Systems



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

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

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



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

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

Office or Division:	Office of Admission and Registration (OAR)					
Classification:	Simple					
Type of	G2G – Government to	Governme	nt			
Transaction:	G2G – Government to					
Who may avail:	Teaching Personnel o	of the Univer	sity			
CHECKLIST O	F REQUIREMENTS		WHERE TO SEC	CURE		
1. Accomplished F	orm for	Office of A	dmission and Reg	istration		
Correction / Red	ctification of Grades					
TSU-OAR-SF-2	5					
(1 Original Copy	or 1 Scanned Copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
		BE PAID	TIME 1 hour and 45	RESPONSIBLE		
1. For Walk-In: Submit the	1. Receives and	None		Dean		
	signs the		minutes	College		
accomplished	submitted form.					
form to the						
College Dean						
for approval.						
For Online:						
Submit the						
scanned copy of the						
accomplished						
document to						
the College						
Dean for						
approval via						
email.						
Citiali.						
Note: For						
College email						
addresses,						
refer to the						
table below.						
2. For Walk-In:	2.1 Assesses the	None	30 minutes	Staff-in-Charge		
Proceed to the	payment in the			or		
Office of	system.			Director		
Admission and				Office of		
Registration				Admission and		
and get a				Registration		
ticket number						
from the kiosk						
machine.						
Once the						
number						
appears on						
the screen,						
present signed						



and approved form to the Admission Unit				
For Online: Submit the signed form to the Director of Office				
Admission and Registration via MS Teams.				
Dr. Theda Flare Quilala tfgquilala@tsu. edu.ph				
3. For Walk-In: Pay the rectification of grades fee at the Cashiering Unit.	3. Receives and process the payment.	PHP 100.00	45 minutes	Staff Cashiering Unit
For Online: Pay the rectification of grades fee thru online payment, bank, or at the Cashiering Unit.				
Note: The steps for paying tuition and other fees online via the Land Bank of the Philippines				
can be accessed at https://www.ts u.edu.ph/anno uncements/20 24-				
announcement s/land-bank- payment-via- www- landbank-com- link-bizportal/				



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4. For Walk-In: Proceed to the Admission Unit and present	4.1 Verifies the Official Receipt	None	15 minutes	Staff-in-Charge Office of Admission and Registration
the Official Receipt	4.2 Receives and signs the	None	1 hour and 45 minutes	Staff-in- Charge or
For Online: Send the proof of payment to the Admission Unit via email aro-	submitted form.			Office of Admission and
admission@ts u.edu.ph	4.3 Processes the rectification of grades in the system.	None	45 minutes	Registration Staff-in-Charge Office of Admission and Registration
5. For Walk-In: Fill out and signs the logbook	5. For Walk-In: Have the client fill out and sign the Logbook. For Online: Fill out the logbook and indicate in the remarks that the request was made via online transaction.	None	5 minutes	Staff-in-Charge Office of Admission and Registration
6. Log in to Faculty portal (https://faculty. tsu.edu.ph/) to verify if the grade/s have been corrected/ rectified.	6. Informs the client to verify the status of the request to rectify the grade/s through the faculty portal.	None	30 minutes	Staff-in-Charge Office of Admission and Registration
	OTAL FOR WALK-IN TRANSACTION: TOTAL FOR ONLINE TRANSACTION:	PHP 100.00 per Subject/ Course	6 Hours & 20 Minutes	



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

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

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



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

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

Office or Division:	Office of Admission and Registration (OAR)				
Classification:	Simple				
Type of	G2C – Government to	Citizen			
Transaction:					
Who may avail:	All TSU Students				
	REQUIREMENTS		WHERE TO SI	ECURE	
Certificate of Reg	, ,	The client	will provide		
(1 Original Copy)					
2. Student ID (1 Ori	ginal Copy)			DEDGOV	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Get a ticket number from the kiosk machine. Once the number appears on the screen, submit the Certificate of Registration or Student ID to the designated College Service window.	1.1 Receives and verifies the submitted COR and student ID to ensure it matches the information indicated in the system. Note: If the Certificate of Registration (COR) does not match with the system, advise, or request the student to reprint the updated Certificate of	None	15 minutes	College-in- Charge Office of Admission and Registration	
	Registration 1.2 Signs and validates the Certificate of Registration and Student ID		5 minutes		
signed Certificate of Registration (COR) and Student ID.	 Returns the signed Certificate of Registration (COR) and Student ID. 	None	5 minutes	College-in- Charge Office of Admission and Registration	
3. Fill out and sign the Logbook	 Have the client fill out and sign the logbook 	None	5 minutes	Staff-in-Charge Office of Admission and Registration	
	TOTAL:	None	30 Minutes		



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

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

Office or Division:	Office of Admission	n and Regis	stration (OAR)		
Classification:	Highly Technical				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	All TSU Students				
CHECKLIST OF R			WHERE TO SE		
1. Accomplished With				jistration or	
Enrollment/Registra TSU-OAR-SF-19 (1		download a	aı w.tsu.edu.ph/medi	a/i0ai225k/n	
130-0AN-31-19 (1	Original Copy)		-of-enrollment-and		
	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit the	1.1 Receives,	None	1 hour	Dean	
accomplished	verifies, and			College	
form to the	signs the				
College Dean for	submitted				
approval.	form. 1.2 Returns the	None	20 minutes	Dean	
	signed/	None	20 111111111111111111111111111111111111	College	
	approved			Comogo	
	form to the				
	student and				
	informs the				
	student to				
	proceed to the Office of				
	Admission				
	and				
	Registration				
	for approval				
	of the				
	Director.				
2. Proceed to the	2.1 Checks and	None	1 hour and 45	College-in-	
Office of Admission and	evaluates the presented		minutes	Charge Office of	
Registration and	form.			Admission and	
get a ticket	1011111			Registration	
number from the				or	
kiosk machine.				Director	
Once the number				Office of	
appears on the				Admission and	
screen, present	O O D otumo o the	None	20 minutes	Registration	
the signed form to seek approval	2.2 Returns the signed/	None	20 minutes	College-in- Charge	
from the Director.	approved			Office of	
	form to the			Admission and	
	student and			Registration	
	informs the			or	
	student to			Director	
	proceed to			Office of	
	the			Admission and	
	Accounting	<u> </u>		Registration	



	Unit for approval.			
3. Proceed to the Accounting Unit to present the signed form seek	3.1 Checks and evaluates the presented form.	None	3 hours	Staff-in-Charge Accounting Unit
approval.	3.2 Returns the signed/ approved form to the student and informs the student to submit the form to the Office of Admission and Registration.	None	20 minutes	Staff-in-Charge Accounting Unit
4. Submit the duly signed form to the Admission Unit.	4.1 Processes the withdrawal of enrollment / registration.	None	20 minutes	College-in- Charge Office of Admission and Registration
	4.2 Informs the student once the enrollment / registration is successfully withdrawn.	None	20 minutes	College-in- Charge Office of Admission and Registration
5. Fill out and sign the Logbook	5. Have the client fill out and sign the logbook	None	5 minutes	Staff-in- Charge Request Section Office of Admission and Registration
	TOTAL:	None	7 Hours & 30 Minutes	

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

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



13. Processing of Application for Graduation

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

Office or	Office of Admission a	nd Registration (OAR)				
Division:						
Classification:	Simple					
Type of	G2C - Government to	Citizen				
Transaction:						
Who may avail:	Student Who Comple	ted Their Course				
CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE				
1. Accomplished A	Application for	Office of Admission and Registration or				
Graduation for I	Jndergraduate	download at				
TSU-OAR-SF-2	24 (1 Original Copy)	https://www.tsu.edu.ph/media/vkvb2kwu/g-				
	<u>application-for-graduation-undergraduate.pdf</u>					
2. For Transferee	es - Form 137-A /	Previous School or University				
Official Transcri	•					
with Remarks "0	. ,					
(1 Original Copy						
	cture with Name Tag	The client will provide				
,	st Name, Middle					
Name) - (2 Orig						
• •	stics Authority (PSA)					
Birth Certificate						
5. For Female Ma						
• •	stics Authority (PSA) –					
	cate (1 Photocopy)					
6. Documentary S	tamps – (2 pcs)					

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



	1		1	
For Online: Send the accomplished Application Form for Graduation to Office of Admission and Registration via e-mail (ora@tsu.edu. ph).	1.1 Receives the accomplished Application Form for Graduation. 1.2 Reviews the evaluation records of the student and the submitted requirements.			
Note: Submission of the physical copy/ies of documents depends on the date indicated on the academic calendar.				
2. For Walk-In: Fill out and signs the logbook	2. For Walk-In: Have the client fill out and sign the Logbook. For Online: Fill out the logbook and indicate in the remarks that the request was made via online transaction.	None	5 minutes	Staff-in-Charge Office of Admission and Registration
3. Receive an email for the approval / disapproval of the application for graduation.	3.1 Endorses the list and total number of candidates for graduation for to the University Academic Council for approval.	None	45 minutes	Director Office of Admission and Registration
	3.2 Endorses the list and total number of candidates for graduation to the Board of Regents for approval.	None	45 minutes	University Academic Council
	3.3 Provides official list of candidates for graduation to the Business Center in	None	3 hours	Staff-in-Charge Office of Admission and Registration



preparation for printing of the programs and diplomas.			
TOTAL:	None	6 Hours & 25 Minutes	

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



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

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

Office or Division:	Office of Admission and Registration (OAR)				
Classification:	Simple				
Type of	G2C - Government to Citizen				
Transaction:					
Who may avail:	Students Who Canno	t Enroll Durii	ng the Semester		
	F REQUIREMENTS		WHERE TO SEC	URE	
1. Accomplished L			dmission and Regi	stration or	
Form - TSU-OA		download a			
(1 Original Copy	/)		<u>w.tsu.edu.ph/media</u>	<u> 1/5p3hmuzn/j-</u>	
			osence-form.pdf		
	ate, If the Reason for		cal Service Unit, Go	overnment	
	ce is Health Related	Physician			
(1 Original Copy 3. Letter of Intent to		The client	will provide		
(1 Original Copy		The chefit	wiii piovide		
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. For Walk-In: Go to the College Dean for signing of recommending approval. For Online:	1.1 For Online: Receives, checks, and evaluates the Leave of Absence and required documents.	None	5 hours	Staff-in-Charge Office of Admission and Registration	
Scan and send the accomplished Leave of Absence Form	1.2 For Online: Issues assessment slip for the Leave of Absence fee.	None	30 minutes	Staff-in-Charge Office of Admission and Registration	
with other pertinent documents to the College Dean, Vice President for Academic Affairs and Director of Office of Admission and Registration. Note: For College email addresses, refer to the table below.	1.3 For Walk-In: Signs the Leave of Absence form.	None	1 hour and 45 minutes	<i>Dean</i> College	
2. For Walk-In: Go to the Vice President for	2.1 For Online: Accepts the payment for	PHP 150.00	45 minutes	Staff-in-Charge Cashiering Unit	



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



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

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



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

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

Office or Division:	Office of Admission	Office of Admission and Registration (OAR)				
Classification:	Simple	<u> </u>				
Type of	G2C – Governmen	G2C – Government to Citizen				
Transaction:						
Who may avail:	All TSU Students					
CHECKLIST OF F			WHERE TO SEC			
-	1. Accomplished Adding/Changing Form			Office of Admission and Registration or		
TSU-OAR-SF-22 (1 Original Copy)	download at				
	https://www.tsu.edu.ph/media/flipsgf2/a-adding-and-changing-of-subjects-form.pdf					
2. Accomplished Dro	pping Form	Office of Admission and Registration or				
TSU-OAR-SF-22 (download at					
· ·	700 0711 07 22 (1 original copy)		https://www.tsu.edu.ph/media/my5eu2qe/i-			
		dropping-of-subjects-form.pdf				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
		BE PAID	TIME	RESPONSIBLE		
	.1 Receives, and	None	3 hours	Chairperson/		
accomplished	checks the			Dean Callaga		
Adding/Chargi ng/Dropping of	submitted form, and signs the			College		
subject form to	submitted form.					
· · · · · · · · · · · · · · · · · · ·	.2Returns the	None	15 minutes	College Clerk		
Dean for the	signed/ approved			Dean		
approval.	form to the			College		
	student and					
	informs the					
	student to proceed to the					
	Office of					
	Admission and					
	Registration.					
2. Proceed to the 2.	.1 Checks,	None	1 hour and 45	Director		
Office of	evaluates and		minutes	Office of		
Admission and	the signs the			Admission and		
Registration	Adding/			Registration		
and get a ticket number from	Charging/					
the kiosk	Dropping of subject form.					
machine. Once	Subject form.					
the number						
appears on the						
screen,						
proceed to the						
Director's						
Office.						



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



16. Processing of Request for Data

This service allows clients to request their needed student data.

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

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



Office of Library Management and Services Internal Services



1. Process of Inquiring for Available Learning Resources

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

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



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

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



2. Process of Renewing Borrowed Library Resources

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

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



Card with the needed information and submit it to the staff.	in the library system.			
3. For Renewal at the Circulation Counter: Receive reborrowed information material/s.	3.1 For Renewal at the Circulation Counter: Endorses the renewed library resource and informs the client of the new renewal date.	None	2 minutes	Head and Staff Office of Library Management and Services
For Online Renewal Requests: Be informed of the new renewal date,	For Online Renewal Requests: Inform the client of the new due date.	None	3 minutes	
,	3.2 For Renewal at the Circulation Counter: Files the book card/s in the filing box.	None	2 minutes	Head and Staff Office of Library Management and Services
	RENEWAL AT THE LATION COUNTER:	None	15 Minutes	
TOTAL FOR	ONLINE RENEWAL REQUESTS:	None	18 Minutes	



3. Process of Returning Library Resources

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

Office or Division:	Office of Library Mana	Office of Library Management and Services (OLMS)			
Classification:	Simple				
Type of	G2C - Government to	Citizen			
Transaction:	G2G - Government to	Governmen	nt		
Who may avail:	TSU Students and En	nployees			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
1. Borrowed Inform	ation Materials	The client	will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the	1.1 Receives and	None	5 minutes	Head and Staff	
borrowed	scans information			Office of Library	
information	material/s in the			Management	
material/s for	library system for			and Services	
check-in at the	check-in. Pulls out				
Circulation	Book Card from				
Counter.	the file box and				
	inserts it in the				
	book pocket.	Danaltu	1 dov	Lload and Ctoff	
	1.2 If overdue : Informs the client	Penalty due as	1 day	Head and Staff	
	of the penalty	per the		Office of Library Management	
	which must be	case of		and Services	
	paid at the	the		and Gervices	
	Cashier's Office.	borrower			
Present the Official Receipt of	2.1 Verifies Official Receipt and update or clear	None	3 minutes	Head and Staff Office of Library Management	
overdue	the client's			and Services	
payment to the	overdue fine in				
Library Staff at	the library				
the Circulation	system				
Counter	2.2 Returns the	None	2 minutes	Staff	
	book to the shelf.			Office of Library Management and Services	
TOTAL IF	WITHOUT OVERDUE PENALTY:	None	10 Minutes		

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

Resolution no. 88, s. 2019

Penalty

Due

1 day and 10 Minutes

TOTAL IF WITH OVERDUE

PENALTY:



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

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

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

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



TOTAL:	None	2 Working Days & 10 Minutes	
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5. Processing of Request for Referral Service

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

Office or Division:	Office of Library Mana	agement and	Services (OLMS)
Classification:	Simple			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to		nt	
Who may avail:	TSU Students and En	nployees		
	REQUIREMENTS WHERE TO SECURE			CURE
1. Valid TSU ID (1 C	original Copy) brary Referral Letter	The client		nt and Services or
	SU-OLMS-SF-02	download a		it and Services of
(1 Original)	0 0 0 1 m 0 0 1 0 1		ary-Referral-Lette	r-Request-Form-
,		2024.pdf	-	•
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
Present the valid ID at the	1.1 Verifies the validity of	None	3 minutes	Head or Staff Office of Library
Circulation	presented ID.			Management
Counter and	procented 12.			and Services
inform the staff	1.2 Conducts	None	1 minute	Head or Staff
of the request	Interview before			Office of Library
for referral.	issuing the			Management
	Referral Letter			and Services
	Request Form TSU-LMS-SF-02			
	to be filled out.			
2. Fills out the	2. Encodes	None	35 minutes	Head or Staff
Referral Letter	information into			Office of Library
Request Form	the Referral Letter			Management
	template, and			and Services
3. Proceed to the	print. 3. Affixes signature	None	1 working day	Dean
College Dean's	on the Referral	INOHE	i working day	College
office to secure	Letter Request			Conogo
signature.	Form.			
4. Proceed to the	4. Receives	None	10 minutes	Head or Staff
Library and	approved Referral			Office of Library
submit the	Letter Request			Management
signed Referral	Form and			and Services
Letter Request	encodes			
Form to the Library Staff.	information on the referral letter			
Library Stair.	template, print,			
	and affix			
	signature.			
1.5				
4. Receive the	4. Issues the	None	1 minute	Head or Staff
referral letter and log on the	Referral Letter to the client.			Office of Library Management
Referral	uic oliciit.			and Services
Issuance Log				3.1.2. 33.1.1000



TSU-LMS-SF- 11.				
	TOTAL:	None	1 Working Day & 50 Minutes	

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



6. Processing of Request to Borrow Library Resources

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

Office or	Office of Library Mana	ngement and	Services (OLMS)	
Division:	Office of Library Management and Services (OLMS)				
Classification:	Simple G2C - Government to	Citizon			
Type of Transaction:	G2G - Government to		\ 1		
Who may avail:			IL		
	TSU Students and Em	ipioyees	WHERE TO SEC	CLIDE	
1. Valid TSU ID (1		The client v		JUIL	
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Present the information material/s for check-out, together with a valid ID, at the Circulation Counter.	Verifies validity of the ID presented.	None	1 minute	Head and Staff Office of Library Management and Services	
2. Fill out the Book Card/s TSU-LMS-SF- 06 with the needed details.	2.1 Receive filled out book card and check out the information material/s under the client's name in the library system.	None	2 minutes	Head and Staff Office of Library Management and Services	
	2.2 Issues the information material/s and informs the client of the due date when to return the borrowed information material/s.	None	5 minutes	Head and Staff Office of Library Management and Services	
3. Receive the borrowed information material/s.	3. Files the Book Card/s in the filing box.	None	2 minutes	Head and Staff Office of Library Management and Services	
	TOTAL:	None	10 Minutes		



7. Processing of Request to Use Computer & Internet Access

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

Office or Division:	Office of Library Management and Services (OLMS)				
Classification:	Simple				
Type of	G2C - Government to Citizen				
Transaction:	G2G - Government to	Governmen	nt		
Who may avail:	TSU Students and En	nployees			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
1. Valid TSU ID (1 C		The client	will provide		
In case of unvalida	nted/ and unissued	The client	will provide		
ID:1. Certificate of Regular(1 Original and/original)	gistration (COR) or electronic copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present TSU ID at the Circulation Counter/Internet Section.	1.1 Verifies validity of ID. If presented ID is unvalidated present Certificate of Registration (COR).	None	1 minute	Head or Staff Office of Library Management and Services	
	1.2 Scans client's ID using the library RFID and places the ID in the filing box.	None	1 minute	Head or Staff Office of Library Management and Services	
	1.3 Librarian assists/ and or directs the client to the computer workstation.	None	1 minute	Head or Staff Office of Library Management and Services	
2. After using the computer unit facilities, retrieve the ID card at the Circulation Counter/ Internet Section.	2. Returns the client's ID.	None	1 minute	Head or Staff Office of Library Management and Services	
	TOTAL:	None	4 Minutes		



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

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

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

Office or Division:	Office of Library Management Services (OLMS)					
Classification:	Simple	Simple				
Type of	G2C - Government to Citizen					
Transaction:	G2G - Government to	Government				
Who may avail:	TSU Students and Em	ployees				
	REQUIREMENTS		WHERE TO SEC	CURE		
A. FOR TSU STUD		T				
Valid Certificate control	•	The client	will provide			
(1 Electronic Cop						
B. FOR TSU EMPL		T I	20 2.1.			
1. Valid TSU ID (1 E	ectronic Copy)	The client	-			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Search through the Online Public Access Catalog (http://library.tsu.edu.ph/) for relevant information	1.1 Receives the request and validates the identity of the client and checks the availability of information material/s.	None	1 minute	Head and Staff Office of Library Management and Services		
material/s and inform the librarian/s regarding the intention to borrow or	1.2 Checks out the information material/s under the borrower / client's name in the library system.	None	2 minutes	Head and Staff Office of Library Management and Services		
acquire such information materials via: a. Official Facebook Messenger of the Office of Library Management Services (https://www.facebook.com/TarlacStateUniversityLibrary), or	1.3 Digitize the requested information and send it to the client. Reminds the client of copyright restrictions.	None	1 working day	Head and Staff Office of Library Management and Services		
b. Send an email to the official TSU library						



email address				
(<u>library@tsu.edu</u>				
<u>.ph</u>).				
Note: A scanned				
copy of				
Certificate of				
Registration				
(for TSU				
students) or				
Valid TSU ID				
(for TSU				
employees)				
must be				
attached on the				
message or				
email for				
validation				
purposes.				
	TOTAL:	None	1 Working Day	
	IOIAL.	140110	& 3 Minutes	

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



Office of Student Affairs and Service Internal Services



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

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

Office or Division:	Office of Student Affairs and Services (OSAS)			
Classification:	Simple			
Type of Transaction:	G2C - Government t	to Citizen		
Who may avail:	TSU Board/Bar Exa	mination Placers and TSU Student	Awardee	
CHECKLIST OF I	REQUIREMENTS	WHERE TO SECURE		
1. Professional Regula	ation Commission	The client will provide		
(PRC) Certificate of	r Any			
Amended/Updated of the Same				
Resolution No. 62, s. 2015				
(1 Duplicate Copy)				
2. Invitation Letter/ Endorsement Letter				
(1 Original Copy)				
3. Certificate or Certi	fications Supporting			
Claims (1 Original (Copy)			
		FEED TO DESCRIPTION	DEDOON	

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



2. Processing of Student or Personnel Insurance Claims

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

Office or Division:	Office of Student Af	fairs and Services (OSAS)	
Classification:	Highly Technical	and and octaioes (oono)	
Type of	G2C - Government	to Citizen	
Transaction:			
Who may avail:	TSU Students and F	to Business Entity/ies	
	REQUIREMENTS	WHERE TO SECURE	
	ZATION & ACCIDEN		
Hospital Statement		The client will provide	
(1 Original Copy)	it of Account	The elient will provide	
2. Itemized Charge S	Slin Evnansas		
(1 Original Copy)	DIIP EXPENSES		
3. Original Official Re	eceint/s and		
Prescription of Me	•		
(1 Original Copy)	alonio/o		
4. Detailed Accident/	Incident Report		
(1 Original Copy)	moldoni Ropoli		
5. Medical/Hospital (Certificate Including		
the Following Test	_		
a. X-Ray Result			
b. CT Scan Result			
c. Ultrasound and			
d. Other Related E	Examination		
(1 Original Copy)			
6. Police Investigation	n Report		
(1 Original Copy)	•		
7. Driver's License a	nd LTO OR		
(1 Certified True C	Copy)		
8. Accomplished Not	ice of Incident:	Office Of Student Affairs and Service	
Hospitalization Ac	cident	Director's Office	
(1 Original Copy)			
9. Accomplished Cla	im Form		
(1 Original Copy)			
B. FOR DEATH CLA			
Philippine Statistic	s Authority (PSA)	The client will provide	
Birth Certificate			
(1 Certified True C			
2. Duly Authenticated			
by the Civil Regist			
Registry No. and E	Buriai Permit No.		
(1 Original Copy)	o Contract of		
3. <i>If Single,</i> Marriage			
Parents (1 Certified True Copy)			
4. <i>If Married</i> , Marriage Contract			
(1 Certified True Copy)			
5. Funeral Expenses Receipt/s			
(1 Original Copy) 6. Statement of Witn	000		
(1 Original Copy)	ರಾತ		
, , , , , , , , , , , , , , , , , , , ,	ico of Incident:	Office Of Student Affairs and Service	
7. Accomplished Not		Director's Office	
Death (1 Original (Director 2 Office	
8. Accomplished Cla	IIII FOIIII		
(1 Original Copy)			



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



Office of the Vice President for Academic Affairs Internal Services



1. Processing of Inter-Office Communication and Transactions

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

Office or Division:	Office of the Vice President for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Governmer			
7.	G2G – Governmer			
Who may avail:	TSU Employees &	Students		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
A. Travel Order for Stu	udents on Local Of	ff-Campus Activities		
1. Letter of Invitation (1	Original Copy)	Office of the College Dean		
2. Endorsement (1 Orig	inal Copy)			
3. Letter of Request to A	Attend and			
Participate in the Acti	vity			
(1 Original Copy)				
4. Photocopy of Studen	t's ID	The client will provide		
(1 Original Copy)				
5. Certificate of Registra	ation			
(1 Original Copy)				
6. Medical Clearance		University Medical Clinic		
(1 Original Copy)				
7. Duly Notarized Signe		Office of Student Affairs and Services		
by Parent / Guardian				
8. Itinerary of the Trip /		Secretariat of the Student Organization /		
Minutes of the Meetin	•	Student Organization Adviser		
Organization (1 Origin				
9. If Financial Collection	-			
Breakdown of Budge	t or Expenses			
(1 Original Copy)	W. D			
10. Minutes of Meeting		Secretariat of the Student Organization /		
Guardians (1 Original	ГСору)	Student Organization Adviser / Office of the		
(if applicable)	Λ - (ii	College Dean		
11. Transportation for th		TSU Motor pool		
		Transportation Provider		
 Insurance of the 				
 Certification in g 	ood condition of			
the vehicle	. 46			
- Certification that				
acceptable driving record)				
(1 Original Copy)	aculty or	Office of the College Dean		
13. For Supervising Faculty or		Onice of the College Death		
Personnel-in-Charge, if the Faculty - Student Ratio is 1:30,				
Accomplished Faculty Loading and				
Make-up form (1 Original Copy)				
B. Individual Performa		and Review (IPCR) /		
		nt and Review (DPCR) – (Faculty Personnel)		
1. For Faculty Member		The client will provide		
I di l'adaity member	<u> </u>	The short will provide		



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Individual Performance Commitment and Review (IPCR) with the supporting Document (1 Original Copy)					
Chairperson – Performance Co	ommitment and Review oporting Document	Departmen	it Chairpersons / 0	College Deans	
C. Payroll / Voucl	ner / Request to Rende	r Overtime/	Request for Fundament	ding	
1. Letter to Requesif any (1 Origina	st to Render Overtime, I Copy)	The client	will provide		
Accomplished A Overtime Service (1 Original Copy	es TSÚ-ASU-SF-02 -	Affairs or d	e Vice President f lownload at w.tsu.edu.ph/medi authority-to-rendel	ia/1mikgujh/tsu-	
3. Approved Requ (1 Original Copy 4. Approved Speci Time Record (1	y) al Order and Daily		e College Dean /		
D. Special Order Classes	for Lecturers, Part-time				
of Students (1 C			Office of the College Dean / Department Chairperson		
	or Teaching Personnel				
1. Invitation Letter	(1 Original Copy) etter (1 Original Copy)	The client will provide Office of the College Dean			
3. Faculty Loading		Respective			
	fficial travel/business,				
Signed make-up					
(1 Original Copy	<u>')</u>	EEEO TO	PROCESSING.	DEDOON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the requirements to the Office of the Vice President for Academic Affairs.	1.1 Receives and reviews the completeness of the submitted documents. Note: If submitted documents are incomplete, return and inform the lacking.	None	10 minutes	Clerk Office of the Vice President for Academic Affairs	
1.2 Evaluates and acts on the document.		None.	1 hour	Vice President Office of the Vice President for Academic Affairs	
	1.3 After the evaluation, the document will be issued/released either back to the client or to the office	None	5 minutes	Clerk Office of the Vice President for Academic Affairs	





Office of TSU National Service Training Program Internal Services



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

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

Office or Division:	Office of TSU Nationa	Office of TSU National Service Training Program			
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	All TSU NSTP Gradua	ates			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE	
1. Request letter fron	n Registrar	The client v	will provide		
(If Enrolled) (1 Or					
2. Serial Number Red	quest Form		SU National Servi	ce Training	
(1 Original Copy)		Program			
FOR ALUMNI:					
1. Transcript of Reco	rds	The client v	will provide		
(1 Photocopy)	. 	0.00	0111111111111	-	
2. Serial Number Red	quest Form		SU National Servi	ce I raining	
(1 Original Copy)		Program	PROCECCINO	DEDCON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. If Enrolled:	1.1 Receives and	None	1 hour &	Clerk	
Submit a letter	examines the		15 minutes	National	
from the current	form and verify			Services	
school registrar	its veracity vis-a-			Training	
requesting for a	vis submitted			Program Office	
serial number	documents				
and fill out	1.2 If verified true	None	1 hour &	Clerk,	
National Services	and correct, the		30 minutes	Director	
Training Program	Director signs			National	
request form.	the form. If			Services	
For Alumni:	unverified, the			Training	
Submit the	agency will not			Program Office	
transcript of	release serial				
records and fill	number to the				
out National	client.				
Services Training					
Program request					
form.					
2. Receive the	2. Seals the	None	15 minutes	Clerk	
document	document and			National	
requested.	release to the			Services	
	client.			Training	
				Program Office	
	TOTAL:	None	3 Hours		



Research, Accreditation and Records Unit Internal Services



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

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

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



	1.3 For Walk-In and Online: Assesses the list of the requested records to determine their availability. Note: If deemed sensitive and confidential, seek the approval of	None	2 hours 3 hours	Unit Head Research, Accreditation and Records Unit Data Privacy Officer Data Privacy Unit
	the Data Privacy Officer. 1.4 For Walk-In and Online: Prepares the available documents listed on the approved Document Request Form. Scans the documents and records to produce soft copies if transaction is via online and printed copies if transaction is via walk-in.	None	6 working days	Technical Staff & Unit Head Research, Accreditation and Records Unit
2. Receive the requested documents and affix his or her signature in the Document Monitoring Logbook.	2. Releases the requested documents. For Walk-In: Releases the requested document and instructs the client to affix his or her signature in the Document Monitoring Logbook. For Online: Sends scanned copies through email.	None	15 minutes	Technical Staff Unit Head Research, Accreditation and Records Unit
TOTAL FOR ORDINARY DOCUMENTS:		None	6 Working Days, 2 Hours & 18 Minutes	



TOTAL FOR DOCUMENTS DEEMED SENSITIVE AND CONFIDENTIAL:

6 Working Days, 5 Hours & 18 Minutes

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



Scholarship and Financial Assistance Unit Internal Services



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

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

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



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



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

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

Office or Division:	Scholarship and Financial Assistance Unit (SFAU)			
Classification:	Complex			
Type of	G2C – Government to Citizen			
Transaction:	G2B – Government to Business			
Who may avail:	TSU Students	ı		
	REQUIREMENTS	E (1 6	WHERE TO SE	
1. Accomplished A TSU-SFA-SF-0	(1 Original Copy)	From the Scholarship and Financial Assistance Unit Office, Scholarship Online Application System (SOAS)		
Barangay Indige 3. Certification of F	cant - Certification of ency (1 Original Copy) Registration (COR)	The client will provide		
(1 Original Copy 4. Report of Grade (1 Original Copy	es (ROG)	The client	will provide	
5. For Person with Disability (PWD) - Medical Certification (1 Original Copy)		TSU Medic		
6. For Person with PWD ID (1 Phot	<i>h Disability</i> (PWD) <i>-</i> ocopy)	The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. For Walk-In: Receive the Application Form from the office of Scholarship and Financial Assistance Unit.	1. For Walk-In: Provides the Scholarship Application form and the list of other requirements.	None	5 minutes	Staff Scholarship and Financial Assistance Unit
For Online: Log in to TSU Scholarship Online Application System (https://scholar ship.tsu.edu.p h) and fill out the application form.	For Online: Log in to TSU Scholarship Online Application System (https://scholarship.tsu.edu.ph) and views list of applicant/s.	None	2 minutes	SOAS Administrator Scholarship and Financial Assistance Unit
2. For Walk-In: Submit the accomplished forms along	2.1 For Walk-In: Receives the submitted requirements and		5 minutes	Staff Scholarship and Financial Assistance Unit



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with the other needed requirements.	conducts screening interview.		
	Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.		
For Online: Submit filledout forms to Scholarship Online Application System.	For Online: Downloads the accomplished forms and other requirements and schedules an interview through MS Teams.	3 minutes	SOAS Administrator Scholarship and Financial Assistance Unit
	2.2 Evaluates the completeness of the submitted form and requirements.	10 minutes	Staff Scholarship and Financial Assistance Unit
	Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s.		Head/Staff
	2.3 Forwards the evaluated list of applications to the provider/ grantor.	3 working days	Scholarship and Financial Assistance Unit
	Note: Forwarding of evaluated list of CHED TDP-TES grantees is based on the schedule set by CHEDRO		
	III through CHED Memo.	3 minutes	
	2.4 Once approved, tags scholarships of deserving students.		



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

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



Sports and Development Unit Internal Services



1. Processing of Request for Hosting a Sports Event

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

Office or Division:	Sports and Development Unit (SDU)				
Classification:	Highly Technical				
Type of	G2C - Government to	Citizen			
Transaction:	G2G - Government to				
Transaction.		, TSU Employees, and Other State			
Who may avail:	Universities and Colle				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
A. FOR STUDENTS	6				
1. Valid Identification	n Card (ID)	The client will provide			
(1 Photocopy)	('			
2. Certificate of Reg	istration (COR)				
(1 Certified True					
3. Parental Consent					
(1 Original Copy)	,				
4. Vaccination Card	(1 Original Copy)				
5. Parents' ID with S	Signature				
(1 Original Copy a	and 1 Photocopy)				
6. Report of Grades					
(1 Certified True (Copy)				
7. Philippine Statisti	cs Authority (PSA)				
Birth Certificate	• , ,				
(1 Original Copy a	and 1 Photocopy)				
8. Medical Certificat	e (1 Original Copy)	TSU Medical Unit			
9. Eligibility Form (1	Original Copy)	TSU or Host School			
B. FOR EMPLOYE	ES				
		T			

None	None

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



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



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



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

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

Office or	Sports and Development Unit (SDU)					
Division:	Highly Tooksing!					
Classification:	Highly Technical G2C - Government to Citizen					
Type of Transaction:	G2C - Government to	Citizen				
	TCI I Student Athletes	and Other State Universities and Colleges				
Who may avail:	F REQUIREMENTS	WHERE TO SECURE				
Valid Identification		The client will provide				
(1 Photocopy)	on Card (ID)	The client will provide				
2. Certificate of Reg	nistration					
(1 Certified True						
3. Parental Consen						
(1 Original Copy)	•					
4. Vaccination Card						
(1 Original Copy)						
5. Parents ID with S						
(1 Original Copy	1 Photocopy)					
6. Report of Grades						
(1 Certified True						
7. Philippine Statist	ics Authority (PSA)					
Birth Certificate						
	and 1 Photocopy)					
	te (1 Original Copy)	TSU Medical Unit				
9. Eligibility Form (TSU or Host School				
		NKAGES OFFICE (IALO)				
1. CHED-IAS Form		Sports and Development Unit				
(1 Original Copy)	tter from the President					
(1 Original Copy)						
3. Approved Pursue						
(1 Original Copy)						
4. Notice of Accept						
(1 Original Copy)						
5. Invitation Letter,						
(1 Original Copy)						
6. Background of th	ne Event and					
Organizers						
	nks, if applicable)					
(1 Original Copy)						
7. Certification of ap						
Signed by Budge Accounting Office						
(1 Original Copy)						
8. Breakdown of Ex						
	rticipant and source of					
funding)	,					
(1 Original Copy)						
9. Official List of Pa						
(1 Original Copy)						
10. Approved Comp						
(CSW) - (1 Origin	nal Copy)					



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



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



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

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

Office or Division:	Sports and Development Unit (SDU)				
Classification:	Highly Technical				
Type of	G2C - Government to Citizens				
Transaction:	CZC COVOTIIITOTIL LO CILIZOTIO				
Who may avail:	TSU Student Athletes and Other State Universities and Colleges				
	REQUIREMENTS		WHERE TO SE	Ţ.	
1. Valid Identification	n Card (ID)	The client	will provide		
(1 Photocopy)					
2. Certificate of Reg					
(1 Certified True (
3. Parental Consent	(Notarized)				
(1 Original Copy)	<u> </u>				
4. Vaccination Card					
5. Parents' ID with S					
(1 Original Copy 1	<i>г</i> поюсору)				
6. Report of Grades (1 Certified True (Conyl				
7. Philippine Statistic					
Birth Certificate	55 Mathonity (1 GM)				
(1 Original Copy a	and 1 Photocopy)				
8. Medical Certificat		TSU Medi	cal Unit		
9. Eligibility Form (1	, , ,	TSU or Ho	ost School		
CLIENT STEPS	A CENCY A CTIONS	FEES TO DROCESSING DERSON			
	AGENCY ACTIONS				
	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Receives	1.1 Submits				
Receives notification	1.1 Submits complete	BE PAID	TIME	Sports Director Sports and	
Receives notification about the	1.1 Submits complete documentation of	BE PAID	TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the	BE PAID	TIME	Sports Director Sports and	
Receives notification about the	1.1 Submits complete documentation of medalist to the Host University	BE PAID	TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a	BE PAID	TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification	BE PAID	TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a	BE PAID	TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the	BE PAID	TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level	BE PAID	TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization	BE PAID	TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level	BE PAID	TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.	BE PAID	TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host	BE PAID	TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University.	BE PAID	TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University	BE PAID	TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives,	BE PAID	TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and selects qualified players. If there	BE PAID	TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and selects qualified players. If there are selected	BE PAID	TIME	Sports Director Sports and Development	
Receives notification about the upcoming sports	1.1 Submits complete documentation of medalist to the Host University after receiving a notification regarding the schedule of the sports event from National Level Sport Organization - Host University. Note: Host University receives, evaluates, and selects qualified players. If there	BE PAID	TIME	Sports Director Sports and Development	



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



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

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

Office or Division:	Sports and Developme	ent Unit (SDU)		
Classification:	Highly Technical			
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to	Government		
Who may avail:	TSU Student Athletes, and Colleges	TSU Employees, and Other State Universities		
CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE		
A. FOR STUDENT	S			
1. Valid Identification	on Card (ID)	The client will provide		
(1 Photocopy)				
2. Certificate of Re	gistration (COR)			
(1 Certified True	Copy)			
3. Notarized Paren	tal Consent			
(1 Original Copy)			
4. Vaccination Card	d (1 Original Copy)			
5. Parents' ID with	Signature			
(1 Original Copy	1 Photocopy)			
6. Report of Grades	S			
(1 Certified	True Copy)			
7. Philippine Statist	Philippine Statistics Authority (PSA)			
Birth Certificate				
(1 Original Copy	and 1 Photocopy)			
8. Medical Certifica	ate (1 Original Copy)	TSU Medical Unit		
9. Eligibility Form (1 Original Copy)	TSU or Host School		
R FOR EMPLOYE	EC			

B. FOR EMPLOYEES

None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive an information about the upcoming sports event.	1.1 Convenes meeting of Regional Sports Directors to discuss the schedule of the sports event; then, conducts planning afterwards.	Institutio nal Contribu tion	3 hours	Sports Director Sports and Development Unit
	1.2 Endorses to the Office of the University President the communication letter containing the discussed agenda.	None	10 minutes	Staff-in-Charge Sports and Development Unit
	1.3 Conducts meeting	None	2 hours	Staff-in-Charge



	1 20 4		<u> </u>	
2. Submit all the	with team captains and coaches for the upcoming sports event and disseminates the information to the players. 2. Receives and	None	1 working day	Sports and Development Unit Staff-in-Charge
requirements needed to the Sports and Development Unit.	verifies the submitted documents.	None	1 Working day	Sports and Development Unit
3. Attend initial training.	3.1 Communicates to the athletes to commence their training.	None	365 calendar days	Staff-in-Charge Sports and Development Unit
	3.2 Releases a memo about the list of delegates / participants.	None	1 working day	Staff-in-Charge Sports and Development Unit
	3.3 Conducts meeting with coaches regarding the needs of the players and follows up the list of the players if they are unqualified for the sports event. Note: If unqualified, either find a replacement / substitute of the	None	3 hours	Staff-in-Charge Sports and Development Unit
	player or comply to all the requirements.			
4. Attend rigid training.	4. Conducts rigid training and issues allowance for the players.	None	14 working days	Staff-in-Charge Sports and Development Unit
5. Receive the uniforms and other sports equipment.	5.1 Distributes the uniforms and other sport paraphernalia.	None	1 working day	Staff-in-Charge Sports and Development Unit
	5.2 Coordinates/ communicates with other offices regarding the logistics of the players and coaches.	None	1 working day	Staff-in-Charge Sports and Development Unit



6. Attends the sports event proper.	6. Deploys the coaches, players, and sports directors.	None	7 calendar days	Staff-in-Charge Motor Pool Unit
7. Receives the allowance.	7. Distributes the players' allowance and monitors the event.	None	2 hours	Staff-in-Charge Sports and Development Unit
	TOTAL:	Instituti onal Contrib ution	390 Days, 10 Hours & 10 Minutes	



Student Development Services Unit Internal Services



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

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

Of	fice or	Student Development	Services Ur	nit (SDSU)	
	vision:	Gladoni Bovolopinioni	00111000 01	m (0200)	
Cla	assification:	Simple			
	pe of	G2C – Government to	Citizen		
	ansaction:	Ctudonto Envolled in t	a a I I la is caraits	.,	
VVI	no may avail:	Students Enrolled in the REQUIREMENTS	ne University	WHERE TO SEC	CLIDE
1.	Notarized Affidavi		The client	will provide	JOILE
	(1 Original Copy a			p. 0	
		10=100/ 10=1010	FEES TO	PROCESSING	PERSON
C	LIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1.	Submit a copy of Affidavit of Loss at the Student Development Services Unit.	Receives and checks the submitted copy of Affidavit of Loss.	None	2 minutes	Staff Student Development Services
2.	Receive the Request of RFID Form with Affidavit of Loss ID and proceed to the	2.1 Issues the Request of RFID Form with the submitted Affidavit of Loss ID.	None	1 minute	Staff Student Development Services
proceed to trie next processing office.	2.2 Informs the client to proceed to the Office of Business Affairs and Auxiliary Services for the assessment of the Fees to be paid.	None	2 minutes	Staff Student Development Services	
3.	Proceed to the Office of Business Affairs and	3.1 Checks and verifies submitted requirements.	None	2 minutes	Clerk Digital Studio – Business Affairs and Auxiliary
	Auxiliary Services and present the Request of RFID Form and Affidavit of Loss ID.	3.2 Issues Assessment Form for the fees to settle.	None	3 minutes	Services Office
4.	Proceed to the Cashiering Unit and pay for the required fee.	Processes the payment and issues Official Receipt.	PHP 260.00	10 minutes	Staff Cashiering Unit
5.	Proceed to Business	5. Processes the payment and	None	5 minutes	Clerk Digital Studio –



	Affairs and Auxiliary Services Office and present Official Receipt with other pertinent documents.	issues Official Receipt.			Office Business Affairs and Auxiliary Services
6.	Proceed to Digital Studio for the processing of Radio Frequency Identification (RFID) Card.	6. Takes photo for Radio Frequency Identification (RFID) Card and processes new Radio Frequency Identification (RFID) Card.	None	30 minutes	Clerk Office Digital Studio – Business Affairs and Auxiliary Services
7.	Receive Radio Frequency Identification (RFID) Card and fill out the log sheet.	7. Releases the new Radio Frequency Identification (RFID).	None	10 minutes	Clerk Digital Studio – Office Business Affairs and Auxiliary Services
		TOTAL:	PHP 260.00	1 Hour & 5 Minutes	

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



Student Discipline Unit Internal Services



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

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

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Highly Technical			
Type of	G2C – Government to			
Transaction:	G2B – Government to		•	
	G2G – Government to	Governme	ent	
Who may avail:	All		WHERE TO SE	OUDE
	REQUIREMENTS	Ctudent D	WHERE TO SE	
1. Accomplished Co	(1 Original Copy)	TSU Webs	iscipline Unit or D	ownload at the
130-300-31-01	(1 Oliginal Copy)		v.tsu.edu.ph/media/	vdangz0v/tsu-sdu-
			plainant-letter.docx	<u> </u>
2. Accomplished Le	tter of Response	Student D	iscipline Unit or D	ownload at the
TSU-SDU-SF-03		TSU Web		
(1 Duplicate Copy	y/ Photocopy)	-	w.tsu.edu.ph/med	=
0.0			<u>respond-letter.doo</u>	<u>CX</u>
3. Documented Evid	ience/s	i ne client	will provide	
(2 Photocopies)		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. File a formal	1.1 Accepts the	None	3 minutes	Assistant
written complaint	complaints and			Director
at the office of	records the			Student
Student	necessary			Development
Discipline Office	information in the			Services
(R202, TSU	logbook (TSU-			T
Student Center,	SDU-SF-09).			Technical Staff
Lucinda Extension				Student Discipline Unit
Campus, Tarlac	1.2 Coordinate with	None	2 working days	Assistant
City).	other offices	None	2 Working days	Director
- · · · · · · · · · · · · · · · · · · ·	(Office of			Student
Note: Use only	Management			Development
the forms	Information			Services
provided by	Systems, Civil			
SDU. Include	Security Unit, and			Technical Staff
documented	Guidance			Student
evidence if there	Counseling			Discipline Unit
is any.	Offices) to trace the whereabouts of			
	the respondent.			
	1.3 Issues notice to	None	3 working days	Assistant
	defendant		3	Director
	regarding the			Student
	complaint.			Development
				Services
	Note: Defendant is			
	given 3 working			Technical Staff
	days to respond on			Student
	the complaint.			Discipline Unit



2. Attend the scheduled hearing at the TSU Student Center, Lucinda Extension Campus, Tarlac City.	2.1 Schedules a hearing/ formal investigation for both parties. Notifies both parties; minutes of the hearing must be filed/recorded.	None	3 working days	Assistant Director Student Development Services Technical Staff Student Discipline Unit
3. Complainant will wait for the resolution of the case once the defendant admits partially/fully the allegation and will report at the office of Student Discipline Unit	3.1 When defendant admits the allegations, both parties will be informed regarding the case's resolution and the defendant must report at Student Discipline Unit.	None	4 working days	Assistant Director Student Development Services Technical Staff Student Discipline Unit
for a copy of the case's resolution upon being informed by Student Discipline Unit.	3.2 The defendant must report at Student Discipline Unit to explain the penalties for his/her violative acts.	None	3 working days	
	TOTAL:	None	15 Working Days & 3 Minutes	

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

- * Student Discipline Unit may however conduct preliminary interview with the complainant on or before the filing of the formal complaint.
- * Student Discipline Unit can conduct preliminary interview to defendant on or before filling his or her answer.
- * Defendant can request for an extension of time to file his/her answer in writing subject to the prior approval of the head of the SDU.



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

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

Office or Division:	Student Discipline Un	it (SDU)		
Classification:	Highly Technical			
	G2C – Government to	Citizen		
Type of	G2B – Government to		Entity/ies	
Transaction:	G2G – Government to			
Who may avail:	All	Ooveniin	iciit	
			WHERE TO SE	CUDE
	REQUIREMENTS	01 1 1	WHERE TO SE	
1. Accomplished Co	•		Discipline Unit or D	Download at the
TSU-SDU-SF-01	(1 Original Copy)	TSU Web		/
				n/vdangz0v/tsu-sdu-
0	# f D		plainant-letter.docx	
2. Accomplished Le	tter of Response		Discipline Unit or E	Download at the
TSU-SDU-SF-03		TSU Wel		
(1 Duplicate Copy	y/ Photocopy)		ww.tsu.edu.ph/me	
			3-respond-letter.do	OCX
3. Documented Evid	dence/s	The clien	t will provide	
(2 Photocopies)				
		FEES	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	TO BE	TIME	RESPONSIBLE
		PAID		
1. File a formal		None	3 minutes	Assistant
written	1.1 Accepts the			Director
complaint at the	complaints and			Student
office of Student	records the			Development
Discipline	necessary			Services
Officer (R202,	information in the			
TSU Student	logbook (TSU-			Technical Staff
Center, Lucinda	SDU-SF-09).			Student
Extension	,			Discipline Unit
Campus, Tarlac	1.2 Coordinate with	None	2 working days	Assistant
City).	other offices			Director
J.1.571	(Office of			Student
Note: Use only	Management			Development
the forms	Information			Services
provided by				Services
SDU. Include	Systems, Civil			Tankainal Ctaff
	Security Unit, and			Technical Staff
documented	Guidance			Student
evidence if there	Counseling			Discipline Unit
is any.	Offices) to trace			
	the whereabouts			
	of the respondent.			
	1.3 Issues notice to	None	3 working days	Assistant
	defendant			Director
	regarding the			Student
	complaint.			Development
	F 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			Services
	Note: Defendant is			3.1.000
	given 3 working			Technical Staff
	days to respond on			Student
	the complaint.			Discipline Unit



2. Attend the scheduled hearing at the TSU Student Center, Lucinda Extension Campus, Tarlac City.	2.1 Schedules a hearing/ formal investigation for both parties. Notifies both parties; minutes of the hearing must be filed/recorded.	None	3 working days	Assistant Director Student Development Services Technical Staff Student Discipline Unit
	2.2 If defendant denies the allegations and Student Discipline Unit, however finds probable guilt, the discipline committee will convene. 2.3 Investigation will be conducted by the committee. 2.4 Decision will be rendered.	None	10 working days 5 working days from the last meeting of	Assistant Director Student Development Services Technical Staff Student Discipline Unit President Supreme Student Council Director Office of Student Affairs and Service
			discipline committee	Vice President, Office of the Vice President for Academic Affairs
3. Complainant will wait for the resolution and written notice of the case once the committee's decision was rendered and will report at the office of Student Discipline Unit for a copy of the case's resolution upon being informed by Student Discipline Unit.	3.1 If committee finds no substantial proof against the defendant or if the university lacks jurisdiction, dismissal of the case will be done. But if not, written notice to both parties regarding the resolution of the cased will be served.	None	5 working days upon receipt of the notification	Assistant Director Student Development Services Technical Staff Student Discipline Unit President Supreme Student Council Director Office of Student Affairs and Service Vice President, Office of the



			for Academic Affairs
TOTAL:	None	28 Working Days & 3 Minutes	

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



3. Filing of Complaints and Investigation Against TSU Employee

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

Office or Division:	Student Discipline Unit (SDU)			
Classification:	Complex			
Type of	G2C – Government t			
Transaction:	G2B – Government t			
	G2G – Government t	o Governm	ent	
Who may avail:	All		WHERE TO SE	CLIDE
Accomplished Co	REQUIREMENTS	Student D	WHERE TO SE	
TSU-SDU-SF-01		TSU Webs	iscipline Unit or Delite	ownioad at the
100-000-01-01	(1 Original Copy)		v.tsu.edu.ph/media/	vdangz0v/tsu-sdu-
			plainant-letter.docx	9
2. Accomplished Let	tter of Response		iscipline Unit or D	ownload at the
TSU-SDU-SF-03	15 1	TSU Web		
(1 Duplicate Copy	// Photocopy)		w.tsu.edu.ph/med	
Documented Evid	longo/o		respond-letter.doc	CX
3. Documented Evic (2 Photocopies)	ICHCC/S	i ne client	will provide	
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. File a formal	1. Accept the	None	1 hours &	Assistant
written complaint	complaints and		30 minutes	Director
at the office of	will record the			Student
Student	necessary			Development
Discipline Office	information to			Services
(R202, Tarlac State University	Student			
Student Center,	Discipline Logbook,			Technical Staff
Lucinda	Complainant			Student
Extension	Logbook, Case			Discipline Unit
Campus, Tarlac	Summary			'
City)	Logbook and			
	Student Blotter) *			
Note: Use only				
the forms				
provided by Student				
Discipline Unit.				
Include any				
documented				
evidence if there				
is any*	-			
2. Wait for the	2. Student	None	5 working days	Vice President
notice coming	Discipline Unit			Office of The
from the Student Discipline Unit	will forward the complaint to			Vice President for Academic
regarding the	Office of The			Affairs
progress of the	Vice President			,
case or for the	for Academic			or
schedule of	Affairs if the			
hearing to be	defendant is			Vice President
given by the	faculty or to			Office of The
Grievance Board	Office of The			Vice President



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

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



4. Procedure for Appeal

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

		I: (0.51.1)	·	
Office or Division:	Student Discipline Ur	nit (SDU)		
Classification:	Highly Technical	014		
Type of	G2C – Government t		"	
Transaction:	G2B – Government to		•	
	G2G – Government t	o Governm	ent	
Who may avail:	All		WUEDE TO SE	ALIDE
	REQUIREMENTS	The eliept	WHERE TO SE	CURE
1. Letter of Appeal	00001/	The client	will provide	
(1 Original or Phot	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. The Defendant	Forward the	None	10 Working	Technical Staff
or Complainant	appeal base	140110	Days from	Student
may appeal to	from whom		Notice	Discipline Unit
the decision of	decision will be			
offices of	appealed by the			
committee	defendant or the			
through written	complainant:			
form to be				
submitted at	1.1 Student			Technical Staff
the office of	Discipline Unit's			Student
Student	decision is			Discipline Unit
Discipline	appealable to			
Office (R202,	the Director of			
Tarlac State	Office of			
University	Student Affairs and Service			
Student Center, Lucinda	within 10 days			
Extension	from notice.			
Campus,	moni notice.			
Tarlac City)	1.2 Office of			Technical Staff
rando Oity)	Student Affairs			Office of
	and Service's			Student Affairs
	decision is			and Services
	appealable to			
	the Office of			
	The Vice			
	President for			
	Academic			
	Affairs within 10			
	days from			
	notice.			
	4.20#ina of The			Ot-#
	1.3 Office of The			Staff Office of the
	Vice President for Academic			Vice President
	Affairs decision			for Academic
	is appealable to			Affairs
	the President			/ Mans
	within 10 days			
	from notice.			



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



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

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

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



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



Student Organization Unit Internal Services



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

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

Office or Division:	Student Organization Unit (SOU)				
Classification:	Highly Technical				
Type of Transaction:	G2C - Government to Citizen				
Who may avail:					
	REQUIREMENTS		WHERE TO SEC	CURE	
Student Organiz		The client	will provide		
and Bylaws (1 P					
2. Student Organization (1 Photocopy)	ation's Official Logo				
3. Accomplished A	polication Form for	Download	at the TSU Websi	te	
Student Organization	•		v.tsu.edu.ph/media		
	1 (1 Original Copy)		application-form.do		
	. (· · · · · · · · · · · · · · · · · ·		entorg@tsu.edu.p		
4. Accomplished ar	nd Duly Signed		at the TSU Websi		
Statement of Inv		https://www	w.tsu.edu.ph/media	a/3bbdmd10/tsu-	
Commitment/ Ac	•		statement-of-comp		
	dent Organization and		<u>e-or-involvement.c</u>		
Adviser TSU-SO		Email stud	<u>entorg@tsu.edu.p</u>	<u>h</u>	
(1 Original copy)		D. J. I	at the TOLLMAL C	1.	
5. Accomplished In		Download at the TSU Website			
Student Organiz	ation Officers 3 (1 Original Copy)	https://www.tsu.edu.ph/media/l5lplibn/tsu-sou-			
130-300-31-03	o (1 Oligiliai Copy)	<u>sf-03-information-sheet-of-officers.docx</u> or Email <u>studentorg@tsu.edu.ph</u>			
6. Accomplished D	irectory of Members		at the TSU Websit		
·	2 (1 Original Copy)		v.tsu.edu.ph/media		
	(- 3		sou-sf-12-directory-of-members.docx		
7. Accomplished ar	nd Duly Signed	Download	at the TSU Websi	te	
General Plan of	Action and Budget for	https://www	w.tsu.edu.ph/media	a/gaifaodd/tsu-	
Student Organization		sou-sf-14-gpoa-and-budget-for-student-			
TSU-SOU-SF-14	4 (1 Original copy)	organizatio		DEDOON	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON BESDONSIDI E	
1. Submit all	1.1 Receives the	None	3 minutes	RESPONSIBLE Staff	
pertinent	accomplished	None	5 minutes	Student	
documents to	forms and other			Organizations	
Student	requirements.			Unit	
Organizations	1.2 Reviews the	None	8 working days	Staff	
Unit (2nd Floor	submitted			Student	
Student Center	accomplished			Organizations	
– Lucinda	forms and other			Unit	
Campus).	requirements as				
	to completeness.				
	Note: If incomplete				
	Note: If incomplete requirements,				



	organizations are given one (1) working day to comply.			
	1.3 Prepares the Permit to Operation for New Student Organization, or Certificate of Accreditation for renewal.	None	1 working day	Staff Student Organizations Unit
2. Receive the Permit to Operation (for New) or Certificate of Accreditation (for Renewal).	1.4 Issues the Permit to Operation or Certificate of Accreditation.	None	1 hour	Head Student Organizations Unit
	TOTAL:	None	9 Working Days, 1 Hour & 3 Minutes	



2. Processing of Request for the Conduct of Student Organization Activities

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

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

Office or Division:	Student Organizations Unit (SOU)			
Classification:	Simple – Online and On-campus Activities Complex - Off-campus Activities			
Type of Transaction:	G2C - Government to	Citizen		
Who may avail:		Leaders of the University		
	REQUIREMENTS	WHERE TO SECURE		
A. FOR ONLINE AC	CTIVITY:			
•	equest Form on the rity TSU-SOU-SF-08	Download at the TSU Website https://www.tsu.edu.ph/media/hlwp5q5d/tsu- sou-sf-08-request-letter-on-the-conduct-of- activity.docx or Email studentorg@tsu.edu.ph		
Speaker/s (for w related activities (1 Original Copy	·)	The client will provide		
	FACE ON-CAMPUS A	CTIVITY:		
	equest Form on the rity TSU-SOU-SF-08	Download at the TSU Website https://www.tsu.edu.ph/media/hlwp5q5d/tsu- sou-sf-08-request-letter-on-the-conduct-of- activity.docx or Email studentorg@tsu.edu.ph		
Medical Clearan activity) (1 Origin	ce (for highly physical nal Copy)	The client will provide.		
C. FOR FACE-TO-	FACE ON-CAMPUS A			
1. Accomplished R	uring Mondays and Welling Mondays and Welling and Well	Download at the TSU Website https://www.tsu.edu.ph/media/hlwp5q5d/tsu- sou-sf-08-request-letter-on-the-conduct-of- activity.docx or Email studentorg@tsu.edu.ph		
Speaker/s (for w related activities (1 Original Copy	<u>'</u>)	The client will provide		
3. All participants's (1 Photocopy)	Student ID			
4. All participants'				
Registration (1 F 5. Medical Clearan activity) (1 Origin	ce (for highly physical			
6. Duly Signed Par (1 Original Copy	ental Consent	Student Organizations Unit		



7.			Г		
1		n ID with Three (3)	The client wi	Il provide	
_		tures (1 Photocopy)			
ð.	will Accompany t	aculty/Personnel that			
	(1 Original Copy)				
D.	FOR OFF-CAMP	US ACTIVITY:			
1	Accomplished Pa	equest Letter on the	Download at	the TSU Website	
' '		ity TSU-SOU-SF-08		tsu.edu.ph/media/	
	(1 Original Copy)		-	quest-letter-on-the	
				or Email studento	
2.	Letter of Invitatio	n from Outside	The client wi	II provide	
	Organization / G	roup, if any			
	(1 Photocopy)				
3.	All participants' S	Student ID			
	(1 Photocopy)				
4.	All participants' (
	Registration (1 P				
5.	Medical Clearan	ce (If outside the			
	-	c) (1 Original Copy)			
6.	Signed and Nota		Student Orga	anizations Unit	
	Consent (1 Original				
7.	Photocopy of Pa	rent / Guardian ID	The client wi	Il provide	
	with Three Signa	tures			
	(1 Photocopy Co	ру)			
8.		aculty/Personnel Who			
	will Accompany t				
	(1 Original Copy)				
			FEES TO	DDOOFCOING	
C	CLIENT STEPS	AGENCY ACTIONS		PROCESSING	PERSON
	Cultural all	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
	Submit all	1.1 Receives the			RESPONSIBLE Staff
	Submit all pertinent	1.1 Receives the accomplished	BE PAID	TIME	RESPONSIBLE Staff Student
	Submit all	1.1 Receives the accomplished forms and other	BE PAID	TIME	RESPONSIBLE Staff
	Submit all pertinent documents to	1.1 Receives the accomplished	BE PAID	TIME	RESPONSIBLE Staff Student Organizations
	Submit all pertinent documents to Student Organizations Unit (2nd Floor	1.1 Receives the accomplished forms and other requirements 1.2 Reviews the submitted	BE PAID None	TIME 3 minutes	RESPONSIBLE Staff Student Organizations Unit Staff Student
	Submit all pertinent documents to Student Organizations Unit (2nd Floor Student Center	1.1 Receives the accomplished forms and other requirements 1.2 Reviews the submitted accomplished	BE PAID None	TIME 3 minutes	RESPONSIBLE Staff Student Organizations Unit Staff Student Organization
	Submit all pertinent documents to Student Organizations Unit (2nd Floor Student Center – Lucinda	1.1 Receives the accomplished forms and other requirements 1.2 Reviews the submitted accomplished form and other	BE PAID None	TIME 3 minutes	RESPONSIBLE Staff Student Organizations Unit Staff Student
	Submit all pertinent documents to Student Organizations Unit (2nd Floor Student Center	1.1 Receives the accomplished forms and other requirements 1.2 Reviews the submitted accomplished form and other requirements as	BE PAID None	TIME 3 minutes	RESPONSIBLE Staff Student Organizations Unit Staff Student Organization
	Submit all pertinent documents to Student Organizations Unit (2nd Floor Student Center – Lucinda	1.1 Receives the accomplished forms and other requirements 1.2 Reviews the submitted accomplished form and other requirements as to completeness	BE PAID None	TIME 3 minutes	RESPONSIBLE Staff Student Organizations Unit Staff Student Organization
	Submit all pertinent documents to Student Organizations Unit (2nd Floor Student Center – Lucinda	1.1 Receives the accomplished forms and other requirements 1.2 Reviews the submitted accomplished form and other requirements as	BE PAID None	TIME 3 minutes	RESPONSIBLE Staff Student Organizations Unit Staff Student Organization
	Submit all pertinent documents to Student Organizations Unit (2nd Floor Student Center – Lucinda	1.1 Receives the accomplished forms and other requirements 1.2 Reviews the submitted accomplished form and other requirements as to completeness and activity	BE PAID None	TIME 3 minutes	RESPONSIBLE Staff Student Organizations Unit Staff Student Organization
	Submit all pertinent documents to Student Organizations Unit (2nd Floor Student Center – Lucinda	1.1 Receives the accomplished forms and other requirements 1.2 Reviews the submitted accomplished form and other requirements as to completeness and activity details. Note: If	BE PAID None	TIME 3 minutes	RESPONSIBLE Staff Student Organizations Unit Staff Student Organization
	Submit all pertinent documents to Student Organizations Unit (2nd Floor Student Center – Lucinda	1.1 Receives the accomplished forms and other requirements 1.2 Reviews the submitted accomplished form and other requirements as to completeness and activity details. Note: If incomplete	BE PAID None	TIME 3 minutes	RESPONSIBLE Staff Student Organizations Unit Staff Student Organization
	Submit all pertinent documents to Student Organizations Unit (2nd Floor Student Center – Lucinda	1.1 Receives the accomplished forms and other requirements 1.2 Reviews the submitted accomplished form and other requirements as to completeness and activity details. Note: If incomplete requirements,	BE PAID None	TIME 3 minutes	RESPONSIBLE Staff Student Organizations Unit Staff Student Organization
	Submit all pertinent documents to Student Organizations Unit (2nd Floor Student Center – Lucinda	1.1 Receives the accomplished forms and other requirements 1.2 Reviews the submitted accomplished form and other requirements as to completeness and activity details. Note: If incomplete requirements, student	BE PAID None	TIME 3 minutes	RESPONSIBLE Staff Student Organizations Unit Staff Student Organization
	Submit all pertinent documents to Student Organizations Unit (2nd Floor Student Center – Lucinda	1.1 Receives the accomplished forms and other requirements 1.2 Reviews the submitted accomplished form and other requirements as to completeness and activity details. Note: If incomplete requirements, student organizations will	BE PAID None	TIME 3 minutes	RESPONSIBLE Staff Student Organizations Unit Staff Student Organization
	Submit all pertinent documents to Student Organizations Unit (2nd Floor Student Center – Lucinda	1.1 Receives the accomplished forms and other requirements 1.2 Reviews the submitted accomplished form and other requirements as to completeness and activity details. Note: If incomplete requirements, student	BE PAID None	TIME 3 minutes	RESPONSIBLE Staff Student Organizations Unit Staff Student Organization
	Submit all pertinent documents to Student Organizations Unit (2nd Floor Student Center – Lucinda	1.1 Receives the accomplished forms and other requirements 1.2 Reviews the submitted accomplished form and other requirements as to completeness and activity details. Note: If incomplete requirements, student organizations will be given one (1)	BE PAID None	TIME 3 minutes	RESPONSIBLE Staff Student Organizations Unit Staff Student Organization



1.3 Upon the evaluation of complete requirements, the Head of Student Organizations Unit Signs the request. 1.4 Forwards to the Office of Student Affairs and Services (OSAS)	None	1 hour 3 minutes	Head Student Organization Unit Staff Student Organization Unit
Director for signature. 1.5 Reviews and signs the reviewed	None	1 working day	Director Office of Student Affairs
requirements 1.6 For Off-Campus Activities: Upon approval of the request, forwards to Office of the Vice President for Academic Affairs.	None	1 working day	and Services Staff Student Organization Unit
1.7 For Off-Campus Activities: Reviews and signs the request for final approval. Note: If not approved a written notice shall be forwarded to the student organization including the corrective action to be taken.	None	1 working day	Vice President Office of the Vice President for Academic Affairs
1.8 For Off-Campus Activities: Upon approval of the request, forwards the approved letter to Student Organizations Unit.	None	1 working day	Staff Office of the Vice President for Academic Affairs



2. Acknowledge	2. Return a copy of	None	1 hour	Staff
the receipt of	the letter to the			Student
the scanned	requesting			Organization
copy of the	student			Unit
approved letter	organization			
via email.				
TOTA	AL FOR ONLINE AND		1 Working	
	AMPUS ACTIVITIES:	None	Day, 4 Hours	
014-0			0 0 5 5 1	
			& 6 Minutes	
TOTA	L EOD OFF-CAMPUS		& 6 Minutes 4 Working	
ТОТА	L FOR OFF-CAMPUS ACTIVITIES:	None		



Student Publication Unit Internal Services



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

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

Office or Division: Student Publication Unit – Office of Student Affairs and Services					
Classification:	Simple				
Type of Transaction:	G2C – Government t	G2C – Government to Citizen			
Who may avail:	TSU Students and C	ollege Publ	ications		
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
1. Duly Signed Reso	•	The client	will provide		
in-Chief and Adviser					
(3 Original Copies		0			
2. Accomplished Request Letter on the Student Publication Unit or Download at t			Download at the		
Conduct of Student Activity		TSU Website https://www.tsu.edu.ph/media/bq1htqrp/tsu-			
130-370-37-12	(3 Original Copies)		w.tsu.eau.pn/mea -request-letter-on-		
			ctivity.docx	ine-conduct-or-	
3. Accomplished and	d Duly Signed		ublication Unit or I	Download at the	
	ction (GPOA) and	TSU Web		bowindad at the	
Budget for Studer			w.tsu.edu.ph/med	lia/g3koorkw/tsu-	
	(3 Original Copies)		-general-plan-of-a	-	
for-student-publications.xlsx					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit the	1.1 Receives and	None	5 minutes	Staff-in-Charge	
complete	checks the			Student	
requirements and documents	submitted			Publication Unit	
at the Student	requirements.				
Publication	Note: If				
Unit– 2 nd floor,	submitted				
Student Center,	requirements				
Lucinda	are incomplete,				
Campus.	return and				
	inform the				
	lacking.				
	1.2 Signs the	None	2 working days	Head	
	received and			Student	
	checked			Publication Unit	
	requirements.				
2. Proceed to	2. Notifies the	None.	5 minutes	Staff-in-Charge	
Student	client to receive			Student	
Publication Unit	the signed/			Publication Unit	
to receive the of	approved				
signed/	request through				
approved	MS Teams/				
request.	Messenger.		2 Warlsing		
	TOTAL:	None	2 Working		
TOTAL: None			Days & 10 Minutes		
			i o wiiilutes		



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

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

Office or Division:	sion: Student Publication Unit – Student Affairs Services			
Classification:	Complex			
Type of	G2C – Government t	o Citizen		
Transaction:				
Who may avail:	TSU Students and C	ollege Publ	ications	
	REQUIREMENTS		WHERE TO SE	
-	Report for Activities		I at the TSU Webs	· -
and Published Iss			w.tsu.edu.ph/med	
TSU-SPU-SF-16	(3 Original Copies)		-accomplishment-	
2 Assemblished Lie	wideties Deport		and-published-issu	
2. Accomplished Lic	(3 Original Copies)		I at the TSU Webs	
130-370-37-21	(3 Original Copies)		<u>/w.tsu.edu.ph/med</u> -liquidation-report-	
3 Accomplished Ge	eneral Plan of Action		at the TSU Webs	
(GPOA) and Bud			w.tsu.edu.ph/med	
Publications <i>TSL</i>			-general-plan-of-a	
(3 Original Copie			nt-publications.xlsx	
4. Certificate of Liqu		Office of S	Student Affairs and	Service (In-
(3 Original Copie	s)	Charge for	or the Fund of Stud	lent Publications
		Unit)		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Make a verbal	1. Sets a schedule	None	30 minutes	Staff
request for the	for the reading of general plan			Student Publication Unit
schedule of	of action and			1 ublication offic
reading of General Plan of	budget of the			
Action and	student and			
Budget for	college			
Student	publications.			
Publications and				
submit all				
requirements at				
the Student				
Publication				
Unit– 2 nd floor,				
Student Center,				
Lucinda				
Campus.				
2. Attend the	2. Checks,	None	2 working days	Staff
budget reading.	reviews, and	. 10.10		Student
J v z z z z z z z z z z z z z z z z z z	gives possible			Publication Unit
*Note: The	input to improve			
output from the	proposed			Staff
first step shall	General Plan of			Office of the
be the input for	Action and			Student Affairs
the next step.	Budget for			and Services



	ı			T	1908
		Student			
3. Revise the	3.	Publications. Proposes a	None	2 working days	Staff
General Plar Action and Budget for Student Publications accordingly based on the changes may on the budge	e de	revision to the budget and general plan of action of the client.			Student Publication Unit
hearing. 4. Submit the	4.	Checks and	None	1 working day	Staff
revised General Plan of Action and Budget 1	eral n	signs the revised output.	INUITE	i working day	Student Publication Unit
Student Publications Student Publication L	to				<i>Head</i> Student Publication Unit
					Head Student Development Services
					Director Office of Student Affairs and Service
					Budget Committee
5. Submit a cope of the signed documents to Director's Of of Office of Student Affa and Services Student Publication Uand Records and Archives Unit.	ifice irs s, Jnit,	Compiles the approved General Plan of Action and Budget for Student Publications.	None	30 minutes	Staff Student Publication Unit
		TOTAL:	None	5 Working Days & 1 Hour	



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

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

Office or Division:	Student Publication Unit – Office of Student Affairs and Services				
Classification:	Highly Technical				
Type of	G2C – Government to Citizen				
Transaction:					
Who may avail:	TSU Students				
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE				
Accomplished Rec Publish Issue <i>TSU</i> (3 Original Copies)	-SPU-SF-24	Download at the TSU Website https://www.tsu.edu.ph/media/1gai0qnn/tsu-spu-sf-24-request-letter-to-publish-issue.docs			
 Approved Resoluti Design and Specif Original Copies Approved General (GPOA) and Budg TSU-SPU-SF-08 (Dummy Copy of th 	Plan of Action et 1 Original Copy) e Issue	The client	will provide		
(3 Original Copies)	AGENCY	FEES TO	PROCESSING	PERSON	

CLIENT STEPS	AGENCY	FEES TO BE PAID	PROCESSING	PERSON
Submit Dummy Copy of the Issue to the Student Publication Unit.	ACTIONS 1.1 Receives and evaluates submitted documents.	None	TIME 2 working days	Staff Student Publication Unit
Note: Printing of magazine, newspaper, or folio must be included in	4.0.0h.a.d.a.a.d	Nova		
the Approved Project Procurement Management Plan and Approved General Plan of Action and Budget for the whole academic year.	1.2 Checks and proofreads the dummy issue for final printing.	None		
2. Receive notification if the dummy issue is already proofread and retrieve evaluated dummy issue from Student Publication Unit.	2. Informs client on the status of the dummy issue.	None	30 Minutes	Staff Student Publication Unit



3. Submit Request Letter to Publish the Issue and required attachments for the printing or circulation of the newspaper or magazine or folio to the Student Publication Unit.	3. Receives, checks, and compiles the submitted documents.	None	30 Minutes	Staff Student Publication Unit
4. Submit the soft copy of the final version of the newspaper or magazine, or folio to the selected printing company for printing.	4. Produces hard copies of the newspaper or magazine or folio.	None	3 working days	Printing Company
5. Submit a printed copy of the newspaper / magazine, and folio to the Student Publication Unit before dissemination.	5. Inspects and assesses the printed copies of newspaper or magazine or folio.	None	1 working day	Staff Student Publication Unit
6. Disseminate inspected printed copies within the campus including offices and other strategic areas.	6. Monitors circulation of newspaper or magazine or folio.	None	7 working days	Staff Student Publication Unit
	TOTAL:	None	13 Working Days & 1 Hour	

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



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

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

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

the academic calendar.				
Office or Division:	Student Publication U	Jnit – Office	of Student Affairs	and Services
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	TSU Students and College Publications			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			
Head of the Stude	Letter Addressed to Section the Student Publication Unit al Copy) or (1 Duplicate)		will provide.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the request letter asking to operate for the	1.1 Receives and checks the submitted request letter.	None	1 minute	Staff Student Publication Unit

		ACTIONS	BE PAID	TIME	RESPONSIBLE
1.	Submit the request letter asking to operate for the upcoming academic year. at the Student Publication Unit– 2 nd floor, Student Center, Lucinda Campus.	1.1 Receives and checks the submitted request letter. 1.2 Notifies the client regarding the date and venue of the meeting and interview of every College Publications and	None	1 minute	Staff Student Publication Unit
		Student Publication.			
2.	Attend the meeting and interview.	2. Conducts meeting, interview, and deliberation.	None	3 minutes	Staff Student Publication Unit
3.	Submit all the accomplishment reports.	3.1 Checks and evaluates all the submitted accomplishment reports.	None	10 minutes	Staff Student Publication Unit
		3.2 Grants the certificate to operate and official status that their publication must be active for one academic year after checking the completeness of	None	10 minutes	Staff Student Publication



the accomplishment reports.			
TOTAL:	None	24 Minutes	



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION

List of Internal Services



Accounting Unit Internal Services



1. Processing for Assessment of Fees for Other Payors

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

Accounting Unit (AU)				
Simple				
G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity/ies				
All				
REQUIREMENTS	WHERE TO SECURE			
Fees (Research)	The client will provide			
y)				
ocuments/Others				
Slip/ Information				
y)				
oucher				
oy)				
nsultation fees				
(1 Original Copy)				
	imple 62C – Government to 62G – Government to 62B – Government to			

100 GRO GI 72 (1 Griginal Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction at the Accounting Unit.	1.1 Opens the TSU's System for Assessment: checks if there's already an account. Creates an account if the client is no account (as needed).	None	1 minute	Staff Accounting Unit
	1.2 Assesses particular fee/s.	None	2 minutes	Staff Accounting Unit
2. Receive Assessment Slip.	2. Prints and releases assessment slip.	None	2 minutes	Staff Accounting Unit
	TOTAL:	None	5 Minutes	



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

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

Office or Division:	Accounting Unit (AU)			
Classification:	Complex			
Type of	G2C – Government to	. Citizen		
Transaction:				
Who may avail:	Qualified TSU Studen	its	WHERE TO SE	CUDE
	REQUIREMENTS F TUITION AND OTHE	D EEEG.	WHERE TO SE	CURE
		1	will provide	
1. Official Receipt (1 2. Certificate of Reg		THE CHEFT	wiii provide	
(1 Original Copy)	เรเเสแบท			
3. Accomplished Dro	opping Form			
(1 Original Copy)	11 0			
4. Official Receipt of	Revision Fee			
(1 Original Copy)				
5. Client's Contact D				
	B. FOR REFUND OF OVERPAYMENT AN			
1. Official Receipt (1		The client	will provide	
2. Certificate of Reg				
	(1 Duplicate Copy)			
3. Document / Letter				
4. Client's Contact D	t/s (1 Duplicate Copy) Details/ Number			
).T		
1. Student ID (1 Original ID)	F BREAKAGE DEPOS		will provide	
2. Client's Contact D		THE CHELL	wiii piovide	
2. Client's Contact L	Petalis/ Number			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. For Online	1.1.1 For Online	None	1 working day	Staff
Request:	Request:			Accounting Unit
Send an e-mail at	Receives the email/ request,			
acctg@tsu.edu.	open Student			
ph regarding the	Account in the			
request and	TSU Enrolment			
attach complete	System to check			
requirements.	and verify account			
	balance/ payments			
	if eligible for			
	refund, and prints			
	the complete			
	requirements			
	received from the			
	client.			



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

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

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



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

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

Office or Division:	Accounting Unit (AU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to	Citizen		
Who may avail:	TSU Students			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE
A. FOR ONLINE RE	QUEST			
None		None		
B. FOR WALK-IN:				
Printed Pre-Assess Registration Form Card (1 Original Communication)	or TSU Identification	The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Online Request: Send an E-mail at acctg@tsu.edu.p h with the following details: Name of	1.1.1 For Online Request: Checks e-mail from time to time and receive the request.	None	1 working day	Staff Accounting Unit
Student: Student Number: Course: E-mail Address: State the purpose whether to verify account balance or request for re- assessment / adjustment of fees' schedule of	1.1.2 For Walk-In: Receives submitted requirements and opens Student Account in the TSU Enrolment System.	None	1 minute	Staff Accounting Unit



For Malle In	1 2 1 For Online	None	E minutes	C+off
For Walk-In application: Present the Pre-Assessment / Pre-registration form or ID to the Accounting Office.	1.2.1 For Online Request: Opens Student Account in TSU Enrolment System, checks account balance and reviews for possible reassessment/ adjustment of fees as requested in accordance with the University Policy.	None	5 minutes	Staff Accounting Unit
	1.2.2 For Walk-In: Checks account balance and reviews for possible reassessment/ adjustment of fees in accordance with the University policy.	None	3 minutes	Staff Accounting Unit
2. For Online Request: Check e-mail for response to request / verification.	2.1 For Online Request: Responds to Student's Request verification thru e-mail.	None	5 minutes	Staff Accounting Unit
For Walk-In: Receive response to request.	2.2 For Walk-In: Responds to students' request.	None	1 minute	
7	FOTAL FOR ONLINE:	None	1 Working Day & 10 Minutes	
To	OTAL FOR WALK-IN:		5 Minutes	



Cashiering Unit

Internal Services



1. Process for Claiming of Checks

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

Office or Division:	Cashiering Unit - Disbursement (CU)		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government		
Who may avail:	All		
CHECKLIST O	F REQUIREMENTS WHERE TO SECURE		
1. One (1) Valid ID	O (1 Original Copy) The client will provide		

CHECKLIST OF REQUIREMENTS		WHERE TO SEC	URE
1. One (1) Valid ID (1 Original Copy)	The client v	will provide	
2. For Authorized Representative			
a. Authorization or Special Power of			
Attorney (SPA) - (1 Original Copy)			
b. One (1) Valid ID of Representative			
c. One (1) Valid ID of Payee with			
Three (3) Specimen Signature			
(1 Photocopy)			
			DEDOGNI

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID. If transacting as authorized representative, present the needed requirements.	1. Checks the completeness of requirements. Note: If requirements are lacking, terminate transaction and inform the client of the lacking.	None	5 minutes	Releasing Officer Cashiering Unit
2. Issue an Official Receipt.	Verifies the issued Official Receipt.	None	5 minutes	Releasing Officer Cashiering Unit
3. Sign on the Disbursement Voucher.	3. Requests for client's signature on the Disbursement Voucher.	None	5 minutes	Releasing Officer Cashiering Unit
4. Claim check and tax certificate for suppliers.	4. Releases the check and tax certificate, if any.	None	5 minutes	Releasing Officer Cashiering Unit
	TOTAL:	None	20 Minutes	



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

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

Office or Division:	Cashiering Unit – Disbursement (CU)				
Classification:	Simple	Simple			
Type of Transaction:	G2C - Government to Citizen				
Who may avail:	Existing TSU Students	3			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
1. Valid TSU ID (1 C	Original Copy)	The client	will provide		
2. For Authorized I	Representative				
a. Authorization or Special Power of Attorney (SPA) - (1 Original Copy) b. One (1) Valid ID of Representative (1 Original Copy) 3. One (1) Valid ID of Payee with Three (3) Specimen Signature (1 Photocopy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present valid ID or needed requirements if transacting as authorized	Checks the completeness of requirements.	None	3 minutes	Collecting Staff Cashiering Unit	

	TOTAL:	None	7 Minutes	
3. Receive cash.	3. Releases cash benefits to the student or representative.	None	2 minutes	Collecting Staff Cashiering Unit
2. Sign on the payroll.	2. Requires the student to sign the payroll.	None	2 minutes	Collecting Staff Cashiering Unit
Present valid ID or needed requirements if transacting as authorized representative.	Checks the completeness of requirements.	None	3 minutes	Collecting Staff Cashiering Unit



3. Processing of Cash Payment for Outstanding Balances

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

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



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

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

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

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



Civil Security Unit Internal Services



1. Processing of Action for Complaints

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

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



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



2. Processing of Request for CCTV Footage Review

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

Office or Division:	Civil Security Unit (CSU)			
Classification:	Complex			
Type of Transaction:	G2C - Government	to Citizen		
	G2B – Government	to Business	Entity/ies	
	G2G - Government		_	
Who may avail:	All		<u> </u>	
CHECKLIST OF RI			WHERE TO S	SECUPE
		The elients		SECURE
Request Letter Subjection		The client	will provide.	
	Addressed to Data Privacy Officer			
(1 Original Copy)				
Additional Requiremen				
2. Formal Complaint / C	ourt Order / Police	The client	will provide.	
Order				
CLIENT STEPS	AGENCY	FEES TO	PROCESSIN	PERSON
CLILINI SILFS	ACTIONS	BE PAID	G TIME	RESPONSIBLE
Proceed to Civil	1. Provides the	None	3 minutes	Administrative Aide
Security Unit Office	Request for			Civil Security Unit
to acquire Request	CCTV Footage			Head
for CCTV Footage	Review Form			Chief for Operation
Review Form (TSU-	(TSU-CSU-SF-			Security Guard on
CSU-SF-48).	48).			Duty
	10).			Civil Security Unit
2. Submit the	2.1 Accepts the	None		Administrative Aide
documentary	form and	INOTIC		Civil Security Unit
requirements to Civil	assess the			Head
•	submitted			
Security Unit Office.				Chief for Operation
	request.		C a al dia a	Security Guard on
			5 working	Duty Oir il Consuit a Unit
	0.05		days	Civil Security Unit
	2.2Forwards the	None		Administrative Aide
	document to			Shift in-Charge
	the Civil			Chief for Operation
	Security Unit			Assistant Head
	Head and Data			Civil Security Unit
	Privacy Officer			
	for approval.			
	2.3 Evaluates the	None		Civil Security Unit
	forwarded			Head
	document,			Civil Security Unit
	particularly the			•
	type of request			Data Privacy Officer
	if it is for			Data Privacy Office
	viewing only or			
	requesting a			
	copy of footage			
	and endorse			
	the approved			
	request signed			
	by the			
	University			
	President to			



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



Contract Management Unit Internal Services



1. Processing of Service Request

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

Office or Division:	Contract Management Unit (CMU)				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Type of Transaction:	G2G – Government to Government				
Who may avail:	Employees, Units, Offices, Colleges, and Students who are enrolled in				
Willo Illay avail.	the University				
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE			

	OZO GOVERNINENCIA	Covernment
Who may avail:	Employees, Units, Off the University	ices, Colleges, and Students who are enrolled in
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS 1. Accomplished Service Request (1 original copy) with the following information: • Name of the Requestor • Office/Unit/College • Date Filed • Type of Request • Purpose of the Request • Signature of the Head of the Requestor's Office/Unit/College		Office of Facilities Development and Management
 2. Accomplished Claim Stub (1 original copy) with the following information: Name of the Requestor Office/Unit/College Date Filed 		

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Fill out and submit the Service Request and Claim Stub to the Office of Facilities Development and Management – Contract Management Unit.	1.1 Receive and log the Service Request and Claim Stub in the logbook and determine the control number then forward to the Head of CMU.	None	10 minutes	Staff Contract Management Unit
		1.2 Check and validate whether the request is to be approved or disapproved.	None	30 minutes	Head Contract Management Unit
		If approved: Forward the Service Request to the Personnel-in- Charge/ CMU Staff.			
		If disapproved: State reason of disapproval and return the Service			



			1	
	Request to the client.			
Receive and fill-out the Claim Stub with the following information:	2.1 Issue the Claim Stub with control number and claiming date of request.	None	10 minutes	Staff Contract Management Unit
Name of the RequestorOffice/Unit/ CollegeDate Filed	2.2 Prepare the requested documents needed by the requestor.	None	2 working days	Staff Contract Management Unit
Receive a notification/ message regarding the availability of the requested document.	3. Inform the office concerned / requestor through phone or MS Teams chat to claim their requested document.	None	10 minutes	Staff Contract Management Unit
Return the Claim Stub to the Office of Facilities Development and Management – Contract Management Unit, receive the requested document and fill out the outgoing logbook.	4. Receive and sign the Claim Stub, release the requested document, and advise the client to affix their signature with date and time in the Claim Stub upon receipt of request.	None	30 minutes	Staff Contract Management Unit
	TOTAL:	None	2 Working Days, 1 Hour and 30 Minutes	



Dental Unit

Internal Services



1. Process of Securing a Dental Certificate

This service allows clients to secure a dental certificate.

Office or Division:	Dental Unit (DU)				
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:	G2G – Government to Government				
Who may avail:	Currently Enrolled TS			ees	
	REQUIREMENTS		WHERE TO SE		
1. Accomplished Den		Dental Un			
Form TSU-DHO-Si	F-10 (1 Original Copy)				
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Submit the	1.1 Reviews the	None	8 minutes	Dentist	
Accomplished	request together			Dental Unit	
Dental Certificate	with the dental				
Request Form to	record of the				
the Dental Unit."	requisite.				
	1.2 Lists the				
	procedure/s done in				
	the draft.				
	1.3 Forwards the				
	draft to the Dental				
	Clerk.				
	1.4 Prepares and			Dental Clerk	
	reviews the			Dental Unit	
	document.				
				Dental Assistant	
	4.5. O antition and			Dental Unit	
	1.5 Certifies and			Dentist	
	signs the dental certificate, if there is			Dental Unit	
	no error found.				
	Note: If there's an				
	error found, return				
	to the Dental Clerk				
	for correction. Then, certify and				
	sign.				
2. Register at the	2. Releases the	None	20 minutes	Dentist	
Daily	certificate once	INOHE	20 111111111111111111111111111111111111	Dental Unit	
Accomplishment	certified or signed			Dental Offic	
Log (TSU-DHO-	by the dentist.			Dental Assistant	
SF-14), when told				Dental Unit	
to do so by the				Domai om	
Dental Clerk.					
	TOTAL:	None	28 Minutes		



Employee Welfare Unit

Internal Services



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

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

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



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

This process is for the issuance of the Authority to Travel Abroad for employees on official business or on leave of absence.

Office or Division:	Office of Human Resource Development and Management - Employee Welfare Unit (OHRDM-EWU)				
Classification:	Simple	III (OI INDIVI-EWO)			
Type of Transaction:	•	o Government			
Who may avail:	Any Active TSU Employee				
CHECKLIST OF R					
A. FOR PERSONAL T					
Accomplished Certifi		Office of Human Resource Development			
Request Slip (1 Orig		and Management Office (OHRDM)			
Accomplish an Onlin	e Form thru	,			
http://bit.ly/3q4tT29.					
2. Request Letter to Tra	, ,	The client will provide.			
•	rvisor, Vice President				
	ersity President, with				
the following details: - Travel Dates					
- Destination					
- Purpose of T	ravel				
(2 Original Copies)					
3. Approved Application	n for Leave of				
Absence CS Form 6					
4. Approved Make-Up					
VPA-SF-15, if applic					
5. Approved Clearance					
applicable (1 Photoc					
Accomplished Certifi		Office of Human Resource Development			
Request Slip (1 Orig		and Management Office (OHRDM)			
Accomplish an Onlin		and Management Office (Office)			
http://bit.ly/3q4tT29.					
2. Approved Travel Ord	der Form	The client will provide			
TSU-ASU-SF-23 (1					
3. Approved Request L					
applicable (2 Origina					
4. Letter of Invitation, if	applicable				
(1 Photocopy) 5. Endorsement from the	oe Office of the Vice				
	ch Development and				
Extension, if applical	•				
6. TSU Board of Reger					
(1 Photocopy)					
7. CHED Travel Endors	1 7 7				
C. FOR CHED SCHOL	AR'S TRAVEL				
1. Accomplished Certifi		Office of Human Resource Development			
Request Slip (1 Orig		and Management Office (OHRDM)			
Accomplish an Onlin	e Form thru				
http://bit.ly/3q4tT29.	ottor to Traval	The client will provide			
Approved Request L (2 Original Copies)	cuel lo Havel	The client will provide			
3. Approved Travel Ord	lar				



PERSON

Staff

Employee

and Management

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

(1 Duplicate Copy) **AGENCY** FEES TO PROCESSING **CLIENT STEPS ACTIONS** TIME RESPONSIBLE **BE PAID** 1. Submit the fully 1. Receives the 5 minutes None accomplished Certification / Welfare Unit Certification/ Documents

Documents Request Slip at the Office of Human Resource Development and Management.	Request Slip. Note: If documents are incomplete or improperly filled- out, return to client.			
2. Receive the checklist of the supporting documents needed for the approval of the request.	2. Issues the Checklist for Authority to Travel Abroad Requirements (TSU-EWU-SF- 11).	None	5 minutes	Staff Employee Welfare Unit
3. Submit other attachments required for the purpose of travel that is being requested.	3.1 Receives and checks the submitted supporting documents, have them photocopied for the preparation of the Authority to Travel Abroad (ATA) document.	None	5 minutes	Staff Employee Welfare Unit
	3.2 Prepares and prints 2 copies of the Authority to Travel Abroad (ATA), attaches a set of supporting documents for each ATA copy.	None	10 minutes	Staff Employee Welfare Unit Director Office of Human Resource Development

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



3. Processing of Application for Leave of Absence

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

Office or Division:	Office of Human Bassura	on Dovolonment and Management Employee				
Office of Division:	Office of Human Resource Development and Management - Employee					
Classification:	Welfare Unit (OHRDM-EWU) Simple					
Type of	•	overnment				
Transaction:	G2G – Government to Government					
Who may avail:	All Permanent Temporar	v Contractual and Substitute TSII				
villo iliay avali.	All Permanent, Temporary, Contractual, and Substitute TSU Employees					
CHECKLIST OF	F REQUIREMENTS WHERE TO SECURE					
A. VACATION LEAVE						
Fully Accomplished Application for Leave The client will provide						
Form CS Form 6 (2	···					
B. MANDATORY / FORCED LEAVE						
	The client will provide The client will provide					
Form CS Form 6 (2		The enem will previde				
C. SICK LEAVE						
	Accomplished Application for Leave The client will provide					
Form CS Form 6 (2						
2. Medical Certificate of	• , ,					
(2 Original Copies)						
D. MATERNITY LEAV	Έ					
1. Fully Accomplished	Application for Leave	The client will provide				
Form CS Form 6 (2		·				
2. Proof of Pregnancy such as Ultrasound,						
	on the Expected Date of					
Delivery (2 Photocop	•					
3. Accomplished Notic						
Maternity Leave Cre						
needed (2 Original C						
E. PATERNITY LEAV	E					
1. Fully Accomplished	Application for Leave	The client will provide				
Form CS Form 6 (2	Original Copies)					
2. Proof of Child's Deli	very such as Birth					
Certificate, Medical Certificate and Marriage						
Contract (2 Photocopies)						
F. SPECIA PRIVILEG						
1. Fully Accomplished	• •	The client will provide				
Form CS Form 6 (2						
G. SOLO PARENT LE		I				
1. Fully Accomplished		The client will provide				
Form CS Form 6 (2						
2. Updated Solo Parer	t Identification Card					
(2 Photocopies)						
H. STUDY LEAVE	A 11 (1 6 1	Let us a miles				
1. Fully Accomplished		The client will provide				
Form CS Form 6 (2						
	Intract Between the Agency Head or					
Authorized Representative and the Employee						
Concerned (2 Photocopies)						
1. VAWC LEAVE	Application for Lagre	The client will provide				
1. Fully Accomplished		The client will provide				
Form CS Form 6 (2	Original Copies)					



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



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



2. Posoivo an undato	2.1 For Walk-in	None	10 minutes	Vice President concerned Respective Office University President Office of the University President Staff
Receive an update on the status of the application.	Applications: Informs requesting personnel of the status of their application. Files the form on the personnel's File folder. For Online Applications: Once all signatories are done, the status of each online application is automatically reflected to the requesting	None	10 minutes	Employee Welfare Unit Head Employee Welfare Unit
	personnel's Leave portal. TOTAL:	None	1 Hour & 20 Minutes	



4. Processing of Employment Verification Requests

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

Office or	Office of Human Reso	Office of Human Resource Development and Management - Employee				
Division:	Welfare Unit (OHRDM-EWU)					
Classification:	Simple	Simple				
Type of	G2G – Government to	G2G – Government to Government				
Transaction:	G2B – Government to Business Entity/ies					
Who may avail:	Any Government Agencies and Private Companies					
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE				
1. List of Personnel Information to be		The client will provide				
Verified (1 Origin	al Copy) such as					
a. Name						
b. Position						
c. Date Hired						
d. Monthly Salary						
e. Employment S	Status					
f. Confirmation for	or Pending					
Resignation / Sep	paration, and etc.					
		FFFO TO DECOMPOSE DEPOSE				

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



regarding the inquiry.	States the information as per			
	recorded on the			
	201 File of the			
	personnel or on the Human			
	Resource			
	Integrated			
	System.			
	, , , , , ,			
	For Online:			
	Replies to the			
	email sent by the background			
	investigator /			
	company. States			
	the information as			
	per recorded on			
	the 201 File of the			
	personnel or on			
	the HRIS.			
	Note: If			
	concerned person			
	is not found in the			
	Human Resource			
	Integrated System or 201 File,			
	declare that the			
	person has no			
	employment			
	record at TSU.			
	OR CALL / WALK-IN /	None	40 Minutes	
UNLII	NE TRANSACTIONS:			



5. Processing of Request for Issuance of Certifications

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

G 441					
Office or	Office of Human Resor	•	ment and Manage	ment – Employee	
Division:	Welfare Unit (OHRDM-EWU)				
Classification:	Simple				
Type of	G2G – Government to Government				
Transaction:	G2C – Government to Citizen				
Who may avail:	Active or Inactive TSU	Employee			
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
1. For Walk-In: Acc or Documents Re TSU-HRD-SF-26			man Resource De t or access the for q4tT29	-	
For Online: Acco or Documents Re http://bit.ly/3q4tT2	•				
2. For Inactive Emp Clearance (1 Orig	oloyee – Approved	The client wi	II provide		
3. For Representate Letter (1 Original of the Control of the Contr					
4. Any document as request such as but Application Requirer for Compliance, etc.	not limited to: List of ments, Letter Asking				
CLIENT CTERC	A CENCY A CTIONS	FEES TO	PROCESSING	PERSON	

for Compliance, etc.	(1 Original Copy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Walk-In: Submit the properly accomplished Certification / Documents Request Slip at Office of Human Resource Development and Management.	1. For Walk-In: Receives and verifies the Certification / Documents Request Slip.	None	5 minutes	Staff Employee Welfare Unit
For Online: Email hrdmo@tsu.edu. ph or fill out the online form (http://bit.ly/3q4t T29) to request the employment details of the TSU personnel concerned.	For Online: Checks the Certifications / Documents Request Form online excel file that acts as the database of the online form. Note: If Certification / Documents Request Slip is not			Staff Employee Welfare Unit



2. Answer	properly accomplished, return the slip to client and inform the lacking. 2.1 Asks the	None	2 hours and 20	Staff
additional questions for the confirmation of the request and employment record.	Requester for other verification purposes. 2.2 Checks the 201 File Folder of the requesting personnel. 2.3 Prepares and	None	minutes	Employee Welfare Unit
	prints the			
3. Receive the signed and dry-sealed request certificate.	certification. 3. For Walk-In: Releases the signed and drysealed certification to the requesting personnel. Have them sign on the Certifications Logbook for records purposes, or depending on the request of the personnel.	None	5 minutes	Staff Employee Welfare Unit
	For Online Application: Scans the signed certification and sends to the provided email address; or retrieves at the HR file box at a designated date and time.			
TOTAL FO	R WALK-IN / ONLINE	None	2 Hours & 30	
	TRANSACTION:	140116	Minutes	



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

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

Employee Welfare Unit (OHRDM-EWU) Simple Type of Transaction: G2G – Government to Government Who may avail: Any Separating and Retiring Plantilla and Contractual TSU Employee CHECKLIST OF REQUIREMENTS WHERE TO SECURE A. FOR RETIREMENT UNDER RA 8291 1. Approved Copies of the Letter of Intent to Retire (3 Original Copies) 2. Clearance Form CS-Form 7 (3 Original Copies) 3. Accomplished GSIS Application for Retirement GSIS Form No. 02282014-RET (1 Original Copy) 4. Accomplished GSIS Application for Life Insurance Benefit
Type of Transaction: Who may avail: Any Separating and Retiring Plantilla and Contractual TSU Employee CHECKLIST OF REQUIREMENTS A. FOR RETIREMENT UNDER RA 8291 1. Approved Copies of the Letter of Intent to Retire (3 Original Copies) 2. Clearance Form CS-Form 7 (3 Original Copies) 3. Accomplished GSIS Application for Retirement GSIS Form No. 02282014-RET (1 Original Copy) 4. Accomplished GSIS Application
Who may avail: Any Separating and Retiring Plantilla and Contractual TSU Employee CHECKLIST OF REQUIREMENTS WHERE TO SECURE A. FOR RETIREMENT UNDER RA 8291 1. Approved Copies of the Letter of Intent to Retire (3 Original Copies) 2. Clearance Form CS-Form 7 (3 Original Copies) 3. Accomplished GSIS Application for Retirement GSIS Form No. 02282014-RET (1 Original Copy) 4. Accomplished GSIS Application
CHECKLIST OF REQUIREMENTS A. FOR RETIREMENT UNDER RA 8291 1. Approved Copies of the Letter of Intent to Retire (3 Original Copies) 2. Clearance Form CS-Form 7 (3 Original Copies) 3. Accomplished GSIS Application for Retirement GSIS Form No. 02282014-RET (1 Original Copy) 4. Accomplished GSIS Application
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Retire (3 Original Copies) 2. Clearance Form CS-Form 7 (3 Original Copies) 3. Accomplished GSIS Application for Retirement GSIS Form No. 02282014-RET (1 Original Copy) 4. Accomplished GSIS Application
 Clearance Form CS-Form 7 (3 Original Copies) Accomplished GSIS Application for Retirement GSIS Form No. 02282014- RET (1 Original Copy) Accomplished GSIS Application
(3 Original Copies) 3. Accomplished GSIS Application for Retirement GSIS Form No. 02282014-RET (1 Original Copy) 4. Accomplished GSIS Application
3. Accomplished GSIS Application for Retirement GSIS Form No. 02282014- RET (1 Original Copy) 4. Accomplished GSIS Application
Retirement GSIS Form No. 02282014- RET (1 Original Copy) 4. Accomplished GSIS Application
RET (1 Original Copy) 4. Accomplished GSIS Application
(1 Original Copy) 4. Accomplished GSIS Application
4. Accomplished GSIS Application
for Life Incurance Reposit
GSIS Form No. 03102014-RET
(1 Original Copy)
5. Duly Signed Copy of Tentative
Computation of GSIS Retirement Pay and
Life Insurance Benefit (1 Original Copy)
6. GSIS Policy, if any (1 Original Copy)
B. FOR RETIREMENT UNDER RA 1616
1. Approved Copies of the Letter of Intent The client will provide
to Retire (3 Original Copies)
2. Clearance Form CS-Form 7
(3 Original Copies)
3. Accomplished GSIS Application for
Retirement GSIS Form No. 02282014- RET
(1 Original Copy)
4. Accomplished GSIS Application
for Life Insurance Benefit
GSIS Form No. 03102014-RET
(1 Original Copy)
5. Duly Signed Copy of Tentative
Computation of GSIS Retirement Pay and
Life Insurance Benefit (1 Original Copy)
6. GSIS Policy, if any (1 Original Copy)
7. Duly Signed Insurance Benefit
(1 Original Copy)
8. Duly Signed Medical Certificate
(1 Original Copy)



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



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

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

	ffice or Division:	Office of Human Reso		•	nagement -
CI	assification:	Employee Welfare Uni Simple	נ (טחאטואו-	-EVVO)	
	pe of	G2G – Government to	Governme	nt	
_	ansaction:	OZO GOVORIMORICIO	Covoninio		
W	ho may avail:	Any Active Full-Time a	nd Part-Tin	ne TSU Lecture	er
		REQUIREMENTS		WHERE TO SE	
Α.	FOR NEWLY HIR	ED AND RE-EMPLOY	ED LECTU	RERS	
1.	Medical Certificate University Medical (1 Original Copy)	•	The client v	will provide	
2.	Personal Data She CSC Form 212 Re (2 Original Copies)	vised 2017			
3.	Approved Faculty Assignment for the (1 Photocopy)	•			
	FOR RENEWAL C				
1.		on Slip sent by the ge Dean to the Office e Development and	provide	ed college of th	
	CLIENT STEPS	AGENCY ACTIONS		PROCESSING	PERSON
1				71145	DEADAMAIDLE
	Submit complete requirements to the Office of Human Resource Development and Management.	1.1 Receive the complete requirements of the client. Note: If documents are incomplete or improperly filledout, return to client. 1.2 Checks and	None None	TIME 5 minutes 10 minutes	RESPONSIBLE Staff Employee Welfare Unit
	requirements to the Office of Human Resource Development and Management.	complete requirements of the client. Note: If documents are incomplete or improperly filled- out, return to client.	None	5 minutes	Staff Employee Welfare Unit



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



Facilities Maintenance Unit Internal Services



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

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

Office or Division:	Office of Facilities Development and Management – Facilities					
	,	Maintenance Unit (OFDM – FMU)				
	Minor Repairs – Sim	•				
Classification:	Job Outs – Highly Technical					
Type of	G2C- Government to	o Citizen				
Type of	G2G- Government to	o Business Entity/ies				
Transaction:	o Government [*]					
Who may avail:	TSU Employees, Students, Office Occupants, and Stakeholders.					
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE				
1. Accomplished and	Duly Signed	Facilities Maintenance Unit or download at				
Request for Pre-Re	epair Inspection /	https://www.tsu.edu.ph/media/ackfvepa/sf-01-				
Repair and Other S	Services	02-request-for-pre-repair-rev-02.docx				
TSU-FMU-SF-01 (2 Original Copies)						
2. If there is no avail	lable material/s,	The client will provide				
(For Internal Clien	nts Only)	·				
Request for Fundin	g through Letter					
addressed to the U						
(1 Original Copy)	,					

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



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



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



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

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



Janitorial and Grounds Services Unit Internal Services



1. Processing of Request for Janitorial Services

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

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



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



Medical Unit

Internal Services



1. Process of Issuance of Medical Certificate

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

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

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

0(()	N.A., 11., 11.1.14 (N.A).15			1
Office or	Medical Unit (MU)			
Division:	Circonla			
Classification:	Simple	0:4:		
Type of	G2C – Government to		t	
Transaction:	G2G – Government to			
Who may avail:	Currently Enrolled TS	U Students		
	REQUIREMENTS	The elient.	WHERE TO SEC	JURE
1. Certificate of Reg		The client	wiii provide	
(1 Original Copy)				
2. Covid-19 Vaccina				
(1 Original Copy)		Charta Day	valanment and Ma	nagamant I Init
3. Eligibility Form <i>if</i>		Sports Dev	elopment and Ma	nagement unit
(1 Original Copy) 4. Accomplished an		Medical Ur	si t	
•	S <i>U-MSO-SF-06</i> with	wedical Of	III	
attachment/s - (1				
5. Laboratory Resul		The client	will provide	
-	On-The-Job Training	THE CHELL	wiii biovide	
(1 Original Copy)	on the dob training			
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit all	1.1 Receives and	None	1 minute	Nurse-on-Duty
necessary	verifies the			Medical Unit
documents.	submitted			
	documents.			
	1.2 Prepares the	None	1 minute	Nurse-on-Duty
	Medical Certificate			Medical Unit
	and gathers data.			
	1.3 Assesses and	None	3 minutes	Nurse-on-Duty
	evaluates the			Medical Unit
	findings of the data			
	gathered.			
	1.3.1 If findings are	None	5 minutes	Nurse-on-Duty
	<i>normal</i> , endorses			Medical Unit
	the results of data			
	gathering to the			
	Medical Doctor for			
	signing. 1.3.2 <i>If with</i>	Nass	E mains stars	Numa a con Deste
		None	5 minutes	Nurse-on-Duty
	inconclusive			Medical Unit
	findings, refers to the Medical			
	Doctor. If the MD			
	is not available,			
	schedules a			
	consultation.			



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



Motorpool Unit

Internal Services



1. Processing of Travel Order for Travel Requests

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

Office or Division:	Motorpool Unit (MU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to	Governmer	nt	
Who may avail:	All TSU Faculty and P	ersonnel		
	REQUIREMENTS WHERE TO SECURE			CURE
1. Accomplished ar		Downloada		
Order TSU-ASU-				a/id5dfzr5/tsu-asu-
(1 Original Copy)			l-order.docx	
Accomplished Tr (4 Original Copie	-	From Moto	rpool Unit	
		FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
Submit Approved Travel Order.	1.1 Checks the important details of Travel Order.	None	2 minutes	Clerk/Staff Motorpool Unit
	1.2 Checks the availability of service vehicle and driver based on the date and time of travel.	None	3 minutes	Clerk/Staff Motorpool Unit
2. Receive notification about the assigned driver and university vehicle.	2. Notifies the client and gives confirmation if the request is already schedule. Note: If trip is rescheduled, check if there are available university vehicle and driver and inform the client on the details.	None	2 minutes	Clerk/Staff Motorpool Unit
	TOTAL:	None	7 Minutes	



Obligations and Administrative Services Unit Internal Services



1. Processing of Requests for Reproduction, Bookbinding and Ringbinding of Documents

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

Office or Division:	Obligations and Administrative Support Services Unit (OASSU)			
Classification:	Simple			
Type of	G2G - Government to	o Governm	ent	
Transaction:				
Who may avail:	TSU Offices, Units a	nd Employe		
	REQUIREMENTS		WHERE TO SE	CURE
	TION OF DOCUMEN			
1.Documents for Rep			will provide	
	TION OF DOCUMEN	I MORE II	HAN 500 PCS	
1. Accomplished Red	quest Slip (2 original	Reproduc	tion Section	
copy) C. FOR BOOKBINDING AND RINGBINDING OF 1 TO 19 PCS				
Documents for Bi			will provide	
	ING AND RINGBINDI			3
				•
1. Accomplished Request Slip (2 original copy) Reproduction Section				
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Present the document for reproduction or binding at the Reproduction Section and inform the number of copies needed and services to be availed.	1. Verify the number of copies to be reproduced or number of copies to be bound including the other formats of the output.	None	1 hour	OASSU Staff
2. For Reproduction of Document (1 to 500 pcs): Fill out the Log Book for 1 to 500 pieces of Reproduced Documents.	2.1 For Reproduction of Document (1 to 500 pcs): Reproduces the document based on client's desired quantity, quality and format.	None	3 hours	OASSU Staff
For Reproduction of Document More than 500 pcs: Secure and submit accomplished Request Slip to Reproduction Section.	For Reproduction of Document More than 500 pcs: Receives Request Slip, together with the document to be reproduced, and forwards to Obligations and Administrative Support Services	None	8 hours	OASSU Staff



For Bookbinding and Ringbinding (1 to 19 pcs): Fill out the Log Book for 1 to 19 pieces of Bound Documents.	Unit Head for approval. For Bookbinding and Ringbinding (1 to 19 pcs): Binds the document based on client's desired quantity, quality and format.	None	5 hours	OASSU Staff
For Bookbinding and Ringbinding of more than 20 pcs: Secure and submit accomplished Request Slip to Reproduction Section.	For Bookbinding and Ringbinding of more than 20 pcs: Receives Request Slip, together with the document to be bound, and forwards to Obligations and Administrative Support Services Unit Head for approval.	None	8 hours	OASSU Staff
	2.2 For Reproduction of Document More than 500 pcs: Approves the Request Slip.	None	2 hours	Head OASSU
	For Bookbinding and Ringbinding of more than 20 pcs: Approves the Request Slip.	None	2 hours	Head OASSU
3. Receive the requested output.	3. Logs the number of copies, layout and type of printing in the log sheet and releases the output to the client.	None	1 hour	OASSU Staff
	TOTAL:	None	3 Working Days	



Office of Business Affairs and Auxiliary Services Internal Services



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

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

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



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

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

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



2. Processing of Application for Vehicle Gate Pass

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

Office or Division:	Office of Business Affairs & Auxiliary Services (OBAAS)				
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:	G2G - Government to Government				
Who may avail:	TSU Students and Employees				
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE				
1. Accomplished Ap	plication Form		usiness Affairs & A	Auxiliary Services	
(1 Original Copy)		(OBAAS)			
2. Certificate of Reg	istration of Vehicle	The client will provide			
(1 Photocopy)					
3. Valid Official Rec		The client v	vill provide		
Vehicle (1 Photoc		The allegate			
4. Valid Driver's Lice	ense	The client v	vIII provide		
(1 Photocopy) 5. TSU ID (1 Photoc	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	The client	vill provido		
6. For Officially En		The client v			
Certificate of Reg		THE CHELL V	wiii provide		
(1 Photocopy)	istration				
7. For Vehicles No	t Named After the	The client v	vill provide		
	rization Letter from		p. 6		
	wner of the Vehicle				
(1 Original Copy)					
8. For Vehicles No	t Named After the	The client will provide			
Applicant: Deed	of Sale				
(1 Photocopy)					
(1 Photocopy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	ACTIONS	FEES TO BE PAID None	PROCESSING TIME 15 minutes	PERSON RESPONSIBLE Clerk	
CLIENT STEPS		BE PAID	TIME	RESPONSIBLE	
CLIENT STEPS 1. Present and	ACTIONS 1. Receives,	BE PAID	TIME	RESPONSIBLE Clerk	
CLIENT STEPS 1. Present and submit all requirements to the Office of	ACTIONS 1. Receives, verifies, and	BE PAID	TIME	RESPONSIBLE Clerk Office of	
CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs	ACTIONS 1. Receives, verifies, and ensures validity and completeness of	BE PAID	TIME	Clerk Office of Business Affairs	
CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted	BE PAID	TIME	Clerk Office of Business Affairs & Auxiliary	
CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs	ACTIONS 1. Receives, verifies, and ensures validity and completeness of	BE PAID	TIME	Clerk Office of Business Affairs & Auxiliary	
CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents.	BE PAID	TIME	Clerk Office of Business Affairs & Auxiliary	
CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If	BE PAID	TIME	Clerk Office of Business Affairs & Auxiliary	
CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted	BE PAID	TIME	Clerk Office of Business Affairs & Auxiliary	
CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are	BE PAID	TIME	Clerk Office of Business Affairs & Auxiliary	
CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are incomplete,	BE PAID	TIME	Clerk Office of Business Affairs & Auxiliary	
CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are incomplete, reject the	BE PAID	TIME	Clerk Office of Business Affairs & Auxiliary	
CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are incomplete,	BE PAID	TIME	Clerk Office of Business Affairs & Auxiliary	
CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are incomplete, reject the application and	BE PAID	TIME	Clerk Office of Business Affairs & Auxiliary	
CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are incomplete, reject the application and inform the client	BE PAID	TIME	Clerk Office of Business Affairs & Auxiliary	
CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary	ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s. 2. Issues	BE PAID	TIME	Clerk Office of Business Affairs & Auxiliary Services	
CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary Services. 2. Receives assessment	ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s. 2. Issues assessment form	None	TIME 15 minutes	Clerk Office of Business Affairs & Auxiliary Services Clerk Business Affairs	
CLIENT STEPS 1. Present and submit all requirements to the Office of Business Affairs & Auxiliary Services.	ACTIONS 1. Receives, verifies, and ensures validity and completeness of submitted documents. Note: If submitted documents are incomplete, reject the application and inform the client of the lacking document/s. 2. Issues	None	TIME 15 minutes	Clerk Office of Business Affairs & Auxiliary Services	



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



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

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

Office or Division:	Office of Business Affairs & Auxiliary Services (OBAAS) – Digital				
	Studio				
Classification:	Simple				
Type of	G2C – Government to Citizen				
Transaction:	G2G - Government to Government				
Who may avail:	TSU Students, Faculty and Personnel REQUIREMENTS WHERE TO SECURE				
A. FOR TSU STUDE	REQUIREMENTS		WHERE TO SE	CURE	
1. Certificate of Regis		The client	will provide		
(1 Photocopy)	Stration	The client	will provide		
2. Worn-Out or Dama	aned ID				
(1 Original Copy)	aged 1D				
B. FOR TSU EMPLO	YEES				
1. Charge Slip (1 Ori		Office of E	Business Affairs a	nd Auxiliary	
oa. go op (. o	gs	Services			
	ACENCY	FEES	DDOCESSING	DEDCON	
CLIENT STEPS	AGENCY ACTIONS	TO BE	PROCESSING TIME	PERSON RESPONSIBLE	
		PAID	IIIVIE		
1. For TSU	1. For TSU	None	5 minutes	Clerk	
Students:	Students:			Office of	
Present and	Receives and			Business Affairs	
submit all	verifies submitted			and Auxiliary	
pertinent	requirements and	Services			
requirements,	assesses old				
including old Radio Frequency	Radio Frequency Identification				
Identification	Card.				
Card to the	Card.				
Office of					
Business Affairs					
and Auxiliary					
Services.					
For TSU	For TSU	Php	2 minutes	Clerk	
Employees:	Employees:	160.00		Office of	
Present Charge	Receives and			Business Affairs	
Slip to the Office	verifies charge			and Auxiliary	
of Business	slip.			Services	
Affairs and					
Auxiliary	Note: If				
Services.	submitted				
	documents are				
	incomplete,				
	reject the application and				
	inform the client				
	of the lacking				
	document/s.				
2. For TSU	2. For TSU	None	5 minutes	Clerk	
Students:	Students:			J.S. A.	
		1	1	1	



				1906
Receive Assessment or Billing Slip, then proceed to Cashiering Unit.	Issue Assessment or Billing Slip to the student.			Office of Business Affairs and Auxiliary Services
For TSU Employees: Proceed to Digital Studio for the processing of Radio Frequency Identification Card.	For TSU Employees: Takes photo for Radio Frequency Identification Card and processes new Radio Frequency Identification Card.	None	15 minutes	Clerk Digital Studio - Office of Business Affairs and Auxiliary Services
3. For TSU Students: Pay the required fee to the Cashiering Unit and secure Official Receipt.	3. For TSU Students: Processes the payment and issue Official Receipt.	Php 160.00	10 minutes	Staff Cashiering Unit
For TSU Employees: Receive Radio Frequency Identification Card and fill out the log sheet.	For TSU Employees: Releases Radio Frequency Identification Card.	None	10 minutes	Clerk Digital Studio - Office of Business Affairs and Auxiliary Services
4. For TSU Students: Proceed to the Digital Studio for the processing of Radio Frequency Identification Card.	4. For TSU Student: Takes photo for Radio Frequency Identification Card and processes new Radio Frequency Identification Card.	None	15 minutes	Clerk Digital Studio - Office of Business Affairs and Auxiliary Services
5. For TSU Students: Receive Radio Frequency Identification Card and fill out the log sheet.	5. For TSU Students: Releases Radio Frequency Identification Card.	None	10 minutes	Clerk Digital Studio - Office of Business Affairs and Auxiliary Services
TOTAL FO	OR TSU STUDENTS:	PHP 160.00	45 Minutes	
TOTAL FOR TSU EMPLOYEES:		PHP 160.00	27 Minutes	

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



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

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

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



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



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

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

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



5. Processing of Request to Use the University Facilities

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

various parposes.						
Office or Division		Office of Business Affairs & Auxiliary Services (OBAAS)				
Classification:	Simple	,				
Type of	G2C –	Governmer	nt to Citizen			
Transaction:	G2G -	G2G - Government to Government				
	Studer	Student Organizations Recognized by the University				
M/h a may avail.	Offices	Offices and Units of the University				
Who may avail:	Govern	Government Agencies				
	Non-G	overnment (Organizations			
CHECKLIST O			WHERE TO SECURE			
1. Request Letter			The client will provide			
University Presi	• •			r		
2. Endorsement from the University		Office of th	e University Presi	dent		
President (1 Du		•				
Ì			FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCY	ACTIONS	BE PAID	TIME	RESPONSIBLE	
1. Present either	1.1 Receive	es and	None	2 minutes	Clerk	
of the Request	verifies t				Office of	
letter	documer				Business Affairs	
approved by	presente				& Auxiliary	
the TSU	procento	.			Services	
President or	Note: If s	submitted			Convided	
Endorsement	documei					
from the TSU						
President to incomplete, reject the application and						
the Office of						
Business		e client of				
Affairs and	the lacki	_				
Auxiliary	documei	nt/s.				
Services.	1.2 Checks	the	None	3 minutes	Clerk	
00111000.	availabili	ty of the			Office of	
facility requested		•			Business Affairs	
	and prep				& Auxiliary	
	Applicati				Services	
	and Asse	essment of				
	Fees (if r	ental is				
	applicab	le).				
	Note: If t	acility is				
	not avail	able on				
	the requ	ested				
	date, info	orm the				
	client.					
2. Proceed to the	2. Receive	s and	Refer to	7 minutes	Staff	
Cashiering	processe	es the	Rental		Cashiering Unit	
Unit for	payment		Matrix			
payment.			Below			
Note: For						
clients with						
tarpaulin for						
posting,						
proceed to						
proceed to			<u> </u>		<u> </u>	



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

RATES OF RENTAL OF FACILITIES

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



Office of Human Resource Development and Management

Internal Services



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

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

Office or Division:	Office of Human Reso	source Development and Management (OHRDM)				
Classification:	Complex					
Type of	G2C – Government to	C – Government to Citizen				
Transaction:	G2B – Government to		ity/ies			
	G2G – Government to	Government				
Who may avail:	All					
	REQUIREMENTS		WHERE TO SEC	URE		
Request letter that		The client will	II provide			
following data: (1	• • • • •					
	a to be requested					
b. Purpose						
c. Who to contact						
2. Any document to	• •					
not limited to:	ent/data such as but					
	or Compliance from	The client will provide				
other governme	•	THE CHELL WI	ii provide			
(1 Original Cop						
b. For research p						
•	may prove on-going					
research. (1 O						
,	nt concerning data					
covered by Da	ta Privacy Act of 2012	12				
(1 Original Cop	oy)					
	tity/ies: Approved or	The client wi	Il provide			
_	Signed Authorization letter from the					
former or current	employee.					
(1 Original Copy)						
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter with necessary attachments, if any, to the Office of Human	1.1 Receives the submitted document/s.	None	5 minutes	Messenger Office of Human Resource Development and Management
Resource Development and Management – Main Campus.	1.2 Checks the veracity, purpose, and completeness of the submitted documents and consults with the Director on the said request, if necessary. Note: If incomplete return the submitted requirement/s and inform the lacking.	None	10 minutes	Messenger/Staff and Director Office of Human Resource Development and Management
2. Receives notification on the schedule of the releasing of	2.1 Informs the client about the release date of the requested document.	None	5 minutes	Messenger Office of Human Resource Development



requested				and
documents.				Management
				or
				Staff
				Office of Human
				Resource
				Development
				and
				Management
	2.2 Prepares the	None	4 working days	Staff
	requested			Office of Human
	personnel-			Resource
	related			Development
	documents			and
	and/or reports.			Management
				or
				Concerned
				Unit Head
				Office of Human
				Resource
				Development
				and
				Management
				or
				Director
				Office of Human
				Resource
				Development
				and
				Management
	2.3 If the requested	None	5 minutes	Staff
	document/s			Office of Human
	was completed before released			Resource
				Development and
	date, inform the client thru MS			Management
	Teams for			wanagoment
	releasing.			or
	In case the			Concerned Unit
	requested			Head
	document			Office of Human
	requires more			Resource
	time to			Development
	complete, inform the			and
	client thru MS			Management
	Teams for			
	rescheduled			
	releasing date.			
L	. J.Jaonig dator		L	l .



3. Receive the requested document/s and/or report/s.	3. Releases the requested document/s and/or reports/.	None	5 minutes	Messenger Office of Human Resource Development and Management
	TOTAL:	None	4 Working Days & 30 Minutes	management



Office of Vice President for Administration Internal Services



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

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

1. Endorsement Fo	Office of the Vice President for Administration (OVPA) Simple G2G – Government to Government Office of the University President OF REQUIREMENTS Form (1 Original Copy) If any (1 Photocopy)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
1. Submit the requirements to the Office of the Vice President for	1.1 Receives and reviews the contents of the endorsement.	None	TIME 5 minutes	Staff Office of the Vice President for Administration
Administration.	1.2 Receives the endorsement, if found complete and correct, through the signing logbook of the office where the endorsement originated from and records the endorsement in the incoming and outgoing endorsement logbook.	None	1 minute	Staff Office of the Vice President for Administration
	1.3 Assigns concerned heads / staff to take charge of endorsement and signs the endorsement form.	None	2 working days	Vice President Office of the Vice President for Administration
	1.4 Forwards endorsement to concerned office/s and receiving office signs the incoming and outgoing endorsement logbook.	None	1 hour	Staff Office of the Vice President for Administration



TOTAL:	None	2 Working Days, 1 Hour & 6 Minutes	
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^{*} For strict compliance with the Data Privacy Act, only the CCSS Reports of the requestor's office and its concerned personnel are allowed to be given.



2. Processing of Inter-Office Communication and Transactions

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

Office or Division:	Office of the Vice President for Administration (OVPA)					
Classification:	Simple	Simple				
Type of Transaction:	G2G – Government to G	Sovernment				
Who may avail:	TSU Colleges, Offices a	nd Units				
	OF REQUIREMENTS		WHERE TO SEC	CURE		
A. FOR REQUES	T LETTER					
1. Letter (3 Origin	al Copies)	The client	will provide			
B. FOR PURCHASE REQUEST						
1. Approved Lette	er (1 Original Copy)	The client v	will provide			
2. Approved Proje Management P (1 Photocopy)						
C. FOR WORK O	RDER					
1. Approved Lette	er (1 Original Copy)	The client v	will provide			
2. Approved Proje Management P (1 Photocopy)	lan (PPMP)					
Requisition and (4 Original Cop	•					
D. FOR JOB ORI	DER	.				
* *	er (1 Original Copy)	The client will provide				
E. FOR PAYROL	L / VOUCHER					
1. Approved Lette	er (1 Original Copy)	The client will provide				
2. Approved Proje Management P (1 Photocopy)						
• •	hase Request (PR) and I Issue Slip (RIS) ies)					
F. FOR REQUES	T TO SERVE MEALS					
1. Notice of Meeti	ng (1 Photocopy)		will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit the requirements to the Office of the Vice President for Administration.	1.1 Receives and reviews the contents of the document/s (e.g., Letter, Purchase Request, Work Order, Job Order, Payroll/Voucher, and Request to serve meal.)	None	5 minutes	Staff Office of the Vice President for Administration		



1.	2 Receives the document and signs the logbook if found complete and correct.	None	1 minute	Staff Office of the Vice President for Administration
1.	3 Signs the document.	None	1 working day	Vice President Office of the Vice President for Administration
1.	4 Forwards document to concerned office/s and receiving office sign the logbook.	None	1 hour	Staff Office of the Vice President for Administration
	TOTAL:	None	1 Working Day, 1 Hour & 6 Minutes	

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



Payroll Services Unit Internal Services



1. Processing of Payroll for Overtime/Extended Services

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

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

(2 Original Copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits signed Daily Time Record and all documentary requirements.	1.1 Receives and checks Daily Time Record and attached documentary requirements. Note: Daily Time Records not duly signed shall not be accepted.	None	4 hours	Staff Payroll Services Unit
	1.2 Computes total / allowable number of hours rendered.	None	1 working day	Staff Payroll Services Unit
	1.3 Encodes total / allowable number of hours rendered including deductions, if any.	None	1 working day	Staff Payroll Services Unit
	1.4 Checks figures entered in the payroll / disbursement voucher.	None	5 minutes	Staff Payroll Services Unit
	1.5 Prints payroll / disbursement voucher.	None	3 minutes	Staff Payroll Services Unit
	1.6 Prepares Obligation Request.	None	3 minutes	Staff Payroll Services Unit



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

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



2. Processing of Payroll for Student Assistants' Salary

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

Payroll Services Unit (PSU)			
Simple			
G2G - Government to Government			
All TSU Student Assistants			
REQUIREMENTS	WHERE TO SECURE		
(DTR) igned by the College	The client will provide		
1 7 7			
stration (COR)			
	Simple G2G - Government t All TSU Student Ass REQUIREMENTS (DTR)		

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



TOTAL:	None	2 Working Days & 33 Minutes	
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Note: This service is a multi-stage process. The Payroll Services Unit (PSU) facilitates the preparation of receiving Daily Time Record (DTR) documents and attachments to preparation of payroll proof list for student assistants' salary.



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

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

Office or Division:	Payroll Services Unit (PSU)			
Classification:	Simple			
Type of Transaction:	G2G – Government to	o Government		
Who may avail:	All TSU Lecturers, Part-Timers and Plantilla Personnel with Honorarium Class			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
Daily Time Reco (1 Original Copy Immediate Supe Summary of hou (1 Original Copy	Signed by the rvisor)	The client will provide		
Signed by the Co				
3. Approved Special (1 Photocopy)	al Order			
4. Approved Make any (1 Photocopy	Up Class Request, if y)			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed Daily Time Record, Summary of Hours Rendered, Special Order	1.1 Receives documents. Note: Daily Time Records not duly signed shall not be accepted.	None	1 hour	Receiving/ Releasing Staff Payroll Services Unit
and make up request (if any).	1.2 Checks DTRs and computes total number of hours rendered.	None	8 hours	Staff Payroll Services Unit
	1.3 Prepares payroll including encoding of deductions, if any.	None	15 minutes	Staff Payroll Services Unit
	1.4 Prints payroll / disbursement voucher and Obligation Request.	None	2 minutes	Staff Payroll Services Unit
	1.5 Prepares proof list (not applicable if single payee).	None	1 hour	Proof list in-charge Payroll Services Unit
	1.6 Counter signs payroll / disbursement	None	2 hours	Head Payroll Services Unit



voucher and signs proof list.			
1.7 Logs documents and forwards to the next office concerned.	None	2 minutes	Receiving/ Releasing Staff Payroll Services Unit
TOTAL:	None	1 Working Day, 2 Hours & 19 Minutes	

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



4. Processing of Request for Personnel-Related Documents

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

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



Performance Management Unit Internal Services



1. Processing for Request for Send-Off of Retiree

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

Office or Division:		Office of Human Resource and Development Management- Performance Management Unit (OHRDM – PMU)			
Classification:	Complex	,			
Type of Transactio	n: G2G – Governme	G2G – Government to Government			
Who may avail:	TSU Retirees Wh Personnel	o are Permane	ent Teaching and	Non-Teaching	
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	URE	
Duly Signed and Accomplished Send- Off Request Form TSU-PRM-SF-12 (1 Original Copy)		Managemer https://www prm-sf-12-se form.docx	Office of Human Resource and Development Management or download at https://www.tsu.edu.ph/media/e1pdms3n/tsu-prm-sf-12-send-off-celebration-request-form.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
Submit the requirement to the Performance	1.1 Checks if the submitted form is properly filled out	None	1 minute	Clerk Performance Management Unit	
Management Unit office.	1.2 Forwards the submitted form to the next signatories.	None	1 minute	Clerk Performance Management Unit	
	1.3 Once the request form is approved, prepare the following materials, including but not limited to: Invitations Venue Materials for event styling AVP Cake/wine Food and Catering Services Performances	None	5 working days	Clerk Performance Management Unit	
2. Receive the Invitation	Gives the invited personnel a copy of invitation.	None	1 hour	Clerk Performance Management Unit	
3. Attend the event.	3. Prepares the venue and facilitates the event.	None.	6 hours	Staff-in-charge Performance Management Unit	



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

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

Office or Division:		Office of Human Resource and Development Management - Performance Management Unit (OHRDM – PMU)			
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	TSU Faculty/Teac	hing Person	ne and all Plantill	la	
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	URE	
Accomplished Ce /Document Reque TSU-EWU-SF-02	est Slip (1Original Copy)	Office of Human Resource, Development Management, or can be accessed at http://bit.ly/3q4tT29		sed at	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill out the request form and submit to the Office of Human Resource and	1.1 Checks the submitted form and verifies if no data privacy is violated.	None	1 minute	Clerk Performance Management Unit	
Development Management - Performance Management Unit or thru the link: (http://bit.ly/3q4t T29)	1.2 Prepares the requested document.	None	5 minutes	Clerk Performance Management Unit	
2. Requested Soft Copy: Receive a copy of requested document. Requested Hard Copy: Receive a notification	2. Request for Soft Copy: Sends the requested document via email or Microsoft Teams. Request for Hard Copy: Notify the requestor as	None	5 minutes	Clerk Performance Management Unit	
regarding the availability of the requested document.	soon as the document is ready for pickup.				



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



Planning and Design Unit Internal Services



1. Processing of Service Request for Design Layout

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

Office or Divisio	n:	Office of Facilities Development and Management – Planning and Design Unit (OFDM-PDU)					
Classification/s:		Highly Technical					
Type of Transac	tion:	G2G – Government to Government					
		G2C – Govern					
Who may avail:		Employees, U University	nits, Offices,	Colleges and Exis	sting Students of the		
CHECKLIST OF	REQUI		WHERE	TO SECURE			
1. Properly Accor				Facilities Develop	ment and		
Signed Service			_	nent or download			
TSU-PMU-SF-	33 - (1	Original Copy)		ww.tsu.edu.ph/me			
			FEES TO	3-service-request- PROCESSING	PERSON		
CLIENT STEPS	AGE	NCY ACTION	BE PAID	TIME	RESPONSIBLE		
1. Submit the necessary requirements to the Office of Facilities Development and Management.	logs Req logb dete cont ther the 1.2 R desc purp requ dete requ app disa Note disa retu Req the infol reas disa 1.3 Fo Ser to th Plar Des	eceives and the Service uest in the sook and ermines the crol number of the crol number of the cription and cose of the uest and ermines if the uest is roved or pproved. Early for the Service of the uest Form to client, and of the confort of the crowards the crowa	None	30 minutes 2 minutes	Clerk Office of Facilities Development and Management Director Office of Facilities Development and Management Clerk Office of Facilities Development and Management and Management		
	4 4 15	auga tha	None	10 minutos	Clark		

None

10 minutes

Clerk

1.4 Issues the



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



	and submits to the Unit Head for approval.			
	3.3 Checks the completed preliminary scheme.	None	8 hours	Unit Head Planning and Design Unit
	3.4 Revises the complete drawing as to the suggestions and comments of the Unit Head.	None	2 working days	Project-in-Charge Planning and Design Unit
	3.5 Prints the approved working drawings and endorses to the Clerk.	None	2 hours	Project-in-Charge Planning and Design Unit
4. Return the claim stub to the Office of Facilities Development and Management (OFDM), receive the requested design layout and fill out the outgoing logbook.	4. Receives and signs the claim stub, releases the requested design layout, and asks the client to affix their signature in the claim stub upon receipt of request.	None	30 minutes	Clerk Office of Facilities Development and Management
-	TOTAL:	None	19 Working Days & 2 Minutes	



Pollution Control and Safety Unit Internal Services



1. Processing of Reported Incident for Action

This service allows the offices and colleges of the University to report incidents which may or may not result in harm, injury, damage to property, or loss. This service covers all incidents caused by unsafe conduct, dangerous situations, near misses, accidents, and natural disasters.

Office or Division:	Pollution Control and	d Safety Uni	t (PCSU)		
Classification:	Highly Technical	Highly Technical			
Type of Transaction:	G2G - Government	to Governme	ent		
Who may avail:	TSU Offices and Co	olleges			
	REQUIREMENTS		WHERE TO SEC	CURE	
	ent Accident/ Leport Form (1 Original Copy)	Medical Ur			
2. Accomplished an Incident/ Accident TSU-CSU-SF-28 (1 Original Copy of the Incident	r Photocopy)	Civil Secur	ity Unit		
3. For incident/s w report, None	ithout documented	None			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Submit Accomplished and Duly Signed Employee & Student Accident/ Incident/ Illness Report Form TSU-MSO-SF- 05 or Incident/ Accident Report Form TSU-CSU-SF- 28 to the Pollution Control and Safety Unit.	Receives and reviews submitted requirement/s or endorsement/s.	None	5 minutes	Staff Pollution Control and Safety Unit	
For Incident/s without documented report, Physically report to the Pollution Control and Safety Unit.	For Incident/s without documented report, Acknowledges the report and informs client on the conduct of investigation.				



2. Receive notificathe con an incide accider investig	tion for duct of lent/ it	2.1 Informs client regarding the conduct of incident/ accident investigation.	None	5 minutes	Staff Pollution Control and Safety Unit
		2.2 Conducts investigation report through site visit, interview, and apply root cause analysis.	None	1 working day	Staff Pollution Control and Safety Unit
		2.3 Drafts the incident report using Incident/ Accident Investigation Report (TSU-PCS-SF-03).	None	1 working day	Staff Pollution Control and Safety Unit
		2.4 For control/s can be done by the Pollution Control and Safety Unit, Acts immediately on designated corrective and preventive action/s.	None	1 working day	Staff Pollution Control and Safety Unit
		2.4 For control/s to be done by the other office-in-charge, Endorses and communicates signed Incident/Accident Investigation Report to the office or person-in-charge for the countermeasure based on the report.	None	30 minutes	Staff Pollution Control and Safety Unit
		2.5 For control/s to be done by the other office-in-charge, Receives and takes action on the countermeasure needed to address the	None	5 working days & 30 minutes	Staff Office-in-Charge



incident and the root cause.			
2.6 For control/s to be done by the other office-in- charge, Verifies countermeasure of the incident.	None	30 minutes	Staff Pollution Control and Safety Unit
TOTAL S CAN BE DONE BY TON CONTROL AND SAFETY UNIT:	None	7 Working Days & 10 Minutes	
CONTROL/S TO BE OTHER OFFICE-IN- CHARGE:	None	7 Working Days, 1 Hour & 40 Minutes	

Note: This is a multi-stage process. The Pollution Control and Safety Unit is only responsible for receiving reports, conducting investigations, and acting on or endorsing preventive/corrective actions. One (1) reported incident can have more than one control or countermeasure.



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

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

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



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



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



Procurement Unit

Internal Services



1. Processing of Purchase Request / Job Order

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

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



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



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



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



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



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



Records and Archives Unit Internal Services



1. Process of Archiving Documents and Materials

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

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



2. Process of Receiving and Controlling Records and Documents

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

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



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



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

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

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

Office on Division - Describe and Austriana Huit (DAH)				
Office or Division:		ives Unit (R/	4U)	
Classification:	Complex			
Type of Transaction:	G2G - Governmen	t to Governr	ment	
Who may avail:	All TSU Employee	S		
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
<u>-</u>			nd Archives Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished and duly signed Request for Authority to Dispose of Records or Use of Storage to the Record and Archives Unit.	1.1 Reviews the completeness of the submitted form. 1.2 If for disposal, transfer to the disposal. If for storing, transfer to storage area depending upon the capacity of Records and Archives Unit	None	1 working day	Staff Records and Archives Unit Staff Records and Archives Unit
	designated area.			
2. Receive One (1) copy of the signed Request for Authority to Dispose of Records or Use of Storage Form.	2.1 Dispatches one (1) copy of the signed Records and Archives Unit Form to the requestor and file one (1) copy for Records and Archives Unit.	None	1 working day	Staff Records and Archives Unit
	2.2The storage and disposal in charge shall conduct regular monitoring based on the General Disposition Schedule and Records Disposition Schedule.	None	1 working day Note: The actual monitoring depends on the retention time of the documents.	Staff and Head Records and Archives Unit



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



the Cashiering Office			
TOTAL:	None	6 Working Days	

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



4. Processing of Request in Compliance to Freedom of Information

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

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

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



Supply and Property Management Unit Internal Services



1. Processing of Request for Physical Inventory of Property Accountabilities

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

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



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



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

The service allows the requisition and issuance of supplies, materials, and equipment to

The service allows the requisition and issuance of supplies, materials, and equipment to end user/s.				
Office or Division:	Supply and Property I	Managemen	t Unit (SPMU)	
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Respective End-Users	5		
	REQUIREMENTS		WHERE TO SEC	
Accomplished R Slip (RIS) (3 Original Copie (1 Photocopy for transferred to oth	es) items to be	Downloada https://www	and Property Management Unit padable at the TSU Website: www.tsu.edu.ph/media/hw1j3hyp/redd-issue-slip.docx	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Requisition of Supplies, Materials and PPE: Submits accomplished Requisition Slip to the office of Supply and Property Management Unit.	1.1 Receives Requisition Slip for stock availability inquiry 1.2 Checks availability of stocks	None	5 minutes 3 hours	Receiving Staff Supply and Property Management Unit Supply And Materials Staff Property, Plant and Equipment Staff Supply and Property Management Unit
	1.3 Certifies non- availability of stocks and return to Requisitioning officer the Requisition and Issue Slip for	None	3 hours and 10 minutes	Head Supply and Property Management Unit

None

1 working day

Supply And

Materials Staff

preparation of Purchase Request 2. For Supplies

and Materials,

PPE, and Semi-

2. For Issuance:

Receives

notice for



				1906
	the availability of item/s per fund cluster			Management Unit
3. Present duly accomplished Requisition and Issue Slip (RIS) for supplies,	3.1 Checks, approves, and records the availability of items	None	2 hours	Receiving Clerk Head Supply And Materials Staff
materials, and equipment	itomo			Supply and Property Management Unit
	3.2 For Construction	None	1 working day	Validation of Technical Staff
	Materials: Validates items requested for construction/ fabrication/ repairs by administration as per Pre-Repair Inspection of PMU			Supply and Property Management Unit
	3.3 For Semi- Expendable PPE and for Semi-	None	1 working day and 5 hours	Supply And Materials Staff/ PPE Staff Head
	Expendable Supplies and Materials: Prepares and signs Inventory Custodian Slip			Property, Plant and Equipment Staff Supply and Property Management Unit
	3.4 For PPE: Prepares and	None	2 working days	Head
	signs Property Acknowledgeme nt Receipt (PAR)			Supply and Property Management Unit
Receipt of items	4.1 For Supplies and Materials: Checks, counts and issue items to end-user/s	None	1 working day	Supply And Materials Staff Supply and Property Management Unit
	4.2 For PPE and Semi- Expendable PPE: Checks, counts	None	2 working days	Property, Plant and Equipment Staff Supply and Property
	and issue items to end-user/s			Management Unit



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



3. Processing of Request to Condemn Unserviceable Property Accountabilities

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

Office or Division:	Supply and Property I	Managemen	t Unit (SPMU)	
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	End-users/ Accountable Officers			
	REQUIREMENTS	oniocis	WHERE TO SEC	CURE
Accomplished R (1 Original Copy	equest Slip)	Supply and Property Management Unit/ Downloadable at the TSU Website https://www.tsu.edu.ph/media/yjufpfkr/tsu-sup-sf-06-request-slip.docx		
(1 Original Copy	ned Inspection Report)		intenance Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request to Condemn/ Request Slip with attached fully accomplished Inspection Report to the	1.1 Receives, checks, and approves Request to condemn unserviceable properties	None	10 minutes	Receiving Staff Disposal Staff Head Supply and Property Management Unit
office of Supply and Property Management Unit.	1.2 Prepares and issue pull out slip to the end-user	None	1 working day	Disposal Staff Supply and Property Management Unit
	1.3 Pull out item/s to condemn then transfer the item to the storage room for disposal	None	1 working day	Disposal Staff Supply and Property Management Unit
	1.4 Prepares ITR/PTR to the Supply Officer and label the condemn properties using the number indicated on the ITR/PTR	None	1 working day	Disposal Staff Head Supply and Property Management Unit
	TOTAL:	None	3 Working Days, & 10 Minutes	



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

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

Office or Division:	Supply and Property I	Manageme	nt Unit (SPMU)		
Classification:	Simple				
Type of	G2G – Government to	Governme	ent		
Transaction:					
Who may avail:	End-users/ Accountab	ole Officers			
		REQUIREMENTS WHERE TO SECURE			
Accomplished R	•		nd Property Manag		
(1 Original Copy	')		lable at the TSU W		
			/w.tsu.edu.ph/med	ia/yjutptkr/tsu-	
O Fully Assessmential	and loon antino Dament		-request-slip.docx		
	ned Inspection Report	Facility IVI	aintenance Unit		
(1 Original Copy		FEES			
CLIENT STEPS	AGENCY ACTIONS	TO BE	PROCESSING	PERSON	
OLILINI OTLI O	ACENOT ACTIONS	PAID	TIME	RESPONSIBLE	
1. Submits	1.1 Receives,	None	10 minutes	Receiving Staff	
accomplished	checks and			9	
Request Slip	Approves			Inventory Staff	
with attached	Request to				
Inspection	Return			Head	
Report to the	properties				
office of Supply				Supply and	
and Property				Property	
Management Unit				Management Unit	
Offic	1.2 Prepares and	None	30 minutes	Inventory Staff	
	Issue Pull out	110110		miromory Glam	
	Receipt			Supply and	
				Property	
				Management	
				Unit	
2. Receives pull	2.1 Return or Pull	None	2 working days	Inventory Staff	
out Receipt	out the properties from			Supply and	
	the end-user			Property	
	the one door			Management	
				Unit	
	2.2 Prepares	None	1 hour	Inventory Staff	
	Inventory				
	Transfer Report /			Head	
	Property Transfer Benert			Supply and	
	Transfer Report to the Supply			Property Management	
	Officer and put			Unit	
	label on the			Offic	
	returned items				
	using the				
	number indicated				
	on the Inventory				



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



5. Processing of Request to Transfer Property Accountabilities

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

Office or Division:	Supply and Property I	Managemei	nt Unit (SPMU)	
Classification:	Simple			
Type of Transaction:	G2G – Government to	Governme	ent	
Who may avail:	End-users/ Accountat	ole Officers		
	REQUIREMENTS		WHERE TO SE	CURE
Accomplished R (1 Original Copy)	Download https://ww sup-sf-06-	d Property Manag lable at the TSU W w.tsu.edu.ph/med request-slip.docx	Vebsite
2. Fully Accomplish (1 Original Copy	ned Inspection Report)	Facility Ma	aintenance Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Request to Transfer /Request Slip with attached fully accomplished	1.1 Receives, checks and Approves Request to Transfer of Property Accountabilities	None	10 minutes	Receiving Staff Inventory Staff Head Supply and Property Management Unit
Inspection Report to the office of Supply and Property Management Unit.	1.2 Prepares Inventory Transfer Receipt for Semi- Expendable and Property Transfer Receipt for Property, Plant and Equipment items	None	1 hour	Inventory Staff Head Supply and Property Management Unit
	1.3 Prepares Inventory Custodian Slip for Semi- Expendable and Property Acknowledgeme nt Receipt for PPE items to the new End-user	None	1 hour	Property, Plant and Equipment Staff Head Supply and Property Management Unit
Receives notice to pull out items to be transferred	2. Pull out items to be transferred to new end user (if from one	None	1 working day	Inventory and Property, Plant and Equipment Staff



	campus to another)			Supply and Property Management Unit
3. Receives items for Transfer and Inventory Custodian Slips/ Property Acknowledgem ent Receipts	3. Transfer items and issue Inventory Custodian Slips/ Property Acknowledgeme nt Receipts to new end-user	None	1 working day	Inventory and Property, Plant and Equipment Staff Supply and Property Management Unit
	TOTAL:	None	2 Working Days 2 Hours & 10 Minutes	



Training and Organizational Development Unit Internal Services



1. Process of Application for Sabbatical Leave

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

Office or Division:	Office of Human Reso			
Classification:	Training and Organiza Highly Technical	ational Deve	lopment Unit (UH	RDM-TODU)
Type of	G2C – Government to	Governmen	nt	
Transaction:		Oovernine	i it	
Who may avail:	TSU Faculty with Twe	ntv-five (25)	Years and Above	e Tenure
CHECKLIST OF F		(=0)	WHERE TO SE	
Accomplished Applic Sabbatical Leave TS	cation Form for	or downloa	nd Organizational ad at	Development Unit
(3 Original Copies)			w.tsu.edu.ph/medi	a/fbgfvg3x/tsu- batical-leave.docx
Proposed Program ((1 Original Copy)	of Work	The client	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
Submit the accomplished Application Form with the Proposed Program of Work to	1.1 Receives and verifies completeness of the submitted documents.	None	1 minute	Clerk Office of the University President
Office of the University President.	1.2 Endorses verified documents to Office of Human Resource and Development Management (OHRDM).	None	1 minute	Clerk Office of the University President
	1.3 Receives and endorses the documents to the Administrative Assistant of Training and Organizational Development Unit.	None	1 minute	Messenger Office of Human Resource Development and Management
	1.4 Receives and endorses the documents to the Human Resource and Development Management Office (HRDMO) Director.	None	1 minute	Administrative Assistant II Training and Organizational Development Unit or Director Office of Human Resource Development and Management



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

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



2. Process of Filing Cases and Complaints

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

Office or Division:	Office or Division: Office of Human Resource Development and Management –			
Office of Division.	Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Simple			
Type of	G2C – Government to	Citizen		
Transaction:	G2G – Government to		t	
Who may avail:	Faculty Members, Non-Teaching Personnel, and stakeholders of			
	Tarlac State University	-	•	
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Complaint Letter in	Writing and Made	The client	will provide	
Under Oath That Inc				
Details (1 Original C				
a. Full name of co	mplainant			
b. Address of com	plainant			
c. Full name of co	mplainee			
d. Address of com	plainee			
e. Position and De	esignation of			
complainee				
2. Narrative Report Co	ontaining the Acts or	The client	will provide	
	y Committed by the			
Employee	,			
(1 Original Copy or	1 Duplicate)			
3. Documentary Evide		The client will provide		
the Witness, if any	(1 Certified True Copy)	'		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Submit the	1.1 Receives the	None	3 minutes	Clerk
documents to the	submitted			Office of the
Office of the	documents and			University
University	endorses to the			President
President.	Office of Human			
	Resource			
	Development and			
	Management through Office of			
	the Vice President			
	for Administration.			
			00 1 1	5
	1.2 Initially assesses	None	30 minutes	Director
	and evaluates the			Office of Human
	case.			Resource
				Development
				and
				Management
				or
				Administrative
				Assistant II
The state of the s		i	Ì	
				Training and



				Development Unit
	1.3 Informs parties of the schedule of the interview and mediation.	None	2 minutes	Administrative Assistant II Training and Organizational Development Unit
2. Attend the interview and mediation at the Office of Human Resource Development and Management (OHRDM).	2. Interviews the parties involved and facilitates initial mediation and amicable settlement.	None	1 hour	Director Office of Human Resource Development and Management or Administrative Assistant II Training and Organizational Development Unit
3. Wait for the resolution of the case.	3. Submits case report and recommends to the Office of the University President through the Vice President for Administration.	None	2 working days	Director Office of Human Resource Development and Management Vice President Office of the Vice President for Administration President Office of the University President
	TOTAL:	None	2 Working Days, 1 Hour & 35 Minutes	



3. Processing of Request for Thesis/Dissertation Financial Assistance

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

Office or	Office of Human Resource Development and Management –			
Division:	Training and Organizational Development Unit (OHRDM-TODU)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Permanent TSU Personn Defended Research Prop		g For At Least Tw	o (2) Years with
CHECKLIST O	OF REQUIREMENTS	- Cour	WHERE TO SE	CURE
1. Accomplished R		Training ar		Development Unit
Dissertation Fina	ncial Assistance Form	or downloa	ad at	
TSU-TOD-SF-33	3 (3 Original Copies)	https://www	<u>w.tsu.edu.ph/medi</u>	<u>a/dkjjq0q3/tsu-</u>
			<u>equest-for-financia</u>	•
			issertation-1.docx	
•	ermit to Study Form			Development Unit
TSU-TOD-SF-2	8 (3 Original Copies)	or downloa		
				a/tfsjek3a/tsu-tod-
			nit-to-study.docx	
	mance Commitment and	Training ar	nd Organizational	Development Unit
	y (IPCR) for the Past Two			
(2) years (1 Origi		T		
-	sal Certified by the Dean	I he client	will provide.	
Concerned (1 Or	iginai Copy)	FEEGTO	PROCECCINO	DEDCON
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1.1 Receives and	None	1 minute	Clerk
accomplished	verifies completeness	INOTIC	Tillilate	Office of the
forms and	of the submitted			University
supporting	documents.			President
	1.2 Endorses verified	None	1 minute	Clerk
the Office of the	documents to Office of			Office of the
University	Human Resource			University
President.	Development and			President
	Management			
	(OHRDM).			
	1.3 Receives and	None	1 minute	Messenger
	endorses documents			Office of Human
	to the Administrative			Resource
	Assistant of Training			Development
	and Organizational			and
	Development Unit.			Management
	1.4 Convenes and	None	7 working days	Administrative
	evaluates if the			Assistant II
	thesis/dissertation is			Training and
	relevant with the			Organizational
	development thrust of			Development Unit
	the University, if			Members
	affirmative, shall endorse the			TSU- Faculty
				Scholarship
	application to the Budget Office to			Committee
	Duuget Onice to		1	Committee
				(FSC)/



	determine if there are funds available.			Non-Academic Personnel Scholarship Committee (NAPSC) Clerk Budget Management Unit
	1.5 Endorses the application to the Office of the University President for approval.	None	3 working days	Clerk Office of the University President
	1.6 Endorses to the Administrative Assistant of Training and Organizational Development Unit.	None	1 minute	Messenger Office of Human Resource Development and Management
	1.7 Compiles and endorses all the requirements to the Administrative Services Unit for the processing of voucher.	None	5 minutes	Administrative Assistant II Training and Organizational Development Unit
				Administrative Service Unit
2. Receive the notification regarding the status of the application	2. Notifies the client on the status of his/her application.	None	1 minute	Administrative Assistant II Training and Organizational Development Unit
	TOTAL:	None	10 Working Days & 10 Minutes	

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



4. Processing of Application for Scholarship

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

Office or Division:	Office of Human Reso	ource Development and Management –		
	Training and Organiza	ational Development Unit (OHRDM-TODU)		
Classification:	Highly Technical			
Type of	G2C – Government to	Government		
Transaction:				
Who may avail:	Permanent employees	s who have rendered two (2) years and above to		
	the University.			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
Letter of Intent Add	dressed to the Office	The client will provide.		
of the University P	resident with an			
Endorsement from	the College			
Dean/Director and	Concerned Vice			
President (1 Origin	President (1 Original Copy)			
2. Notice of Acceptance from the University		The client will provide.		
or School where he/she Plans to Enroll				
(1 Original Copy)				
3. Two (2) consecut	ive Very Satisfactory			
Performance Rating for the Previous				
IPCR rating period				
(1 Original copy and 1 Photocopy)				
Certificate of Employment				
(1 Original Copy)				
5. Medical Certificate	(1 Original Copy)			

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



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

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



5. Processing of Request for External Training

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

Office or Division:	Office of Human Resource Development and Management – Training and Organizational Development Unit (OHRDM-TODU)			
	External Training (Face			
Classification:	Highly Technical			
Oldooniodiion.	External Training (Online			jhly Technical
Type of	External Training (Free G2G – Government to			
Transaction:	G2G – Government to	Governmen	L	
	All TSU Plantilla Perso	nnel (Teachi	ing and Non-Tead	 ching)
	REQUIREMENTS	,	WHERE TO SEC	
1. Letter of Invitation, F	Program of Activities	Training Pr	ovider	
and Other Attachme	nts, <i>if any</i>			
(1 Original Copy)				
2. Endorsement Form	/ Letter <i>if any</i>	Office of th	e University Presi	ident
(1 Original Copy)	loct for External	Training on	od Organizational	Dovolopment
3. Accomplished Requestration Training Form TSU-		Unit or dow	nd Organizational	Development
(4 Original Copies)	, OD OI 22		v.tsu.edu.ph/medi	ia/dtbdfuka/tsu-
(. cga. copioo)			equest-for-externa	
4. Accomplished Train	ing Commitment Form		nd Organizational	
TSU-TOD-SF-23 (1	Original Copy)	Unit	•	·
		https://www.tsu.edu.ph/media/44wi0wcn/tsu-		
		tod-sf-23-training-commitment-form.docx		
	and Development Plan	Training and Organizational Development Unit or download at		
TSU-TOD-SF-09 (1	Pnotocopy)			
		https://www.tsu.edu.ph/media/hsgdyud3/tsu-tod-sf-09-learning-and-development-		
		plan.docx	saming-and-devel	ортнетт-
6. For Non-Teaching,	Duly Signed and		nd Organizational	Development
	Career Development	Unit or dow	•	•
Plan for Non-Teachi	ng <i>TSU-TOD-SF-07</i>	https://www.tsu.edu.ph/media/as4npfwn/tsu-		
(1 Photocopy)				evelopment-plan-
		for-non-tea		
	Signed and Approved	Training and Organizational Development Unit or download at		
Individual Career De Non-Teaching TSU-	•	https://www.tsu.edu.ph/media/gzgmu213/tsu-		
(1 Photocopy)	100-31-00	tod-sf-08-individual-career-development-plan-		
(ттогооору)			g-personnel.docx	
CLIENT STERS	ACENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit all	1.1 Receives and	None	5 minutes	Front Desk
requirements to	reviews submitted			Clerk
the Training and	requirements.			Office of Human
Organizational Development Unit.				Resource Development
Development offit.				and
				Management
				or



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



	by the Concerned Vice President			
	1.6.1. Once signed, endorse the document to the Office of the University President.			
	1.7 Receives the signed documents and have them signed by the University President. 1.71. Once approved, forward	None	2 working days	Clerk Office of the University President
	the approved Request for External Training to the Records and Archives Unit			
2. Receives the copy of Approved Request for External Training	2.1 Certify the Approved Request for External Training and issue copy to the Training Assistant and Requesting Office	None	10 minutes	Clerk Records and Archives Unit
3. Confirm attendance through the registration form /link or confirmation form from the training provider and prepare Travel Order. And have it signed by the participants, their Office Heads, their respective VPs, and the President.	3.1 Upon receipt of the approved Request for External Training, notify the client/ requesting office	None	5 minutes	Training Assistant Training and Organizational Development Unit
For Face-to- Face External Training Prepare the Travel Order. Have it signed by the participants, their Office Heads, their		None	2 working days	



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

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



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

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

Office or Division:	Office of Human Resource Development and Management –			
Classification	Training and Organization	nal Develop	ment Unit (OHRE	DM-TODU)
Classification:	Highly Technical G2G - Government to G	overnment		
Type of Transaction:	G2G - Government to G	overnment		
Who may avail:	TSU Employees			
	REQUIREMENTS		WHERE TO SE	
Accomplished Train	•		nd Organizational	Development
TSU-TOD-SF-1 (4)	Original Copies)	Unit		
			v.tsu.edu.ph/medi	
0.4			<u>raining-request-fo</u>	
	and Development Plan	_	nd Organizational	Development
TSU-TOD-SF-09 (1	Pnotocopy)	Unit or dow		is /b = a d : d O /b =
			v.tsu.edu.ph/med	
		plan.docx	earning-and-devel	iopment-
3. Accomplished Reso	nurce Person		nd Organizational	Develonment
	Design TSU-TOD-SF-13	Unit	iu Organizational	Develobilietif
(1 Original Copy)	2001g11 100 100 01 10	O'III		
	ning and Development	Training an	nd Organizational	Development
Instructional Design	•	Unit	.a. organii=amorian	201010
(1 Original Copy)				
	cipants (1 Original Copy)	The client v	will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLILINI SILFS	AGENCI ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit Training	1.1 Receives the	None	2 minutes	Front Desk
	1 14 17 11		2 1111110100	
Request Form	submitted Training		2 111111000	Clerk
Request Form (TRF) and other	Request Form with		2	Clerk Office of Human
Request Form (TRF) and other attachments to	I — — — — — — — — — — — — — — — — — — —		2 111111111100	Clerk Office of Human Resource
Request Form (TRF) and other attachments to the Training and	Request Form with		2 111111111100	Clerk Office of Human Resource Development
Request Form (TRF) and other attachments to the Training and Organizational	Request Form with		2 militates	Clerk Office of Human Resource Development and
Request Form (TRF) and other attachments to the Training and	Request Form with		2 111111111100	Clerk Office of Human Resource Development
Request Form (TRF) and other attachments to the Training and Organizational	Request Form with		2 militates	Clerk Office of Human Resource Development and Management
Request Form (TRF) and other attachments to the Training and Organizational	Request Form with		2 minutos	Clerk Office of Human Resource Development and
Request Form (TRF) and other attachments to the Training and Organizational	Request Form with		2 minutes	Clerk Office of Human Resource Development and Management
Request Form (TRF) and other attachments to the Training and Organizational	Request Form with		2 minutes	Clerk Office of Human Resource Development and Management or
Request Form (TRF) and other attachments to the Training and Organizational	Request Form with		2 minutos	Clerk Office of Human Resource Development and Management or Training
Request Form (TRF) and other attachments to the Training and Organizational	Request Form with		2 minutos	Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational
Request Form (TRF) and other attachments to the Training and Organizational	Request Form with		2 minutos	Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development
Request Form (TRF) and other attachments to the Training and Organizational	Request Form with other attachments.			Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development Unit
Request Form (TRF) and other attachments to the Training and Organizational	Request Form with other attachments. 1.2 Reviews and	None	15 minutes	Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development Unit Head
Request Form (TRF) and other attachments to the Training and Organizational	Request Form with other attachments. 1.2 Reviews and evaluates the			Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development Unit Head Training and
Request Form (TRF) and other attachments to the Training and Organizational	Request Form with other attachments. 1.2 Reviews and evaluates the submitted Training			Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development Unit Head Training and Organizational
Request Form (TRF) and other attachments to the Training and Organizational	Request Form with other attachments. 1.2 Reviews and evaluates the submitted Training Request Form and			Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development Unit Head Training and Organizational Development
Request Form (TRF) and other attachments to the Training and Organizational	1.2 Reviews and evaluates the submitted Training Request Form and supporting			Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development Unit Head Training and Organizational
Request Form (TRF) and other attachments to the Training and Organizational	Request Form with other attachments. 1.2 Reviews and evaluates the submitted Training Request Form and supporting documents.	None	15 minutes	Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development Unit Head Training and Organizational Development Unit Head Training and Organizational Development Unit
Request Form (TRF) and other attachments to the Training and Organizational	1.2 Reviews and evaluates the submitted Training Request Form and supporting documents. 1.3 Adds control			Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development Unit Head Training and Organizational Development Unit Head Training and Organizational Development Unit Training
Request Form (TRF) and other attachments to the Training and Organizational	Request Form with other attachments. 1.2 Reviews and evaluates the submitted Training Request Form and supporting documents.	None	15 minutes	Clerk Office of Human Resource Development and Management or Training Assistant Training and Organizational Development Unit Head Training and Organizational Development Unit Head Training and Organizational Development Unit



			1906
of Human Resource Development and Management (OHRDM) Director.			Training and Organizational Development Unit
			Director Office of Human Resource Development and Management
1.4 Endorses signed documents to the Budget Management Unit.	None	5 minutes	Training Assistant Training and Organizational Development Unit
1.5 Receives the signed documents and have them signed by the Budget Officer.	None	1 working day	Clerk Budget Management Unit
If approved, forward to the Accounting Office. If not, notify the client.			
1.6 Receives the signed documents and have them signed by the Accounting Officer. If approved, forward to the concerned Vice President. If not, notify the client.	None	1 working day	Clerk Accounting Unit
1.7 Receives the signed documents and have them signed by the Vice President. Once signed, endorse the document to the Office of the University President.	None	1 working day	Clerk Respective Vice President
1.8 Receives the signed documents and have them signed by the University President.	None	1 working day	Clerk Office of the University President



			•	
O. Dansing the	1.8.1 Once approved, forward the approved Training Request Form to the Records and Archives Unit	Na	10	Ot at
2. Receive the copy of Approved Request for External Training	2.1 Certifies the Approved Request for External Training and issue a copy to the Training Assistant and Requesting Office	None	10 minutes	Clerk Records and Archives Unit
3. Announce the training details through eDMS.	3.1 Secures a copy of the signed memo.	None	10 minutes	Training Assistant Training and Organizational Development Unit
4. Coordinates training details with the Resource Speakers, and participants and prepares other training logistics (venue, food, equipment, and training materials).	4.1 Prepares necessary training needs before scheduled training or webinar, (Zoom/MS Teams Link, Attendance and Registration Link and Post Training Evaluation)	None	3 working days	Training Assistant Training and Organizational Development Unit
	TOTAL:	None	7 Working Days & 47 Minutes	

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



7. Processing of Request for Scholarship Extension

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

Universities.				
Office or Division:	Office of Human Reso			·
	Training and Organiza	ational Develo	opment Unit (OHR	RDM-TODU)
Classification:	Highly Technical			
Type of	G2C – Government to Government			
Transaction:				
Who may avail:	Employee-Scholars of the University			
CHECKLIST OF	OF REQUIREMENTS WHERE TO SECURE			
1. Letter of Intent Add	dressed to the Office	The client w	/ill provide.	
of the University P	resident with an			
Endorsement from	the College			
Dean/Director and	concerned Vice			
President				
(1 Original Copy a	and 1 Photocopy)			
2. Updated Study Plan	n (1 Original Copy)			
3. Grade Reports (1 C	Original Copy)			
4. Certification from t	the Adviser Indicating			
the Needed Perio	d by the Grantee to			
Finish the Degree,	if any.			
(1 Original Copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
CLILINI STLF3	AGENCI ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit Letter of	1.1 Endorses the	None	1 minute	Clerk
Intent to the Office	letter to the Office			Office of the
of the University	Human Resource			University
President (OUP).	Development and			President

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



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

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



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

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

Office or Divisions	Office of Human Dage	Davida	non and Alaman	
Office or Division:	Office of Human Resou			
Classification:	Training and Organizat	lional Devel	opineni onii (OAF	(טטט ו -ואוט)
	Highly Technical G2G – Government to	C 0.1 (0.110.100.000	4	
Type of	G2G – Government to	Governmen	ıı	
Transaction:	Employee Cabalage of	the Linius	4	
Who may avail:	Employee-Scholars of	the Universi		PUDE
	REQUIREMENTS Original Copies	The client	WHERE TO SEC	JUKE
1. Request Letter (2		The client	wiii provide	
· · · · · · · · · · · · · · · · · · ·	ertifications, <i>if applicable</i> Original copy and 1 Photocopy)			
3. Report of Grades,				
(1 Original copy ar 4. GANNT Chart, if a				
(1 Original copy ar	•			
5. Updated Study Pla				
(1 Original copy ar				
(1 Original copy at	ій і Ріюіосору)	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCY ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit request	1.1 Receives and	None	15 minutes	Administrative
letter together with	checks the request	None	10 minutes	Assistant II
the supporting	and documents			Training and
documents, if any,	submitted.			Organizational
to the Training and				Development
Organizational	Note: If the			Unit
Development Unit.	submitted document			
·	is incomplete,			
	notifies the scholar			
	and informs about			
	the lacking.			
	1.2 Discusses	None	15 minutes	Administrative
	all the conditions to			Assistant II
	the requestor			Training and
	relating to his/her			Organizational
	request.			Development
				Unit
	1.3 Organizes the	None	3 working days	Administrative
	documents and			Assistant II
	coordinates with the			Training and
	Faculty Scholarship			Organizational
	Committee (FSC)			Development
	or Non-Academic			Unit
	Personnel			
	Scholarship			
	Committee			
	(NAPSC) for the			
	schedule of the			
	meeting.	None	7 working dove	Administrativa
	1.4 Through the	None	7 working days	Administrative
	Office of Human			Assistant II
	Resource		1	1



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

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



or

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

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

the degree they too	ok during their availed stud	ay leave.		
Office or Division:	Office of Human Res Training and Organiz			
Classification:	Highly Technical		(01	
Type of Transaction	9 3	to Governme	ent	
Who may avail:	Employee-Scholars			
	F REQUIREMENTS		WHERE TO SEC	CURE
Accomplished Letter of Reinstatement		Training ar	nd Organizational	
Form TSU-TOD-S		Unit or dov	•	
(3 Original Copies	s)	https://www	w.tsu.edu.ph/medi	a/nmniddjt/tsu-
	,		etter-of-reinstatem	
2. Diploma or Certifi Where he/she Gra (1 Original Copy)	cate from the University aduated	The client	will provide.	
	ords (with Special Order ols) (1 Original Copy)			
4. Hard Copy of the (1 Original Copy)	Thesis/Dissertation			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Submit	1.1 Endorses to the	None	1 minute	Clerk
requirements to the Office of the	Office of Human Resource			Office of the
University	Development and			University President
President.	Management			i resident
i rooldont.	1.2 Endorses to the	None	1 minute	Messenger
	Employee			Office of Human
	Relations Staff.			Resource
				Development
				and
				Management
	1.3 Receives the	None	1 minute	Administrative
	documents.			Assistant II
				Training and
				Organizational Development
				Unit
	1.4Through the Office	None	7 working days	Administrative
	of Human	140110	7 Working days	Assistant II
	Resource			Training and
	Development and			Organizational
	Management			Development
	(OHRDM), the			Unit
	Faculty Scholarship			
	Committee (FSC)			Committee
	or Non-Academic			Members
	Personnel			Faculty
1	Cabalarabia	1	I	Scholarship
	Scholarship			•
	Committee (NAPSC) shall			Committee (FSC)/

convene to



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

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



OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR RESEARCH AND EXTENSION SERVICES

List of Internal Services



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



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

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

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



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

Note: This service is a multi-stage process. The timeliness of the service depends on the availability of the person/s and the processing time of the office/s involved. The unit is only



in charge on the receipt of the endorsements up to the organization of the initial consultation.



Center for Engineering and Environmental Research Internal Services



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

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

Office or Division:	Center for Engineering and Environmental Research (CEER)				
Classification:	Highly Technical				
Type of	G2C – Government to Citizen				
Transaction:	G2G - Government to	o Government			
Who may avail:	TSU Masters Students (Type A Client) TSU Doctorate Students (Type B Client) TSU Faculty Researchers (Type C Client) TSU Undergraduate Students (Type D Client)				
	REQUIREMENTS	WHERE TO SECURE			
Accomplished G Operations Requ (1 Original Copy Copy)		Center for Engineering and Environmental Research			
of Payment for 0 Support and Rel (1 Duplicate or 1 *Refer to the table b	of Payment for Test Geospatial Analysis ated Services Photocopy) below for charges	TSU Cashiering Unit			
	ditional Requirement if the Proposal has been Approved:				
Copy and 1 Electron as per the recomme	uest Form (1 Original stronic Copy) endation of the Center for vironmental Research	The client will provide.			
	AGENCY	FEES TO PROCESSING PERSON			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Geospatial Analysis Operations Request Form	1.1 Receives and verifies the completeness of the submitted documents.	None	2 working days	Staff & Unit Heads Center for Engineering and Environmental Research
to the Center for Engineering and Environmental Research office and electronic copies to ceer@tsu.edu. ph	1.2 Assess the capability of the Geomatics laboratory equipment and software to perform the requested geospatial analysis operations and the availability of staff and supervisors.	None	1 working day	Staff & Unit Heads Center for Engineering and Environmental Research



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



and Environmental Research.				
	TOTAL:	Refer to the table below for charges	19 Working Days, 4 Hours & 10 Minutes	

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

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



Center for Natural Products Research Internal Services



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

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

Office or Division	Center for Natural	Products Rese	earch (CNPR)	
Classification:	Highly Technical			
Type of Transaction:	G2B – Governmer G2G – Governmer TSU Faculty Rese TSU Graduate Stu	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government TSU Faculty Researchers (Type A Client) TSU Graduate Students (Type B Client)		
Who may avail:	Client)	TSU Undergraduate Students and Non-TSU Students (Type C Client) Other Interested Institutions/Agencies (Type D Client)		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	
A. For Use of Equ	ipment Request/s -			
Printed Journal Explicitly Indica Conditions-to-b (1 Original Copy	ting the Method and e-Used	The client will	provide	
	B. For All Client Types			
TSU-PCL-SF-3	 Accomplished Request for Analysis TSU-PCL-SF-33 (1 Original Copy) 		tural Products Resting Laboratory	esearch or
Accomplished Form TSU-URO-SF-C Accomplished No signed by a Rep	2. Accomplished Research Capsule Proposal Form signed by the Dean TSU-URO-SF-01 (1 Photocopy) 2. Accomplished Notice to Proceed signed by a Representative from the University Research Office		rersity Research a at su.edu.ph/media/ earch-capsule-pro provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Center for Natural Products Research facility for an initial meeting or via MS Teams, Messenger, Zoom Teleconferencing and other online platforms.	1.1 Attends the initial meetings and informs all necessary requirements for the requested laboratory analysis or services. Then, logs the client's name on the Laboratory Analyses / Service(s) Log (TSU-PCL-SF-	None	1 hour	Staff-in-Charge Center for Natural Products Research



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



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



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be placed in a clean			parameter requested.	
container (preferably glass amber bottle or plastic container, ≥1000mL) and	6.4 Fills out necessary analysis forms with results from the analyses and/or laboratory services.	None	1 working day	Staff(s) Center for Natural Products Research
are securely capped. Enough amount of samples must be provided	6.5 Rechecks and encodes the results in the Results of the Analyses	None	6 hours	Staff(s) Center for Natural Products Research
by client.	6.6 Prints and signs the Results of the Analyses.	None	1 hour	Staff(s) Center for Natural Products Research
7. Receive the printed copy of the Results of the Analyses via	7. Releases the result to the client(s) via email or face-to-face.	None		Staff(s) Center for Natural Products Research
email or face- to-face.	For face- to face: Returns excess samples to the client(s)		1 hour	
	If via email: Discusses the implications of the results and make necessary recommendation s thru face-to-face meeting or thru online or via email.		2 hours	
TOTAL FOR ONLINE REQUEST:		Number of Samples x Fees for	16 Working Days,1 Hour & 40 Minutes	
TOTAL	FOR FACE-TO-FACE REQUEST:	each Service Table of fees attached	16 Working Days & 40 Minutes	

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



Center for Natural Products Research Schedule of Analysis and Service Fees

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

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



Center for Peace, Indigenous People's Resources and Development

Internal Services



1. Processing of Request for Office Consultancy and Assistance

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

Office or Division:	Center for Peace, Indigenous People's Resources and Development (CPIPRD)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished Consultancy /		Center for Peace, Indigenous People's

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Consultancy /	Center for Peace, Indigenous People's
Assistance Request Form	Resources and Development Office or
TSU-IPD-SF-04 (2 Original Copies)	Email at iprd@tsu.edu.ph
*In lieu of the approved request letter	
addressed to the University President	

addressed to the University President		_		-
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement to the Center for Peace, Indigenous People's Resources and Development – Lucinda Campus.	Receives submitted requirement/s.	None	5 minutes	Staff Center for Peace, Indigenous People's Resources and Development
2. Receive the receiving copy of the submitted document.	2.1 Returns the receiving copy of the submitted request and forwards the office's copy to the officer-in-charge.	None	5 minutes	Staff Center for Peace, Indigenous People's Resources and Development
	2.2 Receives, reviews, and evaluates forwarded request.	None	20 minutes	Officer-in- Charge Center for Peace, Indigenous People's Resources and Development
	2.3 Creates a Schedule for a Consultation and/or Assistance Meeting	None	1 working day	Staff Center for Peace, Indigenous People's Resources and Development



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



Food Technology and Research Center Internal Services



1. Processing of Food Technology and Research Center Service Requests

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

Office or Division:	Food Technology and	Food Technology and Research Center (FTRC)			
Classification:	Highly Technical				
Type of	G2C - Government to Citizen				
Transaction:	G2B - Government to				
Who may avail:	G2G - Government to	o Government			
	REQUIREMENTS	WHERE TO SECURE			
1. Accomplished FTF		Food Technology and Research Center or			
Form TSU-FTRC-	•	TSU Website or download at			
` ` `	r 1 Electronic Copy)	https://www.tsu.edu.ph/media/fiqpvthv/tsu-ftr-			
with the following i		sf-01-ftrc-service-request-form-rev-0.docx			
Full Na	me of the Client/				
Reques	stor				
 Nature 	of Client				
 Produc 	ts and Services				
Contact	t Number				
Service	Request/ Purpose /				
Details of Request					
Signature of the Requestor					
2. Approved Request	t Letter or	The client will provide			
	the TSU President,	·			
if any.	,				

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ttrc@tsu.edu.ph and/ or pres_office@tsu.edu.ph . edu.ph .	1.1 Receives and checks Service Request and endorses to the Office of the University President. Note: If form is not properly filled out or documents submitted are incomplete, return and inform the lacking.	None	1 working day	Staff Records and Archives
	1.2 Endorses the Service Request to Food Technology and Research Center. 1.3 Assesses the Service Request Form as to the availability of the service and	None None	1 working day 10 minutes	University President Office of the University President Director Food Technology and Research Center



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



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



2. Processing of Market-Driven Research Service

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

Office or Division:	Food Technology and Research Center - Research and Development Unit (FTRC-RDU)				
Classification:	Highly Technical	INC-NDO)			
Type of Transaction:	G2C - Government to G2B - Government to G2G - Government to	Business Entity/ies			
Who may avail:		n Enterprises (MSMEs), Students, Faculty and			
	REQUIREMENTS	WHERE TO SECURE			
with the following i Full Name Requestor Nature of 0 Products a Contact No Service Re Details of F	SF-01 r 1 Electronic Copy) nformation: of the Client / Client nd Services umber equest/ Purpose /	Food Technology and Research Center or download at https://tsu.edu.ph/media/hcifh0f3/tsu-ftr-sf-01-ftrc-service-request-form-rev-0.docx			
2. Approved Request Endorsement from if any.	t Letter or the TSU President,	The client will provide			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished and signed documents to the Records and Archives Unit or email at ftrc@tsu.edu.ph and/ or pres_office@tsu.edu.ph or submit to the Director's Office of Food	1.1 If Submitted to Records and Archives Unit: Receives the Service Request Form and the Endorsement / Action Form and forwards to the Office of the University President.	None	1 working day	Staff Records and Archives
Technology and Research Center.	If Submitted to the Director's Office: Accepts and checks the completeness of the submitted documents and forward them to	None	1 working day	Director, Department Head, Staff Food Technology and Research Center



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



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



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



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	Research License Agreement	None	E working a days	Research Extension Services, Food Technology and Research Center, Technology Development Transfer and Commercialization Office
	6.3 Releases Special Order to the designated researcher(s) for the service requested. Creates the Capsule Research Proposal Form TSU-URO-SF- 01 according to TSU-FTR-SF- 30.	None	5 working days	Director, Department Head, Staff Food Technology and Research Center
7. Review the research proposal using the External Client Review Form TSU-FTR-SF-31.	7. Forwards the accomplished research proposal and the review form to the client for perusal.	None	1 working day	Department Head, Staff Food Technology and Research Center
8. Participate to the execution of the research and development activities.	8.1 Conducts Research and Development Activities.	None	More than 20 days	Department Head, Staff Food Technology and Research Center
	8.2 Submits Terminal Report.	None	1 working day	Department Head, Staff Food Technology and Research Center
9. Participate in the execution of the Transfer of knowledge and technology through inperson training.	9. Transfer of Knowledge and Technology through in-person training.	None	1 working day	Department Head, Staff Food Technology and Research Center
	IF SUBMITTED TO ID ARCHIVES UNIT:	None	9 Working Days	
TOTAL IF SUBMITTED TO THE DIRECTOR'S OFFICE:		None	34 Working Days, 3 Hours & 45 Minutes	



3. Processing of Shared Facility Services Request

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

Office or Division:	Food Technology and Research Center – Production Services Unit				
Classification	(FTRC-PSU)				
Classification:	Complex	o Citizon			
Type of	G2C - Government to				
Transaction:	G2B - Government to G2G - Government to	<u> </u>			
		n Enterprises (MSMEs), Students, Faculty and			
Who may avail:	Researchers	Therprises (MOMES), Students, I acuity and			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
A. FOR INTERNAL (CLIENTS				
1. For Internal Clien	t: Accomplished	Food Technology and Research Center or			
Shared Facility Se	rvices Request Form	download at			
TSU-FTR-SF-06	•	https://www.tsu.edu.ph/media/jmmhsy4l/tsu-			
(1 Original Copy o	r 1 Electronic Copy)	ftrc-sf-06-shared-facility-services-internal-			
with the following i	nformation.	client-request-form-rev-1.docx			
Full Na	me of the Client/				
Reques	stor				
Production	ts and Services				
 Contact 	t Number				
SFS Se	ervice Request/				
	e / Details of				
Request					
•	ire of the Requestor				
2. For Students:		The client will provide			
Certificate of Regis	stration (COR)	·			
(1 Original Copy o	r 1 Photocopy)				
B. FOR EXTERNAL	CLIENTS				
1. Accomplished Sha	•	Food Technology and Research Center or			
Request Form TSU		download at			
(1 Original Copy or	,	https://www.tsu.edu.ph/media/jmmhsy4l/tsu-			
with the following information.		ftrc-sf-06-shared-facility-services-internal-			
 Full Name of the Client/ 		client-request-form-rev-1.docx			
Reques					
	ts and Services				
	t Number				
	ervice Request/				
•	e / Details of				
Reques	st				
Signatu	ire of the Requestor				
	AGENCY	FEES TO PROCESSIN PERSON			

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

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



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

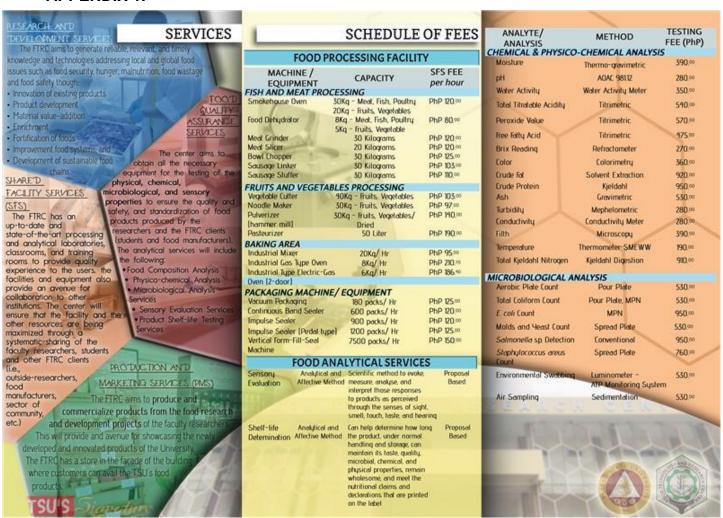


the University and submit the Official Receipt to the Center for Food Technology and Research Center	Receives and verifies the Official Receipt.	hour x total number of hours used x discount (if applicabl e) Discount MSMEs = 15% External Student, Research er, and Faculty = 10% *Please see SFS Brochure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



per	
hour x	
total	
number	
of	
hours	
used x	
discou	
nt (if	
applica	
applica ble)	

APPENDIX 1.





Office of Technology Development, Transfer and Commercialization Internal Services



1. Processing of Requests for Copyright Deposit Assistance

This service allows clients to avail copyright assistance of the Office of Technology Development, Transfer, and Commercialization.

Office or Division:	Office of Technology Development, Transfer, and Commercialization – Intellectual Property Development and Protection Department (OTDTC-IPDPD)				
Classification:	Highly Technical				
Type of Transaction:	G2C - Government to G2B – Government to G2G - Government to	Business Er	•		
Who may avail:	All				
CHECKLIST OF F	REQUIREMENTS		WHERE TO SE	CURE	
Letter of Intent addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name		The client w			
b. Purpose					
Service Request For (1 Original Copy)	2. For External Clients, Accomplished Service Request Form TSU-TTO-SF-01 (1 Original Copy)		chnology Develop lization or downloa rl.com/OTDTCSer		
and Duly Signed W of Technology Own	3. For Internal Clients, Accomplished and Duly Signed Waiver and Transfer of Technology Ownership TSU-TTO-SF-09 (5 Original Copies)		Office of Technology Development, Transfer, and Commercialization or download at http://tinyurl.com/WaiverandTransfer		
4. Accomplished and Inventor's/Author's TSU-TTO-SF-24 (1 Original Copy/Ele	Profile Form	Commercia	chnology Develop lization or downloa .com/Inventor-Aut		
5. Valid ID with 3 Spe (3 Photocopies)		The client will provide			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit Letter of Intent and Accomplished Service Request Form (TSU-TTO-SF-01) to the Records and Archives Unit – Main Campus.	1.1 Receives from the Office of the Vice President for Research, Development, and Extension (OVPRDE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Technology Development, Transfer, and Commercialization	
	1.2 Reviews and evaluates the request.	None	10 minutes	Head/Staff Intellectual Property Development and Protection Department	



2.	Submit accomplished and duly signed Waiver and Transfer of Technology	2.1 Receives and facilitates notarization of the forms submitted requirements.	None	1 working day	Staff Intellectual Property Development and Protection Department
	Ownership (TSU-TTO-SF-09) and/or Inventor's/Author's Profile Form (TSU-TTO-SF-24) to the Office of Office of Technology Development, Transfer, and Commercialization or via email at tdtc@tsu.edu.ph.	2.2 Files copyright deposit and submits documentary requirements online via copyright registration@ipophil.go v.ph	None	20 minutes	Head/Staff Intellectual Property Development and Protection Department
3.	Pay the corresponding fees on the payment link provided by the Office of Technology Development,	3.1 Receives and sends the Intellectual Property Office of the Philippines (IPOPHL) payment link to the client.	PHP 560.00	1 working day	Head/Staff Intellectual Property Development and Protection Department
	Transfer and Commercializatio n	3.2 Processes and reviews application.	None	1 month	Intellectual Property Office of the Philippines
		3.3 Receives an email and submits it to the Intellectual Property Office of the Philippines (IPOPHL), which requires the submission of the hardcopy requirements.	PHP 300.00	5 working days	Head/Staff Intellectual Property Development and Protection Department
		3.4 Sends the certificate of deposit.	None	1 working day	Intellectual Property Office of the Philippines
4.	Receives the Copyright Deposit Certificate.	4. Receives a copy of the Copyright Deposit Certificate, sends it to the client via email or personal delivery, and files records generated	None	15 minutes	Head/Staff Intellectual Property Development and Protection Department



relative to the request.			
TOTAL:	PHP 860.00	1 Month, 8 Working Days, & 50 Minutes	

^{*}Copyright deposit assistance is covered under RA 8293.

Note: This is a multi-stage process. The Intellectual Property Office of the Philippines (IPOPHL) is the agency that facilitates the processing of the applications. The Office of Technology Development, Transfer, and Commercialization (OTDTC) is the arm of the university that facilitates the collection and submission of copyright deposit to Intellectual Property Office of the Philippines (IPOPHL).



2. Processing of Request to Use University Marks Assistance

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

Office or Division:	Office of Technology Development, Transfer, and Commercialization (OTDTC)				
Classification:	Complex				
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government				
Who may avail:	All				
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
Letter of Intent addressed to the University President with the following information: (1 Original Copy) a. Name/Organization Name b. Purpose		The client will provide			
Accomplished Request to Use University Trademarks Form TSU-TTO-SF-20 (1 Original Copy)		Office of Technology Development, Transfer, and Commercialization or download at https://tinyurl.com/RequestToUseMarks			
 3. Letter of Intent Addressed to the University President (1 Original Copy) 4. Mock-Up for Each Design (1 Original Copy) 		The client will provide			
(1 Original Copy) 5. Valid ID with Three signatures (1 Phot	` ' .				

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



					1900
	of the Licensing Agreement via message/ call.	on the schedule of negotiation and signing of the Licensing Agreement via message/ call.			
	For Disapproved Requests: Receive notification on the schedule of a meeting and modify the proposal via message/call.	If disapproved, Notifies the client on the schedule of meeting via message/ call.			
3.	For Approved Requests: Attend negotiation and sign the Licensing Agreement.	3.1 For Approved Requests: Negotiates and completes the licensing agreements.	Depends on the Negotiated Licensing Agreement	2 working days	Director, Department Heads, & Staff Office of Technology Development, Transfer, and Commercialization
	For Disapproved Requests: Attend meeting to modify the proposal and sign the	For Disapproved Requests: Discusses the metrics of disapproval and modifies the proposal.			
	Licensing Agreement.	3.2 Prepares and have the Memorandum of Agreement signed by all parties involved.	None	2 working days	Director, Department Heads, & Staff Office of Technology Development, Transfer, and Commercialization
4.	Receives assistance.	4. Facilitates the use of university marks and notarization of the licensing agreement.	None	1 working day	Director, Department Heads, & Staff Office of Technology Development, Transfer, and Commercialization
5.	Receive approval slip.	5. Provides approval slip and	None	5 minutes	Director, Department



relative to the request.			Office of Technology Development, Transfer, and Commercialization
TOTAL:	Depends on the Negotiated Licensing Agreement	5 Working Days & 25 Minutes	

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

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



3. Process for Technology Transfer and Commercialization Assistance

This service allows clients to avail technology transfer and commercialization assistance of the Office of Technology Development, Transfer, and Commercialization.

		y Development, Transfer, and Commercialization –			
Office or Division:		er and Commercialization Department			
	(OTDTC-TTCD)	nofor: Comple			
Classification:	For Technology Tra For Commercializat	•			
	G2C - Government		CHILICAL		
Type of	G2B – Government		-ntity/ies		
Transaction:	G2G - Government		•		
Who may avail:	All	to Covernino			
CHECKLIST OF F			WHERE TO SE	CURE	
Letter of Intent ac		The client wi			
University Preside	ent with the		'		
following informat	tion:				
(1 Original Copy)				
a. Name/Organiz	zation Name				
b. Purpose					
2. Accomplished Se				ment, Transfer, and	
Form TSU-TTO-S	SF-01		zation or downloa		
(1 Original Copy)	(0) 0 :		<u>l.com/OTDTCSer</u>	<u>viceRequest</u>	
3. Valid ID with Three		The client will provide			
Signatures (1 Pho					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTIONS	BE PAID	TIME	RESPONSIBLE	
4 Cubesit all	1 1 Descives and				
1. Submit all	1.1 Receives 2 nd	None	5 minutes	Director/	
necessary	endorsement			Director/ Department Head	
necessary requirements	endorsement from the Office			Director/ Department Head Office of	
necessary requirements addressed to	endorsement from the Office of the Vice			Director/ Department Head Office of Technology	
necessary requirements addressed to the University	endorsement from the Office			Director/ Department Head Office of Technology Development,	
necessary requirements addressed to	endorsement from the Office of the Vice President for			Director/ Department Head Office of Technology	
necessary requirements addressed to the University President, to	endorsement from the Office of the Vice President for Research			Director/ Department Head Office of Technology Development, Transfer, and	
necessary requirements addressed to the University President, to the Records	endorsement from the Office of the Vice President for Research Development			Director/ Department Head Office of Technology Development, Transfer, and	
necessary requirements addressed to the University President, to the Records and Archives	endorsement from the Office of the Vice President for Research Development and Extension			Director/ Department Head Office of Technology Development, Transfer, and	
necessary requirements addressed to the University President, to the Records and Archives Unit – Main	endorsement from the Office of the Vice President for Research Development and Extension (OVPRDE) and forwards to the unit			Director/ Department Head Office of Technology Development, Transfer, and	
necessary requirements addressed to the University President, to the Records and Archives Unit – Main	endorsement from the Office of the Vice President for Research Development and Extension (OVPRDE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Technology Development, Transfer, and Commercialization	
necessary requirements addressed to the University President, to the Records and Archives Unit – Main	endorsement from the Office of the Vice President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and			Director/ Department Head Office of Technology Development, Transfer, and Commercialization Head or Staff	
necessary requirements addressed to the University President, to the Records and Archives Unit – Main	endorsement from the Office of the Vice President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and evaluates the	None	5 minutes	Director/ Department Head Office of Technology Development, Transfer, and Commercialization Head or Staff Technology	
necessary requirements addressed to the University President, to the Records and Archives Unit – Main	endorsement from the Office of the Vice President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and	None	5 minutes	Director/ Department Head Office of Technology Development, Transfer, and Commercialization Head or Staff Technology Transfer and	
necessary requirements addressed to the University President, to the Records and Archives Unit – Main	endorsement from the Office of the Vice President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and evaluates the	None	5 minutes	Director/ Department Head Office of Technology Development, Transfer, and Commercialization Head or Staff Technology Transfer and Commercialization	
necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	endorsement from the Office of the Vice President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and evaluates the request.	None	5 minutes 10 minutes	Director/ Department Head Office of Technology Development, Transfer, and Commercialization Head or Staff Technology Transfer and Commercialization Department	
necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	endorsement from the Office of the Vice President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and evaluates the request.	None	5 minutes	Director/ Department Head Office of Technology Development, Transfer, and Commercialization Head or Staff Technology Transfer and Commercialization Department Staff	
necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	endorsement from the Office of the Vice President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and evaluates the request.	None	5 minutes 10 minutes	Director/ Department Head Office of Technology Development, Transfer, and Commercialization Head or Staff Technology Transfer and Commercialization Department Staff Technology	
necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus. 2. Receive notification on the schedule of	endorsement from the Office of the Vice President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and evaluates the request. 2. Notifies the client on the schedule of	None	5 minutes 10 minutes	Director/ Department Head Office of Technology Development, Transfer, and Commercialization Head or Staff Technology Transfer and Commercialization Department Staff	
necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus.	endorsement from the Office of the Vice President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and evaluates the request.	None	5 minutes 10 minutes	Director/ Department Head Office of Technology Development, Transfer, and Commercialization Head or Staff Technology Transfer and Commercialization Department Staff Technology Transfer and Commercialization Operatment Staff Commercialization	
necessary requirements addressed to the University President, to the Records and Archives Unit – Main Campus. 2. Receive notification on the schedule of negotiation of	endorsement from the Office of the Vice President for Research Development and Extension (OVPRDE) and forwards to the unit concerned. 1.2 Reviews and evaluates the request. 2. Notifies the client on the schedule of negotiation of	None	5 minutes 10 minutes	Director/ Department Head Office of Technology Development, Transfer, and Commercialization Head or Staff Technology Transfer and Commercialization Department Staff Technology Transfer and	



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



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

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

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



4. Processing of Requests for Trademark Application Assistance

This service allows clients to request and avail of trademark application assistance from the Office of Technology Development, Transfer, and Commercialization.

the Office of Techn	lology Development, Trar	nster, and (Commercialization	1.		
Office or Division:	Office of Technology Development, Transfer, and Commercialization – Intellectual Property Development and Protection Department (OTDTC-IPDPD)					
Classification:	Highly Technical	Highly Technical				
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity/ies G2G - Government to Government					
Who may avail:	All					
CHECKLIST OF	REQUIREMENTS		WHERE TO S	SECURE		
1. Accomplished Serv TSU-TTO-SF-01 (1		and Com	Technology Devel mercialization or o yurl.com/OTDTCS			
 Letter of Intent addid President with the form (1 Original Copy) a. Name/Organizate b. Purpose Mark to be Register (1 Electronic Copy) Valid ID with Three signatures (1 Photo 		t will provide				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit Letter of Intent and Accomplished Service Request Form (TSU-TTO-SF-01) to the Records and Archives Unit – Main Campus.	1.1 Receives 2 nd endorsement from the Office of the Vice President for Research, Development, and Extension (OVPRDE) and forwards to the unit concerned.	None	5 minutes	Director/ Department Head Office of Technology Development, Transfer, and Commercialization Head/Staff		
	1.2 Reviews and evaluates the	None	10 minutes	Intellectual Property		

	Form (TSU-TTO- SF-01) to the Records and Archives Unit – Main Campus.	Research, Development, and Extension (OVPRDE) and forwards to the unit concerned.			Development, Transfer, and Commercialization
		1.2 Reviews and evaluates the request.	None	10 minutes	Head/Staff Intellectual Property Development and Protection Department
2.	Receive notification on the schedule of the negotiation of Memorandum of Agreement (MOA).	2. Notifies the client of the schedule of negotiation of the Memorandum of Agreement.	None	5 minutes	Head/Staff Intellectual Property Development and Protection Department



3.	Attend the negotiation of Memorandum of Agreement in the scheduled date.	of Mem Agreem inform o schedu	tion g, tes details orandum of nent, and client on the le of signing orandum of	None	1 working day	Head/Staff Intellectual Property Development and Protection Department
4.	Sign the Memorandum of		es and have morandum	None	1 working day	Staff Intellectual Property
	Agreement on the scheduled date and submit valid ID with 3	of Agre signed	ement			Development and Protection Department
	specimen		nce the			
	signatures.		andum of nent has			
		been d	uly signed,			
5.	Submit a copy of	5. Receive	<i>notarized.</i> es the	None	1 hour	Head/Staff
	mark/s to be registered to the Office of Office of Technology Development,	submitt to be re files tra	ed mark/s gistered, demark tion, and			Intellectual Property Development and Protection Department
	Transfer, and Commercialization	docume require	entary ments			
	or via email at tdtc@tsu.edu.ph.		www.ipophil. etm-file-			
6.	Receive the online payment link.	the Phil (IPOPH	he tual y Office of	None	5 minutes	Head/Staff Intellectual Property Development and Protection Department
7.	Pay corresponding filing fees and send proof of payment to the Office of	7.1 Receive Receipe tradema applica email o Messer	t for ark tion via r FB	Refer to the table below	7 working days	Head/Staff Intellectual Property Development and Protection Department
	Technology Development, Transfer, and Commercialization (OTDTC) via		es the tion and the Notice	None	6 months	Intellectual Property Office of the Philippines
	email or FB Messenger.	7.3 Process paymer Issuance Certificate Registr	nt for ce of	None	30 minutes	Head/Staff Intellectual Property Development and Protection Department



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

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

Note: This is a multi-stage process. The Intellectual Property Office of the Philippines (IPOPHL) is the agency that facilitates the processing of the applications. The Office of Technology Development, Transfer, and Commercialization (OTDTC) is the arm of the university that facilitates the collection and submission of trademark applications to Intellectual Property Office of the Philippines (IPOPHL).



Office of the Vice President for Research and Extension Services Internal Services



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

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

Office or	Office of The Vice Pr	esident for Re	search and Exten	sion Sarvicas			
Division:	(OVPRES)	Office of The Vice President for Research and Extension Services					
Classification:	Complex						
Type of	•	G2G - Government to Government					
Transaction:							
Who may avail:	Office of the Univers	ity President					
	REQUIREMENTS		WHERE TO SEC	URE			
(1 Original Copy 2. Letter/Request	addressed to	The client wil	l provide				
President (1 Pr	потосору)	FEEC TO	PROCECCING	DEDCON			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Submit signed endorsement to the Office of the Vice President for Research	1.1 Receives and reviews the contents of the endorsement.	None	2 minutes	Staff Office of The Vice President for Research and Extension Services			
Development and Extension.	1.2 Assigns concerned heads / staff to take charge of endorsement and signs the endorsement form.	None	3 working days	Vice President Office of The Vice President for Research and Extension Services			
	1.3 Forwards endorsement to the concerned office/s.	None	1 hour	Staff Office of The Vice President for Research and Extension Services			
	TOTAL:	None	3 Working Days, 1 Hour & 2 Minutes				



2. Processing of Inter-office Communication and Transaction

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

Office on Divisions	Office of The Vice	President fo	or Research and	Extension
Office or Division:	Services (OVPRE	S)		
Classification:	Complex			
Type of Transacti				
Who may avail:	TSU Colleges, Of	fices and Ur		PUDE
A. For Request Lette	REQUIREMENTS		WHERE TO SEC	JURE
•		The client	vill provido	
1. Request Letter	. ,	The chefit	wiii provide	
B. For Request to Se		T	20 2.1.	
Notice of Meetir Letter/Endorsen	ng and/or Approved nent (1 Photocopy)	The client	wiii provide	
C. For Travel Order				
 Approved letter 	(1 Original Copy)	The client	will provide	
 Endorsement, it Original Copy 				
3. Student Authorit applicable (1 Or	·			
D. For Individual Performance Commitment and Review (IPCR)/ Department Performance Commitment and Review (DPCR)/ Office Performance Commitment and Review (OPCR) 1. Accomplishment Report, if applicable The client will provide				
(1 Original Copy 2. Certificate in Se (1 Original Copy	minars <i>if applicable</i>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIBLE
1. Submit the requirements to the Office of the Vice President for Research, Development and Extension.	1.1 Receives and reviews the completeness of the submitted documents. Note: If submitted documents are incomplete, return and inform the lacking.	None	2 minutes	Staff Office of The Vice President for Research and Extension Services
	1.2 Signs or acts on the inter-office communication and/or transaction.	None	3 working days	Vice President Office of The Vice President for Research and Extension Services



or signed inter- office communication and/or transaction.	outgoing communication and/or transaction from another office			Office of The Vice President for Research and Extension Services
	TOTAL:	None	3 Working Days & 7 Minutes	



Office of University Extension Services Internal Services



1. Processing and Evaluation of Extension Proposal

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

Office or Division:	Office of University I	Extension Service (OUES)		
Classification:	Complex			
Type of Transaction:	G2G - Government	to Government		
Who may avail:	Extension Chairpers Extension Service P	sons, College Extension Technical Staff, and Providers		
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE		
1. Endorsement For	m (1 Original Copy)	Office of the University President		
2. Accomplished Ex Request Form TS		Downloadable from TSU Website https://www.tsu.edu.ph/media/eehh2v5f/sf01-		
(1 Original Copy)	I I d	<u>extension-service-request-form.docx</u>		
Request letter ad University President	dressed to the ent (1 Original Copy)	The client will provide		
4. Accomplished Ex Proposal Form To (2 Original Copies)	SU-OES-SF-02	Office of the University Extension Services		
Activity program ((1 Original Copy)	The client will provide		
6. Accomplished Ex Proposal Review Form TSU-OES-3 (1 Original Copy)	and Endorsement	Office of the University Extension Services		

CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit extension documents (Extension Activity Proposal with Supporting	1.1 Receives and conducts initial assessment of extension documents	None	15 minutes	Clerk Office of University Extension Service
Attachments) to Office of University Extension Service at the Lucinda	1.2 Reviews and evaluates extension documents	None	2 working days	Department Head/s Office of University Extension Service
Campus.	1.3 Sends notification regarding the result of review, or if with concerns on the submitted extension documents	None	1 working day	Department Head/s Office of University Extension Service
	1.4 Prepares evaluation report and	None	1 hour	Department Head/s Office of University



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



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



2. Processing of Request for Extension Document

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

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



Office of University Research and Development Internal Services



1. Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication

The service can be availed of by TSU faculty and non-teaching personnel whose research has been published and cited in Scopus, ISI, Thompson Reuters, and other refereed journals. Also, faculty and non-teaching personnel who have presented their research output at regional, national, and international conferences, including awards from conferences, are eligible for the grant of research output incentives.

The services also increase the research publication and presentation outputs of TSU. The university shoulders the registration fee of researchers who will present at international, national, and regional conferences and forums, as well as the publication fee for research that will be published in Scopus, International Scientific Indexing (ISI), Thompson Reuters, and other refereed journals.

Office or Division:	Office of University Research and Development – Research Publication, Information and Communication Unit					
	(RPICU)					
Classification:	Complex	Complex				
Type of Transaction:	G2G – Government to	o Government				
Who may avail:	TSU Faculty Researc					
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE				
•	for Research Outp	ut Incentives				
A. FOR PUBLICAT	ION INCENTIVE					
	quest for Incentive of tion TSU-ORD-SF-56	Office University Research and Development or download at https://tsu.edu.ph/media/tm2ndx3m/tsu-ord-sf-56-request-for-incentive-of-research-publication.docx				
) Triplicate Copies) nd Table of Contents	The client will provide				
of the Journal (Tri						
5. If the paper has authors, Accomp Consent Form TS (Triplicate Copies	lished Authors' SU-ORD-SF-49 –	Office of University Research and Development or download at https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-49-authors-declaration-consent-form.docx				
B. FOR CITATION	INCENTIVE					
Research Citation (3 Original Copies	,	Office of University Research and Development or download at https://tsu.edu.ph/media/djsjxyye/tsu-ord-sf-54-request-for-incentive-of-research-citation-1.docx				
Copy of the citing (Triplicate Copies))	The client will provide				
3. If the paper has authors, Accomp Consent Form TS (Triplicate Copies	lished Authors' SU-ORD-SF-49	Office of University Research and Development or download at https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-49-authors-declaration-consent-form.docx				



C. FOR PRESENTATION INCENTIVE	
1. Accomplished Request for Incentive of	Office of University Research and
Research Presentation	Development or download at
TSU-ORD-SF-55 - (3 Original Copies)	https://tsu.edu.ph/media/jlvd0e2v/tsu-ord-sf-
(a dinginal depice)	55-request-for-incentive-of-research-
	presentation-1.docx
2. Copy of the paper (Triplicate Copies)	The client will provide
3. Invitation to the presentation	The dient will provide
•	
(Triplicate Copies)	-
4. Program of the Conference	
(Triplicate Copies)	
5. Certificate of Appearance	
(Triplicate Copies)	
6. Certificate of participation	
(Triplicate Copies)	
7. Travel order (If applicable)	
(Triplicate Copies)	
6. If the paper has multiple TSU	Office of University Research and
authors, Accomplished Authors'	Development or download at
Consent Form TSU-ORD-SF-49	https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-
(Triplicate Copies)	49-authors-declaration-consent-form.docx
. ,	
D. FOR WINNERS IN A RESEARCH COI	MPETITION/ORAL PRESENTATION
1. Accomplished Request for Incentive as	Office of University Research and
Winner in Research Competition /	Development or download at
Presentation Form TSU-ORD-SF-57	https://tsu.edu.ph/media/5jopoax0/tsu-ord-sf-
(3 original copies)	57-request-for-incentive-as-winner-in-
(* 1 3 1 1 1)	research-competition_presentation.docx
2. Copy of the Paper (Triplicate Copies)	The client will provide
3. Invitation to the presentation	The shell have been seen
(Triplicate Copies)	
4. Program of the conference	
(Triplicate Copies)	
5. Certificate of appearance	-
• • •	
(Triplicate Copies)	-
6. Certificate of recognition	
(Triplicate Copies)	Office of Heisensite December 1
7. If the paper has multiple TSU	Office of University Research and
authors, Accomplished Authors'	Development or download at
Consent Form TSU-ORD-SF-49	https://tsu.edu.ph/media/mm3lwtyl/tsu-ord-sf-
(Triplicate Copies)	49-authors-declaration-consent-form.docx
<u> </u>	rch Paper Presentation and Research
Publication	ENTATION
A. FOR FUNDING OF RESEARCH PRES	
Accomplished Request for Funding of	Office of University Research and
Paper Presentation TSU-ORD-SF-42	Development or download at
(3 original copies)	https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-
	42-request-for-funding-of-paper-presentation-
	1.docx
2. Full Copy of the Paper	The client will provide
(Triplicate Copies)	r
` ' /	
3. Invitation to the Presentation or	
Acceptance Letter (Triplicate Copies)	



Endorsement from any TSU Office/ College (Triplicate Copies)	TSU Office/College
B. FOR FUNDING OF RESEARCH PUBLI	CATION
Accomplished Request for Funding of Paper Presentation <i>TSU-ORD-SF-42</i> (Triplicate Copies)	Office of University Research and Development or download at https://tsu.edu.ph/media/fbnjo0ka/tsu-ord-sf-42-request-for-funding-of-paper-presentation-1.docx
2. Full Copy of the Paper (3 Photocopies)	The client will provide
Editorial Board of the Journal (Triplicate Copies)	
4. Table of Contents of the Journal Which Will Prove That the Research is Included in That Journal Issue (Triplicate Copies)	
5. Cover of the Publishing Journal (Triplicate Copies)	
Acceptance letter from the publishing journal (Triplicate Copies)	THE TO BROOKSOINS BEROOM

Journal (Triplicate Copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements, as stated in the Checklist of Requirements, to the Office of	1.1 Receives and checks the completeness of the submitted documents	None	10 minutes	Staff(s) Research Publication, Information and Communication Unit
University Research and Development at the TSU Lucinda Campus (hard	1.2 Attaches Approval of Funding Form	None	10 minutes	Staff(s) Research Publication, Information and Communication Unit
copies).	1.3 For Research Output Incentives: Evaluates the request for incentive as to the correctness and reliability of the attached documents or evidence. Once the request passed the evaluation, it will be approved by Office of University Research and Development Director.	None	2 working days	Staff(s) Research Publication, Information and Communication Unit



	1	T	
For Funding Request for Research Paper Presentation and Research Publication: Evaluates the research whether it is already presented in the University's In- House Review. Also, the Office of University Research and Development Director will check the correctness and verify the attached documents or evidence. Once the request passed the			Staff(s) Research Publication, Information and Communication Unit Director Office of University Research and Development
evaluation, it will be approved by the Office of University Research and Development Director. 1.4 Reviews the	None	1 working day	Chief Finance
requested amount of incentive as to the availability of funds. Once fund is available, the accounting office will approve the request.			Officer Finance Office
1.5 Reviews and evaluates the incentive by Vice President for Research Development and Extension and Vice President	None	3 working days	Vice President Office of the Vice President for Research Development and Extension
Administration for further approval and by the University			University President



	President for final approval.			Office of the University President
	1.6 Prepares the voucher for the incentive.	None	30 minutes	Staff(s) Research Publication, Information and Communication Unit
	1.7 Forwards the prepared voucher to the Budget Office for processing.	None	30 minutes	Staff(s) Research Publication, Information and Communication Unit
2. Receive a Notification Slip on the approval/ disapproval of the request (via email).	2. Sends Notification slip to the applicant/client indicating that his/her voucher is already at the Budget office (via email).	None	30 minutes	Staff(s) Research Publication, Information and Communication Unit
	TOTAL:	None	6 Working Days, 1 Hour & 50 Minutes	



2. Processing of Request for Test of Similarity Index

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

Office or Division:		Office of the University Research Development- Data Analytics Unit (OURD – DAU)				
Classification:	Simple					
Type of	G2C – Government	G2C – Government to Citizen				
Transaction:		G2B – Government to Business Entity/ies				
	G2G – Government to Government					
Who may avail:	TSU Undergraduate Students (Type A Clients)					
	_	TSU Master's Degree Students (Type B Clients)				
		TSU Doctoral Degree Students (Type C Clients) Other interested institutions/agencies (Type D Clients)				
CHECKLIST OF	REQUIREMENTS	stitutions/age				
	WHERE TO SECURE Office of Research Development or download					
1. Accomplished Turnitin Run Request Form <i>TSU-ORD-SF-45</i>		at				
(1 Original Copy)			https://www.tsu.edu.ph/media/1bofemib/tsu-			
(1 Original Copy)		ord-sf-45-turnitin-run-request-form-1.docx				
2. Official Receipt of	f Payment for Test of	TSU Cashiering Unit				
Similarity Index/	•		J			
(1 Duplicate/ 1 P						
*Refer to the table b	pelow for charges					
3. Manuscript/Article	•	The client v	The client will provide			
Format (1 Electro	onic Copy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON		
		BE PAID	TIME	RESPONSIBLE		
Submit the electronic	Receives and checks the	None	30 minutes	Staff-in-Charge Data Analytics		
copy of the	completeness of			Unit		
manuscript	submitted			Offic		
(Chapters 1 to	documents					
5) together						
with the other						
requirements						
to						
ursc@tsu.edu.						
ph O Danaina	O Halas Is d	N.L.	0	0(-# : 0)		
2. Receive	2. Uploads the	None	2 working days	Staff-in-Charge		
notification	manuscript/ article to Turnitin			Data Analytics Unit		
regarding the result of	software for			Utill		
similarity index	similarity check.					
(ASI) (%) and	If the result is					
a scanned	within and/or					
copy of paper	exceeds the					
for reference.	university					
	allowable					
	similarity index					
	(ASI) (%),					
	informs the client					
	via email. And					
	gives a copy of					
	the scanned					



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

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



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

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

Laboratory Laboratory Classification: Highly Technical G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government TSU Faculty Member(s) with no approved Research project -Type A Client(s) Client(s) Client(s) Client(s) TSU Faculty Member(s) with no approved Research project -Type A Client(s) TSU Graduate Students - Type B Client(s) Non-TSU Students (High School and College), - Type C Client(s) TSU Faculty Member(s) with approved Research project - Type D Client(s) TSU Faculty Member(s) with approved Research project - Type D Client(s) TSU Faculty Member(s) with approved Research project - Type D Client(s) TSU Faculty Member(s) with approved Research project - Type D Client(s) TSU Faculty Member(s) with approved Research project - Type D Client(s) TSU Faculty Member(s) with approved Research project - Type D The client will provide The client will provide Analytical Testing Laboratory Analytical Testing Laboratory Analytical Testing Laboratory Analytical Testing Laboratory The client will provide The client will	Office or	Office of the University Research Development- Analytical Testing				
Type of Transaction: Highly Technical G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Business Entity/ies G2G - Government to Business Entity/ies G2G - Government to Government TSU Faculty Member(s) with no approved Research project -Type A Client(s) Other Interested Individuals - Type A Client(s) TSU Graduate Students - Type B Client(s) Non-TSU Students (High School and College), - Type C Client(s) TSU Faculty Member(s) with approved Research project - Type D Client(s) CHECKLIST OF REQUIREMENTS 1. For Use of Equipment Request/s - Printed Journal / Research Paper Explicitly Indicating the Method and Conditions-to-be-Used (1 Original Copy) 2. For All Client Types - Accomplished Request for Analysis TSU-PCL-SF-33 - (1 Original Copy) 3. Accomplished Assessment of the Total Fees for The Requested Analysis or Laboratory Services (TSU-PCL-SF-48) (1 Original copy) 4. For Type D Client(s) - a) Research Capsule Proposal with approved Line Item Budget (TSU-ORD-SF-60) (1 Photocopy) b) Notice to Proceed (TSU-ORD-SF-60) (1 Photocopy) CLIENT STEPS AGENCY ACTIONS BE PAID The client will provide		· '	,		any mean is earning	
Type of Transaction: G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government TSU Faculty Member(s) with no approved Research project - Type A Client(s) Other Interested Individuals - Type A Client(s) TSU Graduate Students - Type B Client(s) TSU Graduate Students - Type B Client(s) TSU Faculty Member(s) with approved Research project - Type D Client(s) TSU Faculty Member(s) with approved Research project - Type D Client(s) TSU Faculty Member(s) with approved Research project - Type D Client(s) TSU Faculty Member(s) with approved Research project - Type D Client(s) TSU Faculty Member(s) with approved Research project - Type D Client(s) TSU Faculty Member(s) with approved Research project - Type D Client(s) TSU Faculty Member(s) with approved Research project - Type D Client(s) TSU Faculty Member(s) with approved Research project - Type D Client(s) The client will provide Analytical Testing Laboratory Analytical Testing Laboratory Analytical Testing Laboratory The client will provide	Classification:	,				
Transaction: G2B – Government to Government TSU Faculty Member(s) with no approved Research project –Type A Client(s) Other Interested Individuals – Type A Client(s) TSU Graduate Students – Type B Client(s) Non-TSU Students (High School and College), – Type C Client(s) TSU Faculty Member(s) with approved Research project – Type D Client(s) CHECKLIST OF REQUIREMENTS 1. For Use of Equipment Request/s - Printed Journal / Research Paper Explicitly Indicating the Method and Conditions-to-be-Used (1 Original Copy) 2. For All Client Types – Accomplished Request for Analysis TSU-PCL-SF-33 – (1 Original Copy) 3. Accomplished Assessment of the Total Fees for The Requested Analysis or Laboratory Services (TSU-PCL-SF-48) (1 Original copy) 4. For Type D Client(s) – a) Research Capsule Proposal with approved Line Item Budget (TSU-ORD-SF-60) (1 Photocopy) b) Notice to Proceed (TSU-ORD-SF-60) (1 Photocopy) CLIENT STEPS AGENCY ACTIONS FEES TO BE PAID TIME RESPONSIBLE Testing the Client to discuss other necessary initial meeting or through online laboratory in the requested online laboratory laboratory in the requested online laboratory in the requested online laboratory laboratory in the requested online laboratory			Citizen			
TSU Faculty Member(s) with no approved Research project –Type A Client(s) Other Interested Individuals – Type A Client(s) TSU Graduate Students – Type B Client(s) Non-TSU Students (High School and College), – Type C Client(s) TSU Faculty Member(s) with approved Research project – Type D Client(s) TSU Faculty Member(s) with approved Research project – Type D Client(s) TSU Faculty Member(s) with approved Research project – Type D Client(s) TSU Faculty Member(s) with approved Research project – Type D Client(s) TSU Faculty Member(s) with approved Research project – Type D Client(s) TSU Faculty Member(s) with approved Research project – Type D Client(s) The client will provide The client will provide Analytical Testing Laboratory Analytical Testing Laboratory Analytical Testing Laboratory Analytical Testing Laboratory The client will provide		G2B – Government to	Business E	ntity/ies		
TSU Faculty Member(s) with no approved Research project –Type A Client(s) Other Interested Individuals – Type A Client(s) TSU Graduate Students – Type B Client(s) Non-TSU Students (High School and College), – Type C Client(s) TSU Faculty Member(s) with approved Research project – Type D Client(s) CHECKLIST OF REQUIREMENTS 1. For Use of Equipment Request/s – Printed Journal / Research Paper Explicitly Indicating the Method and Conditions-to-be-Used (1 Original Copy) 2. For All Client Types – Accomplished Request for Analysis TSU-PCL-SF-33 – (1 Original Copy) 3. Accomplished Assessment of the Total Fees for The Requested Analysis or Laboratory Services (TSU-PCL-SF-48) (1 Original Copy) 4. For Type D Client(s) – a) Research Capsule Proposal with approved Line Item Budget (TSU-ORD-SF-60) (1 Photocopy) b) Notice to Proceed (TSU-ORD-SF-60) (1 Photocopy) CLIENT STEPS AGENCY ACTIONS FEES TO BE PAID TIME RESPONSIBLE Testing the Client to discuss other necessary initial meeting or through online laboratory In the Client of Droce of the requirements for the requested online laboratory the requirements for the requested online laboratory and the requested online laboratory the requirements for the requested online laboratory laboratory the requirements for the requested online laboratory laboratory and the requested online laboratory laboratory laboratory and the requested laboratory labora	Transaction:			•		
Client(s) CHECKLIST OF REQUIREMENTS 1. For Use of Equipment Request/s - Printed Journal / Research Paper Explicitly Indicating the Method and Conditions-to-be-Used (1 Original Copy) 2. For All Client Types — Accomplished Request for Analysis TSU-PCL-SF-33 — (1 Original Copy) 3. Accomplished Assessment of the Total Fees for The Requested Analysis or Laboratory Services (TSU-PCL-SF-48) (1 Original copy) 4. For Type D Client(s) — a) Research Capsule Proposal with approved Line Item Budget (TSU-ORD-SF-01) (1 Photocopy) b) Notice to Proceed (TSU-ORD-SF-60) (1 Photocopy) CLIENT STEPS AGENCY ACTIONS FEES TO PROCESSING TIME RESPONSIBLE 1. Proceed to the Analytical meetings with the client to discuss other facility for an initial meeting or through online laboratory a Research Capsule Proposal The client will provide	Who may avail:	TSU Faculty Member(s) with no approved Research project – Type Client(s) Other Interested Individuals – Type A Client(s) TSU Graduate Students – Type B Client(s) Non-TSU Students (High School and College), – Type C Client(s)				
1. For Use of Equipment Request/s - Printed Journal / Research Paper Explicitly Indicating the Method and Conditions-to-be-Used (1 Original Copy) 2. For All Client Types — Accomplished Request for Analysis TSU-PCL-SF-33 — (1 Original Copy) 3. Accomplished Assessment of the Total Fees for The Requested Analysis or Laboratory Services (TSU-PCL-SF-48) (1 Original copy) 4. For Type D Client(s) — a) Research Capsule Proposal with approved Line Item Budget (TSU-ORD-SF-01) (1 Photocopy) b) Notice to Proceed (TSU- ORD-SF-60) (1 Photocopy) CLIENT STEPS AGENCY ACTIONS Time Responsible Restriction of the Client to discuss other necessary requirements for the requested laboratory 1. Proceed to the Analytical Testing Laboratory The client will provide		_	(S) With appi	oved itesearch pi	oject – Type D	
1. For Use of Equipment Request/s - Printed Journal / Research Paper Explicitly Indicating the Method and Conditions-to-be-Used (1 Original Copy) 2. For All Client Types – Accomplished Request for Analysis TSU-PCL-SF-33 – (1 Original Copy) 3. Accomplished Assessment of the Total Fees for The Requested Analysis or Laboratory Services (TSU-PCL-SF-48) (1 Original copy) 4. For Type D Client(s) – a) Research Capsule Proposal with approved Line Item Budget (TSU-ORD-SF-01) (1 Photocopy) b) Notice to Proceed (TSU-ORD-SF-60) (1 Photocopy) CLIENT STEPS AGENCY ACTIONS 1. Proceed to the Analytical Testing Laboratory The client will provide Staff-in-Charge Analytical Testing Laboratory The client will provide	CHECKI IST OF			WHERE TO SE	CLIDE	
Printed Journal / Research Paper Explicitly Indicating the Method and Conditions-to-be-Used (1 Original Copy) 2. For All Client Types — Accomplished Request for Analysis TSU-PCL-SF-33 — (1 Original Copy) 3. Accomplished Assessment of the Total Fees for The Requested Analysis or Laboratory Services (TSU-PCL-SF-48) (1 Original copy) 4. For Type D Client(s) — a) Research Capsule Proposal with approved Line Item Budget (TSU-ORD-SF-01) (1 Photocopy) b) Notice to Proceed (TSU-ORD-SF-60) (1 Photocopy) CLIENT STEPS AGENCY ACTIONS FEES TO PROCESSING TIME 1. Proceed to the Analytical Testing Analytical Testing Laboratory facility for an initial meeting or through online Analytical Testing the Method and Analytical Testing Laboratory Analytical Testing Laboratory The client will provide			The client		JUNE	
Explicitly Indicating the Method and Conditions-to-be-Used (1 Original Copy) 2. For All Client Types – Accomplished Request for Analysis TSU-PCL-SF-33 – (1 Original Copy) 3. Accomplished Assessment of the Total Fees for The Requested Analysis or Laboratory Services (TSU-PCL-SF-48) (1 Original copy) 4. For Type D Client(s) – a) Research Capsule Proposal with approved Line Item Budget (TSU-ORD-SF-01) (1 Photocopy) b) Notice to Proceed (TSU-ORD-SF-60) (1 Photocopy) CLIENT STEPS AGENCY ACTIONS FEES TO BE PAID TIME RESPONSIBLE 1. Proceed to the Analytical Testing Laboratory The client will provide			THE CHELL	wiii provide		
Conditions-to-be-Used (1 Original Copy) 2. For All Client Types – Accomplished Request for Analysis TSU-PCL-SF-33 – (1 Original Copy) 3. Accomplished Assessment of the Total Fees for The Requested Analysis or Laboratory Services (TSU-PCL-SF-48) (1 Original copy) 4. For Type D Client(s) – a) Research Capsule Proposal with approved Line Item Budget (TSU-ORD-SF-01) (1 Photocopy) b) Notice to Proceed (TSU- ORD-SF-60) (1 Photocopy) CLIENT STEPS AGENCY ACTIONS FEES TO BE PAID TIME 1. Proceed to the Analytical Testing Laboratory facility for an initial meeting or through online Accomplished Request for Analysis Analytical Testing Laboratory Analytical Testing Laboratory The client will provide						
(1 Original Copy) 2. For All Client Types – Accomplished Request for Analysis TSU-PCL-SF-33 – (1 Original Copy) 3. Accomplished Assessment of the Total Fees for The Requested Analysis or Laboratory Services (TSU-PCL-SF-48) (1 Original copy) 4. For Type D Client(s) – a) Research Capsule Proposal with approved Line Item Budget (TSU-ORD-SF-01) (1 Photocopy) b) Notice to Proceed (TSU-ORD-SF-60) (1 Photocopy) CLIENT STEPS AGENCY ACTIONS The client will provide		•				
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TSU-PCL-SF-33 = (1 Original Copy)	-	•	7 ti idiy tiodi	rooming Laboratory	,	
3. Accomplished Assessment of the Total Fees for The Requested Analysis or Laboratory Services (TSU-PCL-SF-48) (1 Original copy) 4. For Type D Client(s) — a) Research Capsule Proposal with approved Line Item Budget (TSU-ORD-SF-01) (1 Photocopy) b) Notice to Proceed (TSU- ORD-SF-60) (1 Photocopy) CLIENT STEPS AGENCY ACTIONS FEES TO (1 Photocopy) 1. Proceed to the Analytical Testing the client to Laboratory discuss other facility for an initial meeting or through online laboratory Analytical Testing Laboratory The client will provide	•					
Total Fees for The Requested Analysis or Laboratory Services (TSU-PCL-SF-48) (1 Original copy) 4. For Type D Client(s) — a) Research Capsule Proposal with approved Line Item Budget (TSU-ORD-SF-01) (1 Photocopy) b) Notice to Proceed (TSU- ORD-SF-60) (1 Photocopy) CLIENT STEPS AGENCY ACTIONS 1. Proceed to the Analytical Testing Laboratory facility for an initial meeting or through online The client will provide			Analytical Testing Laboratory			
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(TSU- ORD-SF-60) (1 Photocopy) CLIENT STEPS AGENCY ACTIONS FEES TO BE PAID TIME 1. Proceed to the Analytical Testing Laboratory facility for an initial meeting or through online (TSU- ORD-SF-60) (1 Photocopy) FEES TO BE PAID TIME None 1 hour Staff-in-Charge Analytical Testing Laboratory Analytical Testing Laboratory						
CLIENT STEPS AGENCY ACTIONS FEES TO BE PAID 1. Proceed to the Analytical Testing Laboratory facility for an initial meeting or through online AGENCY ACTIONS FEES TO BE PAID None None 1 hour Staff-in-Charge Analytical Testing Laboratory of the client to discuss other necessary requirements for the requested laboratory			The client	will provide		
CLIENT STEPS AGENCY ACTIONS FEES TO BE PAID 1. Proceed to the Analytical Testing Laboratory facility for an initial meeting or through online AGENCY ACTIONS FEES TO BE PAID None None None 1 hour Staff-in-Charge Analytical Testing Laboratory None 1 hour Staff-in-Charge Analytical Testing Laboratory	,	,				
1. Proceed to the Analytical Testing Laboratory facility for an initial meeting or through online Agency ACTIONS BE PAID TIME RESPONSIBLE 1. Attends initial None 1 hour Staff-in-Charge Analytical Testing Initial None 1 hour Staff-in-Charge Analytical Testing Laboratory 1 hour Staff-in-Charge Analytical Testing Laboratory Laboratory	(1 Photoc	opy)				
1. Proceed to the Analytical meetings with Testing Laboratory facility for an initial meeting or through online Staff-in-Charge Responsible Responsibility Responsibility Resp	CLIENT STEPS	AGENCY ACTIONS				
Analytical meetings with Testing the client to Laboratory discuss other facility for an initial meeting or through online Analytical Testing Laboratory Laboratory Analytical Testing Laboratory						
Testing the client to Laboratory discuss other facility for an initial meeting or through online the client to Laboratory Testing Laboratory Laboratory			None	1 hour	•	
Laboratory discuss other facility for an initial meeting or through online discuss other additional discuss other Laboratory states of the requested laboratory	-				_	
facility for an necessary initial meeting requirements for or through the requested online laboratory					_	
initial meeting requirements for or through the requested online laboratory	1				Laboratory	
or through the requested online laboratory	-	,				
online laboratory	•	•				
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nlattorme (MS analysis or		analysis or				
platforms (MS analysis or Teams, Zoom laboratory						
Teleconferenci services and	*	1				
ng, Google logs the client's						
Meet). name on the		_				



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2.	If approved: Receive a notification to proceed to the next step. If Disapproved: Receive a notification of the disapproval of the request in person, online, or by email.	2.	Laboratory Analyses / Service(s) Log (TSU-PCL-SF- 42). Reviews the request and executes appropriate actions (Approval or Disapproval of request). If approved: Advise to proceed to the next step. If Disapproved: Sends notification of disapproval through online/ email or informs clients in person.			
3.	For Type D Client(s) Submit the requirements stated at Checklist of Requirements number 4 in the Analytical Testing Laboratory. Note: It MUST be explicitly stated in the Line-Item Budget the specific analyses and laboratory service(s)-to- be-requested. For Type A to C Clients: Proceed to next step.	3.	Reviews and files the submitted forms.	None	30 minutes	Staff-in-Charge Analytical Testing Laboratory



4. File the Request for Analysis (TSU- PCL-SF-33) and assessment of the total fees for the requested analysis or laboratory services (TSU- PCL-SF-48).	4.1 Receive the documents and discuss other necessary requirements for the analysis or laboratory services requested, and proper sampling and transportation procedures.	None	30 minutes	Staff-in-Charge Analytical Testing Laboratory
	4.2 Reviews the Request for Analysis, assign necessary Job # and Sample #s to each sample, and calculate total amount-to- be-paid for analysis (For Type A-C clients).	None	1 hour	Staff-in-Charge Analytical Testing Laboratory
	4.3 Assess the requested laboratory services	Number of Samples x Fees for each Service * Table of fees attached	4 hours	In-charge of Assessment Accounting Unit
5. Pay assessed analysis and/or service fees at the Cashier and photocopy the receipt or scan the official receipt and send it thru email: atlnprc@tsu.ed u.ph.	5. Accepts, reviews, and archives the photocopy of the receipt or the e- copy of the receipt. Schedule the submission of samples of the Client(s) (thru face-to-face meeting or thru email)	Number of Samples x Fees for each Service * Table of fees attached	30 minutes	Staff-in-Charge Analytical Testing Laboratory



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6.	Deliver the samples to the Analytical Testing Laboratory with proper sample descriptions and labels.	6.1 Receives and reviews the samples. Conduct the requested services and summarize the results recorded.	None	10 minutes	Staff-in-Charge Analytical Testing Laboratory
	Samples must be delivered to the laboratory immediately after sampling. Properly	6.2 Labels each sample with assigned laboratory sample number.	None	2 hours	Staff-in-Charge Analytical Testing Laboratory
	sampling procedures MUST also be followed. Physico-Chem samples must be placed in a clean container	6.3 Conducts the laboratory analysis for various parameters and render requested laboratory service(s).	None	11 working days maximum (Note: 1 day per analysis requested or 2 days per spectrophotom etric analysis requested).	Staff-in-Charge Analytical Testing Laboratory
	(preferably glass amber bottle or plastic container, ≥1000mL) and are securely capped.	6.4 Fill-out necessary analysis forms with results from the analyses and/or laboratory services.	None	1 working day	Staff-in-Charge Analytical Testing Laboratory
	Microbiology samples must be placed in a sterilized-	6.5 Rechecks and encodes the results in the Results of the Analyses.	None	6 hours	Staff-in-Charge Analytical Testing Laboratory
	sample bags (≥400mL). Samples must be transported inside a cooler with internal temperature of ≤6 °C but above freezing.	6.6 Print and sign the Results of the Analyses.	None	1 hour	Staff-in-Charge Analytical Testing Laboratory
7.	Receive the printed copy of the Results of the Analyses from the Analytical Testing Laboratory through faceto-face meeting or receive a	7. Releases the result to the client(s) by printing the Results of the Analyses and giving it to the Client(s) or scan it and send it to the email address provided by the Client(s).			



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scanned copy through email.	For face- to face meeting: Return excess samples to the client(s)	None	1 hour	Staff-in-Charge Analytical Testing Laboratory
	If via email: Discuss to the Client(s) the implications of the results and make necessary recommendation s thru face-to- face meeting or thru online or via email.	None	2 hours	Staff-in-Charge Analytical Testing Laboratory
TOTAL FOR FACE-TO-FACE:		Number of Samples x Fees for each	13 Working Days, 7 Hours & 40 Minutes	
TOTAL FOR ONLINE:		* Table of fees attached	13 Working Days, 8 Hours & 40 Minutes	

Note: One working day is equivalent to 10 hours.

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



4. Processing of Research Evaluation

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

Office or	Office of University Research and Development –		
Division:	Research Management and Capacity Building Unit (RMCBU)		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government		
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel		
CHECKLIST OF	DECUIDEMENTS WHERE TO SECURE		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Research Capsule	Office of University Research and
Proposal TSU-ORD-SF-01	Development or download at
(1 Original Copy and Electronic Copy)	https://tsu.edu.ph/media/nrwgfm3v/tsu-ord-sf-
	01-research-capsule-proposal-new.docx

		01-research-capsule-proposal-new.docx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished form to the Office of University Research and	1.1 Receives and checks the completeness of the submitted document.	None	10 minutes	Staff(s) Research Management and Capacity Building Unit
Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email	1.2 Research Evaluation (University Wide Research Colloquium).	None	7 working days	Research Committee Tarlac State University External Research Evaluator
rmcbu@tsu.edu. ph.	1.3 Consolidates the ratings and recommendation during the research evaluation.	None	7 working days	Staff(s) Research Management and Capacity Building Unit
2. Receive the result of the initial evaluation via email.	2. Releases the results of the evaluation to all concerned researchers.	None	3 working days	Staff(s) Research Management and Capacity Building Unit
	TOTAL:	None	17 Working Days & 10 Minutes	



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

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

Office or	Office of University Research and Development –
Division:	Research Management and Capacity Building Unit (RMCBU)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	TSU Faculty Researchers TSU Non-Teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Research Capsule	Office of University Research and
Proposal TSU-ORD-SF-01	Development or download at
(1 Original Copy and Electronic Copy)	https://tsu.edu.ph/media/nrwgfm3v/tsu-ord-sf-
	01-research-capsule-proposal-new.docx

		01-research	n-capsule-proposa	l-new.docx
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form to the Office of University Research and Development at the TSU Lucinda Campus (hard copies) and sends the electronic copy via email to rmcbu@tsu.edu.	1.1 Receives and checks the completeness of the submitted documents. 1.2 Initial Evaluation of the submitted research proposals	None	10 minutes 7 working days	Staff(s) Research Management and Capacity Building Unit Staff(s) Research Management and Capacity Building Unit Director Office of the University Research
ph. 2. Receive the result of the initial evaluation via email	2. Releases the results of the initial evaluation to all concerned researchers via email.	None	2 Working days 9 Working	Development Staff(s) Research Management and Capacity Building Unit
	TOTAL:	None	Days & 10 Minutes	



Research, Ethics and Review Committee Internal Services



1. Processing of Application for Ethics Review

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

Office or Division:	Research Ethics Review Committee (RERC)			
	For Exempted from R	•		
Classification:	For Expedited Review: Highly Technical			
	For Full Board Review	v: Highly Technical		
Type of	G2C - Government to	Citizen		
Transaction:	G2G - Government to Government			
Who may avail:	TSU Faculty and Graduate Student			
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			
A. FOR APPLICATION	ON FOR INITIAL REVI	EW		
1. Accomplished App	lication Form	Office of the Research Ethics Review		
	(2 Original Copies)	Committee or download at		
		https://www.tsu.edu.ph/media/a4pbem0f/tsu-		
		erc-sf-07-application-form-for-ethics-review-		
		of-research-protocols.docx		
2. Accomplished and		Office of the Research Ethics Review		
Certificate of Endo		Committee or download at		
TSU-ERC-SF-012	(1 Original Copy)	https://www.tsu.edu.ph/media/rysfyamh/tsu-		
		erc-sf-12-certificate-of-endorsement-form-for-		
		student-researchers.docx		
3. Informed Consent		Office of the Research Ethics Review		
	English and Filipino	Committee or download at		
Version (1 Original	Сору)	https://www.tsu.edu.ph/media/vcpclwam/tsu-		
4. A	Логом Голо	erc-sf-42-informed-consent-document.docx		
4. Accomplished Info		Office of the Research Ethics Review		
	English and Filipino	Committee or download at		
Relevant Population	s Involving Minors and	https://www.tsu.edu.ph/media/m4wna2le/tsu-erc-sf-48-informed-assent-form-template-for-		
Incompetent to Sig		minors-or-children-12-to-under-15-years-		
Consent Form (1 C		old.docx		
5. Cover Letter Requ		The client will provide		
Chairperson (2 Ori		The olient will provide		
6. Research Protocol				
	include the following:			
a. Title	g.			
b. Objectives	of the Study			
	e of the Study			
d. Literature f	Review			
e. Methodology				
f. Procedures				
g. Description of the Study				
Population				
h. Exclusion/Inclusion Criteria				
i. Data Analysis Plan				
•	nsiderations			
(1 original				
7. Study Tools which	includes the			
following:	octionnairos			
a. survey questionnaires				



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b. interview guide, case report	
form	
c. posters/advertisements for	
recruitment, etc.	
(1 Original Copy per Document)	
8. Curriculum Vitae of the Researcher/s	
(1 original copy)	
9. <i>For Students</i> , Adviser's Curriculum	
Vitae for students (1 Original Copy)	
	TOCOLS (EXPEDITED AND FULL BOARD
REVIEW)	1000L0 (EXI EDITED AND TOLL BOARD
Accomplished Application Form	Office of the Research Ethics Review
TSU-ERC-SF-07 (2 Original Copies)	Committee or download at
730-LNC-37-07 (2 Original Copies)	https://www.tsu.edu.ph/media/a4pbem0f/tsu-
	erc-sf-07-application-form-for-ethics-review-
2 Accomplished Pavised Informed	of-research-protocols.docx Office of the Research Ethics Review
2. Accomplished Revised Informed Consent Document TSU- ERC-SF-42	Committee or download at
English and Filipino Version	https://www.tsu.edu.ph/media/vcpclwam/tsu-
(2 Original Copies)	erc-sf-42-informed-consent-document.docx
3. Revised Informed Assent Form	Office of the Research Ethics Review
TSU-ERC-SF-48 English and Filipino	Committee or download at
version, if applicable	https://www.tsu.edu.ph/media/m4wna2le/tsu-
(2 Original Copies)	erc-sf-48-informed-assent-form-template-for-
	minors-or-children-12-to-under-15-years-
	<u>old.docx</u>
4. Review of Resubmitted Protocol	Office of the Research Ethics Review
TSU-ERC-SF- 40 (2 Original Copies)	Committee or download at
	https://www.tsu.edu.ph/media/etnh5ish/tsu-
	erc-sf-40-review-of-resubmitted-protocol-
	<u>form.doc</u>
5. Revised Research Protocol	The client will provide
(2 Original Copies)	
C. FOR FINAL REVIEW APPROVAL	
Accomplished Application Form	Office of the Research Ethics Review
TSU-ERC-SF-07 (2 Original Copies)	Committee or download at
, , ,	https://www.tsu.edu.ph/media/a4pbem0f/tsu-
	erc-sf-07-application-form-for-ethics-review-
	of-research-protocols.docx
2. Accomplished Final Report Form	Office of the Research Ethics Review
TSU-ERC-SF-30 (2 Original Copies)	Committee or download at
J. (2 J. 2 2 F. 2 3)	https://www.tsu.edu.ph/media/i5upnnnw/tsu-
	erc-sf-30-final-report-form.docx
3. Completed Research Study	The client will provide
(1 Original Copy)	
4. Final Manuscript for Students	1
(1 Original Copy)	
5. Signed Informed Consent Document	
English and Filipino Version	
(3 Original Copies)	-
6. Signed Informed Assent English and Filipino Version (3 Original Copies)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For Application t	or Initial Review	DE I AID	TIME	REOF OROIDEE
A. For Application of the state	1.1 Receives and evaluates the completeness of the submitted study documents as well as other related requirements as per checklist for submission for initial review. 1.2 Informs Principal Investigator on the completeness of the documents. Note: If submitted documents are incomplete, return the documents to the Principal Investigator for completion. 1.3 Secures submitted documents and materials. 1.4 Stamps, signs and indicates the date of receipt on the cover letter to acknowledge acceptance of the documents.	None	20 minutes	Secretariat Research Ethics Review Committee
2. Receive photocopies of the submitted documents.	2. Issues a photocopy of the submitted complete documents to the Principal Investigator for their record and secures original copies.	None	15 minutes	Secretariat Research Ethics Review Committee
3. Assessment and Categorization of the Study Protocol Type of Review	3.1 Assesses and categorizes the study protocol's type of review. 3.2 Conducts assessment and categorization of	None	Exempted from Review: 30 minutes Expedited Review: 3 hours Full Board Review: 3 hours	Chairperson Research Ethics Review Committee



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	the study protocol type of review.			
	Note: Documents			
	may be			
	categorized as Exempted from			
	Review, Expedited			
	or Full Review.			
4. Review of Research	4. Reviews the Research Protocol	None	Exempted from Review:	Chairperson Research Ethics
Protocols.	by the Primary		3 working days	Review
1 101000101	Reviewer.		o working days	Committee
5. Action on the	5. Drafts the ethical	None	15 minutes	Chairperson &
reviewed	clearance whether			Secretariat
research protocol	the study is exempted from the			Research Ethics Review
	review/ expedited/			Committee
	full board review			
	based on returned			
6. Updates the	reviews. 6. Receives an	None	5 minutes	Principal
status of the	update about the	140110	o minates	Investigator &
initial review of	status of the initial			Secretariat
protocol.	review of research			Research Ethics
	protocol			Review Committee
7. Receives Ethical	7. Releases Ethical	None	5 minutes	Secretariat
Clearance.	Clearance.			Research Ethics
	Matarillaria			Review
	Note: Upon completion of the			Committee
	process, the			
	research protocol			
	may be exempted			
	from expedited and full board			
	review as per			
	metric stated at the			
	last portion of the			
8. For Expedited	process. 8.1 Receives and	None	15 minutes	Secretariat
and Full Board	evaluates the	140116	10 minutes	Research Ethics
Review:	completeness of			Review
	the submitted			Committee
Resubmit Revised	study documents and other related			
Revised	requirements as			
Protocols and	per checklist for			
other pertinent	submission for			
documents.	initial review.	None		
	8.2 Informs Principal Investigator on the	None		
	completeness of			
	submitted			
	documents.			



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



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

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

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



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