



Republic of the Philippines
Don Honorio Ventura State University
Bacolor, Pampanga

CITIZENS' CHARTER 2024

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ACCOUNTING OFFICE

1. Issuance of Certificate of Payment for Graduation Fee

This describes the procedure for the issuance of certificate of payment for graduation fee for claiming transcript of records and diploma for the students.

Office or Division:		Accounting Office			
Classification:		Simple			
Type of Transaction:		G2C - Government to Citizen			
Who may avail:		All bona fide students who are required to secure certificate of payment of graduation fee from this office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Student's Identification Card (1 Original)	1	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.)		
2	Official Receipt (OR) of Payment (1 Original)	2	Cashiering Office, 1 st Floor, Administration Bldg. - Window 11		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and request for Certificate of Payment for Graduation Fee at the Accounting Office		1. Verify student's balance from the system and instruct to make payment for the certification.	None	30 Seconds	Administrative Aide Accounting Office
2. Pay the necessary amount at the Cashiering Office.		2. Collect Payment and issue OR for the payment made.	PHP 50	1 Minute	Administrative Officer Cashiering Office
3. Present OR at the Accounting Office		3. Print and release Certificate of Payment for Graduation Fee	None	30 Seconds	Administrative Aide Accounting Office
TOTAL:			PHP 50	2 Minutes	

SCHEDULE OF FEES AND OTHER CHARGES

	CHM, CBS, COE, CEA, CIT, CAS (Math & Stat), CSSP (HumServ),	Tourism, BSA, Acctg Tech, Acctg Info, BPA	Envi.Sci, Biology Sociology	CCS, BSECE	EOC	Soc. Work	GS
TUITION FEE	<u>220/unit</u>	<u>220/unit</u>	<u>220/unit</u>	<u>220/unit</u>	<u>1,250.00</u>	<u>350/unit</u>	<u>450/350</u>
OTHER FEES-GENERAL FUND							
Admission Fees (<u>1st Yr only</u>)	300.00	300.00	300.00	300.00	300.00	300.00	300.00
Athletic Fees	160.00	160.00	160.00	160.00	160.00	160.00	160.00
Computer Fees	200.00	200.00	200.00	200.00	-	200.00	200.00
Cultural Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Development Fees-IRSF	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00	1,700.00
Entrance Fees (<u>1st Yr only</u>)	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Guidance Fees	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Guid. Fees-CB SEP (<u>Graduating only</u>)	500.00	500.00	500.00	500.00	500.00	-	-
Handbook Fees (<u>1st Yr only</u>)	100.00	100.00	100.00	100.00	100.00	-	-
Insurance	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Laboratory Fees	150.00	450.00	2,500.00	600.00	150.00	150.00	150.00
Library Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Medical/Dental Fees	80.00	80.00	80.00	80.00	80.00	80.00	80.00
Miscellaneous	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Registration Fees	100.00	100.00	100.00	100.00	100.00	100.00	100.00
ROTC/CWTS	330.00	330.00	330.00	330.00	330.00	-	-
School ID Fees	150.00	150.00	150.00	150.00	150.00	150.00	150.00
Utility Fee	-	-	-	-	-	-	300.00
Total	<u>4,290.00</u>	<u>4,590.00</u>	<u>6,640.00</u>	<u>4,740.00</u>	<u>4,090.00</u>	<u>3,360.00</u>	<u>3,660.00</u>
OTHER FEES-TRUST FUND							
Devt. Fees-College Fee	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Devt. Fees-Industrialist	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Devt. Fees-USC/SSC	70.00	70.00	70.00	70.00	70.00	70.00	70.00
Total	<u>190.00</u>	<u>190.00</u>	<u>190.00</u>	<u>190.00</u>	<u>190.00</u>	<u>190.00</u>	<u>190.00</u>
TOTAL OTHER FEES	<u>4,480.00</u>	<u>4,780.00</u>	<u>6,830.00</u>	<u>4,930.00</u>	<u>4,280.00</u>	<u>3,550.00</u>	<u>3,850.00</u>

2. Issuance of Clearance (for Students with Outstanding Balance)

Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma.

Office or Division:		Accounting Office			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All bona fide students who are required to secure student’s clearance from this office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Student’s Identification Card (1 Original)	1	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.) DHVSU, Bacolor, Pampanga		
2	Official Receipt of Payment (1 Original)	2	Cashiering Office, 1 st Floor, DHVSU Admin. Bldg. – Window 11		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for verification of outstanding balance at the Accounting Office		1. Verify student’s outstanding balance from the system.	None	30 Seconds	<i>Administrative Aide</i> Accounting Office
2. Payment of outstanding balance at the Cashiering Office		2. Verify student’s record and collect Payment	See Table for Schedule of Fees and Other Charges below.	1 Minute	<i>Administrative Officer</i> Cashiering Office
3. Present Official Receipt for the payment made to the Accounting Office		3. Print and release Clearance signed by the University Accountant	None	1 Minute	<i>Administrative Aide</i> Accounting Office
TOTAL:			See Table for Schedule of Fees and Other Charges below.	2 Minutes, 30 Seconds	

3. Issuance of Clearance (for Students without Outstanding Balance)

Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All bona fide students who are required to secure student's clearance from this office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Student's Identification Card (1 Original)	1	Internet Multimedia Center (IMC), (at the back of the Admin. Bldg.) DHVSU, Bacolor, Pampanga	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Clearance at the Accounting Office.	1. Verify student balance from the system and print clearance	None	30 Seconds	<i>Administrative Aide</i> Accounting Office
2. Receive the Clearance from the Accounting Office.	2. Release the Clearance signed by the Accountant.	None	30 Seconds	<i>Administrative Aide</i> Accounting Office
TOTAL:		None	1 Minute	

4. Issuance of Clearance (2nd Copy)

Issuance of clearance to students as a requirement for enrolment to the succeeding semester and for claiming transcript of records and diploma.

Office or Division:		Accounting Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All bona fide students who are required to secure student's clearance from this office.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Student's Identification Card (1 Original)	1	Internet Multimedia Center (IMC), (at the back of Admin. Bldg.)	
2	Official Receipt (OR) of Payment (1 Original)	2	Cashiering Office, First Floor, DHVSU Admin. Bldg. - Window 11	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and request for 2 nd Copy of Clearance at the Accounting Office	1. Verify student's balance from the system and instruct the student to make payment for the request made.	None	30 Seconds	<i>Administrative Aide</i> Accounting Office
2. Pay the necessary amount at the Cashiering Office	2. Collect Payment and issue OR for the payment made.	PHP 50	1 Minute	<i>Administrative Officer</i> Cashiering Office
3. Present OR to the Accounting Office	3. Print and release Clearance signed by the University Accountant	None	1 Minute	<i>Administrative Aide</i> Accounting Office
TOTAL:		PHP 50	2 Minutes, 30 Seconds	

5. Issuance of Statement of Account (SOA)

Issuance of statement of account to students as a requirement for scholarship and other general purposes.

Office or Division:	Accounting Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All bona fide students who are required to secure statement of account.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Student's ID (1 Original)	1	Internet Multimedia Center (IMC) (at the back of Admin. Bldg.)
2	OR of Payment (1 original)	2	Cashiering Office, First Floor, DHVSU Admin. Bldg. - Window 11
3	Documentary Stamp (1 piece)	3	Bureau of Internal Revenue (BIR), Sindalan, CSFP

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Statement of Account at the Accounting Office.	1. Verify student records	None	1 Minute	<i>Administrative Aide</i> Accounting Office
2. Payment of Fee at the Cashiering Office	2. Collect Payment	PHP 50	2 Minutes	<i>Administrative Officer</i> Cashiering Office

3. Present the Official Receipt to the Accounting Office.	3. Print SOA and affix documentary stamp	None	1 Minute	<i>Administrative Aide</i> Accounting Office
4. Wait for the issuance of SOA from the Accounting Office.	4. Release the statement of account signed by the University Accountant	None	1 Minute	<i>Administrative Aide</i> Accounting Office
TOTAL:		PHP 50	5 Minutes	

ADMINISTRATIVE SERVICES OFFICE
External Services

1. Employment Verification

This describes the Standard Procedures for Employment Verification in accordance with Data Privacy Law.

Office or Division:	Administrative Services Office (ADMINSO)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business; G2G – Government to Government			
Who may avail:	All government and private institutions with Letter of Consent from the personnel being verified			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter of Consent (1 original)	1	From the employee/personnel being verified	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct Employment Verification and submit the original copy of the Letter of Consent of the personnel being verified to the HR.	1. Validate the documents.	None	10 Minutes	<i>Administrative Aide I</i> ADMINSO
	1.2 If via phone call, register into the logbook the transaction/s being made.	None	2 Minutes	<i>Administrative Aide I</i> ADMINSO
2. If walk-in, register into the Logbook for ADMINSO Transactions and proceed to employment verification at the HR.	2. Once validated, provide only the necessary information needed by the client with respect to the letter of consent.	None	15 Minutes	<i>Supervising Administrative Officer</i> ADMINSO
3. Accomplish the Customer Survey Form and drop to the designated drop box.	3. Ensure evaluation of the service delivery.	None	3 Minutes	<i>Supervising Administrative Officer</i> ADMINSO
TOTAL:		None	30 Minutes	

ADMINISTRATIVE SERVICES OFFICE

Internal Services

1. Issuance of Certificate of Employment (COE)

Issuance of a document stating the name, employment status, employment coverage, compensation and benefits of the former or current employee of the university to be used for legal purposes only.

Office or Division:		Administrative Services Office (ADMINSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Government issued ID (1 original)	1	Any ID issuing government agency	
2	COE Request Form (1 original)	2	ADMINSO, Ground Floor, DHVSU Administration Bldg.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish Certificate of Employment Request Form at the HR	1. Verify and prepare the Certificate of Employment (COE)	None	3 Minutes	<i>Administrative Aide IV</i> ADMINSO
2. Register at the Logbook for COE at HR.	2. Print the COE	None	2 Minutes	<i>Administrative Aide IV</i> ADMINSO
3. Wait for the issuance of the COE at the HR.	3.1 Verify and sign the COE	None	2 Minutes	<i>Chief Administrative Officer</i> ADMINSO
	3.2 Issue the signed COE	None	1 Minute	<i>Administrative Aide IV</i> ADMINSO
4. Accomplish the Customer Survey Form and drop to the designated box.	4. Ensure evaluation of the service delivery.	None	2 Minutes	<i>Administrative Aide IV</i> ADMINSO
TOTAL:		None	10 Minutes	

2. Issuance of Service Record (Face to Face)

Issuance of a documentary history of an employee's service-related activities to be used for legal purposes only.

Office or Division:		Administrative Services Office (ADMINSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Employees of DHVSU (Job-Order/Contract of Service, Casual, Temporary, and Permanent)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Government issued ID (1 original)	1	Any ID issuing government agency	
2	Service Record Request Form (1 original)	2	ADMINSO, Ground Floor, Administration Bldg.	
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit the accomplished Service Request Form at HR.		None	1 Minute	<i>Administrative Assistant IV</i> ADMINSO
2. Register at the Logbook for Service Record at HR.		None	1 Minute	<i>Administrative Assistant IV</i> ADMINSO
3.Wait for the issuance of the Service Record at HR.	3.1 Verify and sign the Service Record	None	2 Minutes	<i>Chief Administrative Officer</i> ADMINSO
	3.2 Issue the signed Service Record	None	1 Minute	<i>Administrative Assistant IV</i> ADMINSO
4. Accomplish the Customer Survey Form and drop to the designated box.		None	1 Minute	<i>Administrative Assistant IV</i> ADMINSO
TOTAL:		None	7 Minutes	

3. Issuance of Service Record (Online)

Issuance of a documentary history of an employee's service-related activities to be used for legal purposes only.

Office or Division:		Administrative Services Office (ADMINSO)			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All Employees of DHVSU (Job-Order/Contract of Service, Casual, Temporary, and Permanent)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Government-issued ID	1	Any ID issuing government agency		
2	Service Record Request Form	2	DHVSU Website - Adminso		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit the accomplished Service Request Form via email.		1. Check the office email for Service Record Request	None	1 Minute	<i>Administrative Assistant IV</i> ADMINSO
2. Wait for the issuance of the Service Record via email		2.1 Verify and prepare the Service Record	None	1 Minute	<i>Administrative Assistant IV</i> ADMINSO
		2.2 Verify and sign the Service Record	None	2 Minutes	<i>Chief Administrative Officer</i> ADMINSO
		2.3 Scan and issue the signed Service Record via email	None	1 Minute	<i>Administrative Assistant IV</i> ADMINSO
3. Accomplish the Customer Survey Online Form		3. Ensure evaluation of the service delivery.	None	1 Minute	<i>Administrative Assistant IV</i> ADMINSO
TOTAL:			None	7 Minutes	

4. Issuance of University Issued Identification Card (New)

This describes the procedure in acquiring university issued identification card.

Office or Division:	Administrative Services Office (ADMINSO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	ID Request Form (1 original)	1	ADMINSO, Ground Floor Administration Bldg.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish ID Request Form at the ADMINSO.	1.1. Receives the ID Request Form	None	5 Minutes	<i>Administrative Aide I</i> ADMINSO
	1.2. Inputs applicant's information in the system	None	10 Minutes	<i>Administrative Aide I</i> ADMINSO
	1.3. Submits the ID Request Form to the Chief Administrative Officer (CAO) only if the applicant has provided a TIN number	None	5 Minutes	<i>Administrative Aide I</i> ADMINSO
2. Wait for the approval of the request	2. Authorizes the issuance of ID by signing the ID Request form	None	10 Minutes	<i>Chief Administrative Officer</i> ADMINSO
	2.1. Returns the signed ID request form to the applicant	None	5 Minutes	<i>Administrative Aide I</i> ADMINSO

2. Present the approved ID Request Form to the MIS, and wait for the ID issuance.	2. Directs the applicant to the Management Information Systems office for the processing and issuance of the ID	None	2 Minutes	<i>Administrative Aide I</i> Management Information Systems Bldg.
3. Return to the HR and accomplish the Customer Survey Form and drop to the designated box.	3. Accomplishes the Survey on Customer Satisfaction	None	3 Minutes	<i>Administrative Aide I</i> ADMINSO
TOTAL:		None	40 Minutes	

5. Reissuance of University Issued Identification Card (Replacement)

Granting approval for the replacement for lost, stolen and outdated identification card.

Office or Division:	Administrative Services Office (ADMINSO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	ID Request Form (1 original)	1	ADMINSO, Ground Floor Administration Bldg.	
2	Affidavit of Loss for lost ID (1 original)	2	Law Firm / Notary Public	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish ID Request Form	1. Asks the requesting personnel about the state of his/her present ID	None	1 Minutes	<i>Administrative Aide I</i> ADMINSO
	1.2 Confirms if his/her present ID has been damaged, lost, or requires an update of information	None	5 Minutes	<i>Administrative Aide I</i> ADMINSO

	1.3. Issues the ID Request Form to the applicant	None	5 Minutes	<i>Administrative Aide I</i> ADMINSO
	1.4. Accomplishes the ID Request Form and surrenders his/her old ID. If lost, provides an Affidavit of Loss	None	10 Minutes	<i>Administrative Aide I</i> ADMINSO
	1.5. Receives the ID Request Form and the old ID or affidavit, whichever is applicable	None	2 Minutes	<i>Administrative Aide I</i> ADMINSO
	1.6 Updates the applicant's information in the system	None	10 Minutes	<i>Administrative Aide I</i> ADMINSO
2. Wait for the approval of the request	2. Submits the ID Request Form to the Chief Administrative Officer (CAO)	None	5 Minutes	<i>Chief Administrative Officer</i> ADMINSO
	2.1. Signs the ID Request Form	None	5 Minutes	<i>Chief Administrative Officer</i> ADMINSO
	2.2. Returns the approved ID Request Form to the applicant	None	5 Minutes	<i>Administrative Aide I</i> ADMINSO
3. Present the approved ID Request Form to the MIS and wait for the ID issuance.	3. Directs the applicant to the Management Information Systems office for the processing and issuance of the new ID	None	2 Minutes	<i>Administrative Aide I</i> Management Information Systems Bldg..
4. Accomplish the Customer Survey Form and drop to the designated box.	4. Accomplishes the Survey on Customer Satisfaction	None	3 Minutes	<i>Administrative Aide I</i> ADMINSO
TOTAL:		None	53 Minutes	

6. Processing of Application for Leave of Absence

This describes the procedure in processing the leave application among the DHVSU personnel under Casual, Temporary, and Permanent status.

Office or Division:		Administrative Services Office (ADMINSO)			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All Employees of DHVSU with Casual, Temporary, and Permanent status.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Accomplished Application for Leave Form/CSC Form 6 (2 original) <i>CSC Form 6, Revised 2020 / DHVSU-QSP-ADMINSO-002-FO001-R01</i>		1	• ADMINSO, ground Floor, Administration Bldg. • Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms –Application for Leave Form • Official CSC Website (www.csc.gov.ph)	
2	Medical Certificate (1 original) <i>-for 6 days and beyond leave of absence</i>		2	• Registered Physician of the concerned personnel	
3	Duly signed Clearance Form (3 original) <i>-for 30 days leave of absence</i>		3	• ADMINSO, DHVSU Administrative Bldg. • Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms – Clearance Form	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish CSC Form 6 - Application for Leave Form and submit to the HR		1. Receive and indicate the personnel's leave credits on the form	None	10 Minutes	<i>Administrative Assistant IV</i> ADMINSO

2. Register at the Logbook for ADMIN SO Transactions while waiting for the verified application	2. Certify the correctness of the number of leave credits.	None	15 Minutes	<i>Supervising Administrative Officer ADMIN SO</i>
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3. Forward the CSC Form 6 to the Immediate Superior	3. Recommend the approval/ disapproval of the application for leave	None	1 Hour	<i>Dean/ Unit Director DHVSU</i>
4. Forward the CSC Form 6 to the HRM	4. Recommend the approval of the application for leave	None	3 Minutes	<i>Chief Administrative Officer ADMINSO</i>
5. Wait for the approval of the application for leave	5.1 Approve / Disapprove the application for leave	None	2 Minutes	<i>University President Office of the University President Administration Bldg.</i>
	5.2 If disapproved, inform the personnel on the result of the application and take note on the Remarks of the logbook	None	2 Minutes	<i>Administrative Assistant IV ADMINSO.</i>
	5.3 If approved, inform the personnel on the result of the application, take note on the Remarks of the logbook and update the Employee's Leave Card for future reference.	None	5 Minutes	<i>Administrative Assistant IV ADMINSO</i>
6. Accomplish the Customer Survey Form and drop to the designated box.	6. Ensure evaluation of the service delivery.	None	3 Minutes	<i>Administrative Assistant IV ADMINSO</i>
TOTAL:		None	1 Hour, 40 Minutes	

7. Processing of Application for Monetization

This describes the procedure in processing the application for monetization among the DHVSU personnel under Casual, Temporary, and Permanent status.

Office or Division:		Administrative Services Office (ADMINSO)			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All Employees of DHVSU with Casual, Temporary, and Permanent status.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Accomplished Application for Leave Form/CSC Form 6 (2 original) <i>CSC Form 6, Revised 2020 / DHVSU-QSP-ADMINSO-002-FO001-R01</i>		1	- ADMINSO, Ground Floor, Administration Bldg. - Official DHVSU Website (dhvsu.edu.ph) – HR Downloadable Forms –Application for Leave Form - Official CSC Website (www.csc.gov.ph)	
2	Approved Request Letter for Monetization by the University President (1 original) <i>-for 10 days and beyond</i>		2	Concerned personnel	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish CSC Form 6 - Application for Leave Form (Monetization) and submit to the HR		1. Receive and indicate the personnel’s leave credits on the form	None	10 Minutes	<i>Administrative Assistant IV</i> ADMINSO
2. Register at the Logbook for ADMINSO Transactions while waiting for the verified application		2. Certify the correctness of the number of leave credits	None	15 Minutes	<i>Supervising Administrative Officer</i> ADMINSO
3. Forward the CSC Form 6 to the Immediate Superior		3. Recommend the approval/ disapproval of the application for monetization	None	15 Minutes	<i>Dean/Unit Director</i> DHVSU

4. Forward the signed CSC Form 6 to the HR	4. Initially sign to recommend the approval of the application for monetization	None	3 Minutes	<i>Chief Administrative Officer</i> ADMINSO
5. Wait for the approval of the application for monetization	5.1 Approve / Disapprove the application for monetization	None	2 Minutes	<i>University President</i> Office of the University President Administration Bldg.
	5.2 If disapproved, inform the personnel on the result of the application and take note on the Remarks of the logbook	None	2 Minutes	<i>Administrative Assistant IV</i> ADMINSO
	5.3 If approved, inform the personnel on the result of the application and update the Employee's Leave Card for future reference.	None	5 Minutes	<i>Administrative Assistant IV</i> ADMINSO
6. Accomplish the Customer Survey Form and drop to the designated box.	6. Ensure evaluation of the service delivery.	None	3 Minutes	<i>Administrative Assistant IV</i> ADMINSO
TOTAL:		None	55 Minutes	

8. Processing of Application for Retirement

This describes the procedure in processing the application for Retirement among the DHVSU personnel under Casual, Temporary, and Permanent status.

Office or Division:		Administrative Services Office (ADMINSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Employees of DHVSU with Casual, Temporary, and Permanent status.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Signed Letter of Intent to Retire addressed to the University President (1 original, 3 photocopies)	1	Concerned Employee	
2	Approval Letter from the University President (1 Original, 3 photocopies)	2	Office of the University President, 2 nd Floor, Administration Building	
3	Duly Signed Application for Retirement Form (4 original)	3	GSIS Website - https://www.gsis.gov.ph/downloadable-forms	
4	Duly Signed Certificate of No Administrative Case (4 original)	4	ADMINSO, Ground Floor, Administration Bldg.	
5	Duly Signed Certification on Declaration of Pendency and Non-Pendency (4 original)	5	ADMINSO, Ground Floor, Administration Bldg.	
6	Signed Service Record (4 original)	6	ADMINSO, Ground Floor, Administration Bldg.	
7	Clearance Form (3 original)	7	ADMINSO, Ground Floor, Administration Bldg.	
8	Accomplished CSC Form 6 (3 original)	8	ADMINSO, Ground Floor, Administration Bldg.	
9	2X2 Picture with white background (3 original)	9	Any photo shop available	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Register at the Logbook for ADMIN SO Transaction.	1. Assist the client.	None	2 Minutes	<i>Administrative Aide I</i> ADMIN SO
2. Transact with the HRMO and inform them his/her intent to retire.	2. Advise the client to formally make a letter of intent to retire addressed to the university president.	None	15 Minutes	<i>Supervising Administrative Officer</i> ADMIN SO
3. Submit the signed Letter of Intent to the HRMO.	3. Receive the letter, notify the HRMO and forward it to the office of the university president.	None	10 Minutes	<i>Administrative Aide I</i> ADMIN SO
4. Wait for the approval of the letter from the university president.	4. Issue a Letter of Approval/Disapproval to the Retirement of the concerned client.	None	10 Minutes	<i>University President</i> 2 nd Floor, Administration Bldg.
5. Accomplish and sign the GSIS Application Form for Retirement and submit to the HR.	5.1. Receive the document and fill-in the necessary information needed	None	15 Minutes	<i>Supervising Administrative Officer</i> ADMIN SO
	5.2 Initially sign to recommend for approval of the application for Retirement of the personnel.	None	10 Minutes	<i>Chief Administrative Officer</i> ADMIN SO
	5.3 Finally Sign to recommend for the approval of the application for Retirement of the personnel.	None	10 Minutes	<i>University President Office</i> of the Univ. President, 2 nd Floor, Admin. Bldg.
	5.4 Attach the Certification of No Administrative Case, Declaration of Pendency and Non-Pendency and Service Record to the form	None	15 Minutes	<i>Supervising Administrative Officer</i> ADMIN SO

	5.5 Prepare a Transmittal Letter to GSIS	None	5 Minutes	<i>Administrative Assistant IV ADMINSO</i>
	5.6 Upon approval of the university president, the documents will be submitted to the GSIS office.	None	1 Hour	<i>Retiree</i>
6. While waiting for the GSIS's response, accomplish the Customer Survey Form and drop to the designated box.	6. Ensure evaluation of the service delivery.	None	3 Minutes	<i>Administrative Aide I, Supervising Administrative Officer ADMINSO</i>
TOTAL:		None	2 Hours, 35 Minutes	

**ADMINISTRATIVE SERVICES OFFICE – COMPENSATION AND OTHER
BENEFITS UNIT**
Internal Service

1. Approval of PAG-IBIG Loan Applications

Granting approval of Pag-ibig loan applications

Office or Division:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Loan Application Form (1 Original)	1	-Pagibig Website – Pagibig Loan Form -CBOO Unit - ADMINSO, 2 nd Floor Administrative Bldg		
2	Two (2) Government Issued IDs (2 Photocopies back and front)	2	Any ID issuing government agency		
3	ATM card or Loyalty Card (1 Photocopy)	3	-Landbank -Pagibig		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on specific Loan Application		1. Assist the client.	None	5 Minutes	<i>Administrative Aide I</i> CBOO Unit - ADMINSO
2. Accomplish the Loan Application Form and attach two (2) photocopies of two (2) government issued IDs (showing front and back of the ID) and one (1) photocopy of ATM card or Loyalty Card		2. Prepare necessary documents needed	None	10 Minutes	<i>Administrative Aide I</i> CBOO Unit - ADMINSO

3. Submit the accomplished Loan Application Form and attach two (2) photocopies of two (2) government issued IDs (showing front and back of the ID) and one (1) photocopy of ATM card or Loyalty Card	3. Sign the Loan Application Form and advise the client to submit the documents to the respective agency.	None	3 Minutes	<i>Administrative Officer V CBOO Unit -ADMINSO</i>
3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery and wait for the request to confirm the approval of the application of the loan from the concerned agency.	None	15 Minutes	<i>Administrative Aide / CBOO Unit - ADMINSO</i>
TOTAL:		None	33 minutes	

2. Approval of GSIS Loan Applications

Granting approval of GSIS loan applications

Office or Division:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Employees of DHVSU (Casual, Temporary, and Permanent)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	UMID Card	1	-GSIS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Apply loan through GSIS Kiosk using GSIS UMID Card or apply through online	1. Check the GSIS website for loan applications	None	3 Minutes	<i>Administrative Officer V</i> CBOO Unit - ADMINSO
2. Proceed to the CBOO Unit – ADMINSO for the approval of loan application	2.1 Verify if the net pay is with accordance to the allowable minimum take home pay	None	5 Minutes	<i>Administrative Officer V</i> CBOO Unit -ADMINSO
	2.2 Approve the GSIS loan	None	2 Minutes	<i>Administrative Officer V</i> CBOO Unit - ADMINSO
3. Accomplish the Customer Survey Form and drop to the designated box.	Ensure evaluation of the service delivery	None	15 Minutes	<i>Administrative Aide</i> / CBOO Unit - ADMINSO
TOTAL:		None	25 Minutes	

3. Issuance of Certificate of Payment – Remittances

Issuance of a document stating that the contributions/premiums and loans of the employee has been paid.

Office or Division:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Government issued ID (1 original)	1	Any ID issuing government agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure and accomplish Request Form	1. Verify and check the premium or loan remittance report and official receipts	None	5 Minutes	<i>Administrative Officer V</i> <i>Administrative Assistant II</i> <i>Administrative Aide IV</i> <i>Administrative Aide I</i> CBOO Unit - ADMINSO	
2. Wait for the issuance of Certificate of Payment	2.1 Prepare and print the Certificate of Payment	None	30 Minutes	<i>Administrative Officer V</i> <i>Administrative Assistant II</i> <i>Administrative Aide IV</i> <i>Administrative Aide I</i> CBOO Unit - ADMINSO	
	2.2 Certify the correctness of the Certificate of Payment	None	5 Minutes	<i>Administrative Officer V</i> ADMINSO	
	2.3 Issue the Certificate of Payment	None	2 Minutes	<i>Administrative Officer V</i> <i>Administrative Assistant II</i> <i>Administrative Aide IV</i> <i>Administrative Aide I</i> CBOO Unit -	

				ADMINSO
3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery	None	3 Minutes	<i>Administrative Officer V Administrative Assistant II Administrative Aide IV Administrative Aide I CBOO Unit - ADMINSO</i>
TOTAL:		None	45 Minutes	

4. Issuance of BIR FORM 2307

Issuance of a document stating the monthly income payments and tax withheld for the quarter.

Office or Division:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Employees of DHVSU (Job Order/Contract of Service)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Government issued ID (1 original)	1	Any ID issuing government agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Form	1. Assist the Client	None	1 Minute	<i>Administrative Aide / CBOO Unit - ADMINSO</i>
2. Wait for the issuance of the request at the CBOO Unit -ADMINSO.	2.1 Prepare and print the BIR Form 2307	None	5 Minutes	<i>Administrative Officer V CBOO Unit -ADMINSO</i>
	2.2 Verify and sign BIR Form 2307	None	5 Minutes	<i>Accountant IV Accounting Office</i>
	2.3 Issue the signed BIR Form 2307	None	1 Minute	<i>Administrative Officer V CBOO Unit -ADMINSO</i>
3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery	None	3 Minutes	<i>Administrative Officer V CBOO Unit -ADMINSO</i>
TOTAL:		None	15 Minutes	

5. Issuance of BIR FORM 2316

Issuance of a document stating the total amount of paid with corresponding tax withheld during the calendar year.

Office or Division:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Employees of DHVSU (Casual, Temporary, and Permanent)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Government issued ID (1 original)		1	Any ID issuing government agency
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Form	1. Assist the Client	None	1 Minute	<i>Administrative Aide I</i> CBOO Unit - ADMINSO
2. Wait for the issuance of the request at the ADMINSO.	2.3 Issue the signed BIR Form 2316	None	1 Minute	<i>Administrative Officer V</i> CBOO Unit - ADMINSO
3. Accomplish the Customer Survey Form and drop to the designated box.	3.Ensure evaluation of the service delivery	None	3 Minutes	<i>Administrative Officer V</i> CBOO Unit - ADMINSO
TOTAL:		None	5 Minutes	

6. Issuance of Daily Time Record (DTR)

Issuance of a document stating the employee's name, registered attendance

Office or Division:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All Employees of DHVSU with Casual, Temporary, and Permanent status.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Government issued ID (1 original)	1	Any ID issuing government agency		
2	Memorandum / Approved Letter -basis for justification	2	Concerned Employee		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for DTR and register at the Logbook for ADMINSO Transactions at the HR		1. Advise the client to secure and accomplish the DTR Request Form.	None	2 Minutes	Administrative Aide I ADMINSO
2. Submit the accomplished DTR Request Form to the ADMINSO.		2. Verify the request and prepare to print the DTR.	None	5 Minutes	Administrative Aide I ADMINSO
3. Check the printed DTR for possible corrections.		3. If there are corrections, validate through submitted memorandums/ letters and/or documents, make necessary correction/s and reprint DTR. <i>Note:</i> If no attachment/s submitted, advise the client to furnish the office a copy of the memo/letter to validate corrections.	None	5 Minutes	Administrative Aide I ADMINSO
4. Sign the DTR, have it verified through the signature of the Immediate		4. Check and receive the Duly signed DTR.	None	25 Minutes	Dean/ Unit Director DHVSU

Superior and submit to the HR.				
5. Accomplish the Customer Survey Form and drop to the designated box.	5. Ensure evaluation of the service delivery.	None	3 Minutes	<i>Administrative Aide I</i> ADMINSO
TOTAL:		None	40 Minutes	

9. Issuance of Pay Slip

Reissuance of pay slip to employee detailing the amount of pay given and the tax & contributions deducted to be used for legal purposes.

Office or Division:	Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Employees of DHVSU (Job Order, Casual, Temporary, and Permanent)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Government issued ID (1 Original)	1	Any ID issuing government agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Form	1. Advise the client to secure and accomplish the Request Form.	None	3 Minutes	<i>Administrative Aide I</i> CBOO Unit - ADMINSO
2. Submit the accomplished Request Form at the CBOO Unit ADMINSO.	2.1 Verify and prepare to print the Pay slip.	None	5 Minutes	<i>Administrative Officer V Administrative Aide I</i> CBOO Unit - ADMINSO
	2.2 Have the Pay slip signed by the Cashiering Officer.	None	3 Minutes	<i>Administrative Aide I</i> ADMINSO <i>Acting Cashier</i> Cashiering Office
	2.3 Issue the signed Pay slip.	None	1 Minute	<i>Administrative Aide I</i> CBOO Unit - ADMINSO

3. Accomplish the Customer Survey Form and drop to the designated box.	3. Ensure evaluation of the service delivery.	None	3 Minutes	<i>Administrative Aide I</i> CBOO Unit -ADMINSO
	TOTAL:	None	12 Minutes	

10. Request for Gross Pay/Net Pay

Issuance of a certification stating the name, employment status, employment coverage, compensation and benefits for the calendar year.

Office or Division:		Compensation and Other Benefits Unit - Administrative Services Office (ADMINSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Employees of DHVSU		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Government issued ID (1 Original)	1	Any ID issuing government agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Form	1.1 Assist the client	None	1 Minute	<i>Administrative Aide I</i> CBOO Unit - ADMINSO
	1.2 Prepare and print the certification.	None	5 Minutes	<i>Administrative Officer</i> V CBOO Unit - ADMINSO
	1.3 Verify and sign the certification.	None	5 Minutes	<i>Chief Administrative Officer</i> ADMINSO
	1.4 Issue the Certificate of Gross Pay/Net Pay	None	1 Minute	<i>Administrative Aide I</i> CBOO Unit - ADMINSO
2. Accomplish the Customer Survey Form and drop to the designated box.	2. Ensure evaluation of the service delivery.	None	2 Minutes	<i>Administrative Aide I</i> ADMINSO
	TOTAL:	None	14 Minutes	

ADMINISTRATIVE SERVICES OFFICE – MOTORPOOL SERVICES

Internal Service

1. Vehicle Services Process

This describes the motor pool vehicle request services process provided in the University.

Office or Division:		Transportation Services Unit (ADMINSO)			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All Employees and Students of DHVSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Approved Travel Order (1 original)		1	TSU, near the University Gymnasium	
2	Approved Vehicle Request Form (1 original)		2	TSU, near the University Gymnasium	
3	Trip Tickets (1 original)		3	TSU, near the University Gymnasium	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for vehicle and register at the Logbook of Motorpool.		1.1 Secure approved Travel Order and Vehicle Request Form.	None	5 Minutes	<i>Supervisor</i> TSU, near the University Gymnasium
		1.2 Check the availability of the driver and transport vehicle to be used.	None	5 Minutes	<i>Supervisor</i> TSU, near the University Gymnasium
		1.3 Mark the approved travel on the whiteboard for Scheduled Travel	None	3 Minutes	<i>Supervisor</i> TSU, near the University Gymnasium
		1.4 Inform the driver on the trip details	None	5 Minutes	<i>Supervisor</i> TSU, near the University Gymnasium
		1.5 Prepare the Vehicle Trip Ticket.	None	5 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
		1.6 Secure the signature of the mechanic, motor pool supervisor, the VPAF and the University President.	None	30 minutes	<i>University Driver</i> TSU, near the University Gymnasium

2. Secure confirmation of the availability of the request for vehicle.	2. Confirm the trip and departure time with the client	None	10 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
3. Coordinate with the university driver on the scheduled trip.	3.1 Check the vehicle to be used prior to the scheduled trip. <i>Note: In case of vehicle malfunction, the condition shall be reported immediately to the MPS who in turn will assign another available vehicle.</i>	None	20 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
	3.2 Inform the client of the alternative vehicle to be used.	None	2 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
	3.3 Require all passenger personnel to affix individual signatures on the trip ticket.	None	5 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
4. Accomplish the Customer Survey Form and drop to the designated box	4. Ensure evaluation of the service delivery made.	None	3 Minutes	<i>University Driver</i> TSU, near the University Gymnasium
TOTAL:		None	1 Hour, 55 Minutes	

**OFFICE OF ADMISSIONS, GUIDANCE AND TESTING CENTER,
OFFICE OF CAREER SERVICES**

1. University Admission Test (UAT) Administration Process

This describes the process for administration of University Admission test (UAT) to all student applicants seeking for admission in the university.

Office or Division:		Guidance and Testing Center		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All incoming Junior and Senior High School, transferees, undergraduate, graduate and post graduate school applicant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Test permit (1 original)	1	Guidance and Testing Center (2 nd Floor, Student Affairs and Service Bldg.)	
2	School ID	2	Student applicant's current School	
3	Official Receipt of Testing Fee (for student applicant not covered by RA 10931)	3	Cashiering Office (1 st Floor, Admin Bldg.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present UAT test permit and required documents.	1.1 Receives and checks UAT test permit and required documents	None	1 Minute	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
2. Listen to the instruction of the proctor and fill out the answer sheets	2.1 Introduce and distributes the answer sheets for the UAT. 2.2 Instructs to fill out the answer sheets	None	13 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
3. Answer the sample questions and take the UAT.	3.1. Distributes the test booklets. 3.2. Instructs the test procedures. 3.3. Administers the University Admission	None	1 Hour (for Non- board) 2 Hours (For board programs) 3 Hours (for BS Nursing, Graduate Studies and	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>

	test.		Juris Doctor Applicants)	
4. Listen to the announcement of the proctor regarding schedule of the test results and accomplish customer Survey form	4.1. Collects test booklets and answer sheets 4.2. Distributes customer Survey Form 4.3. Instructs the Schedule of test results.	none	5 Minutes	<i>Psychometrician</i> <i>Guidance Counselor</i> <i>Guidance Coordinator</i> Guidance and Testing Center
TOTAL:		None	1 Hour, 19 Minutes (for non-board) 2 Hours, 19 Minutes (For board programs) 3 Hours, 19 Minutes (for BS Nursing and Graduate Studies and Juris Doctor Applicants)	

2. Counseling Intervention Services

This lies at the core of the Guidance Program, serving as its vital essence. It entails a purpose-driven collaboration between a proficiently licensed counselor and an individual actively seeking for professional assistance. The overarching goal is to meticulously clarify facts and address issues, thereby enhancing the individual's capacity to navigate and adapt satisfactorily to the challenges confronting them.

Office or Division:	Guidance and Testing Center
Classification:	Simple

Type of Transaction:		G2C - Government to Citizen ; G2G- Government to Government		
Who may avail:		Client who are mostly from the students, faculty members and administrative employees of the University.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	University Issued Student ID (1 original)	1	Management Information Systems Office Located at the back of Administration Bldg.	
2	Call Slip (1 original)	2	Guidance and Testing Center (1 st Floor, Student Affairs and Service Bldg.)	
3	Referral Form	3	Guidance and Testing Center (1 st Floor, Student Affairs and Service Bldg.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. WALK-IN/ CALL-IN 1. Register to the Visitor/ Client basic info. in the Log Sheet for Counseling Services at the Guidance and Testing Center. Submit call slip to the Guidance Staff (for call-in counselees) 2. Attend Intake Interview	1.1 Answer counselee's initial inquiries 1.2. Set an appointment to the counselee	None	1 Minute 2 Minutes	<i>Guidance Associate</i> Guidance & Testing Center
	2.1. Facilitate interview using Intake Summary Form and Individual Information Sheet 2.2. Set an appointment for counseling (if not terminated upon intake) 2.3. Request the client to fill out Customer Survey Form		20 Minutes	<i>Guidance Counselor</i> Guidance & Testing Center

3. Attend to the scheduled counseling session and other assessment as required by the Guidance and Testing Center.	3.1. Evaluate counselee's problem, conducts case conceptualization 3.2. Analyze pertinent data and information of the counselee 3.3. Plan counseling intervention 3.4. Set counseling goals	None	1 Hour	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
		None	1 Hour, 23 Minutes (for initial session)	
4. Attend the scheduled follow-up session/s at the Guidance and Testing Center	4.1. Conduct series of counselling session 4.2. Evaluate Progress and Terminate Counseling session 4.3. Request the client to fill out Customer Survey Form	None	1 Hour, 30 Minutes (every session)	Guidance Coordinator/ Guidance Counselor Guidance & Testing Center
TOTAL:		None	2 Hours, 53 Minutes	
B. Referrals				
1. Register to the Visitor's Log Sheet	1. 1 Receive accomplished Referral Form	None	1 Minute	Guidance Associate Guidance & Testing Center
2. Answer queries regarding the referred counseling.	2.1 Gather information to the referrer and conduct Intake Interview to the counselee 2.2. Request the client	None	22 Minutes	Guidance Associate Guidance & Testing Center

	to fill out Customer Survey Form 2.3 Schedule the referred student for counseling.			
3. Attend to the scheduled counseling session and other assessment as required by the Guidance and Testing Center.	3.1. Evaluate counselee's problem, conducts case conceptualization 3.2. Analyze pertinent data and information of the counselee 4.4. Plan counseling intervention 4.5. Set counseling goals	None	1 Hour	<i>Guidance Coordinator/ Guidance Counselor Guidance & Testing Center</i>
		None	1 Hour, 23 Minutes (for initial session)	
4.1. Attend the scheduled follow-up session/s at the Guidance and Testing Center	4.1 Conduct series of counseling session 4.2 Evaluate Progress and Terminate Counseling session 4.3 Request the client to fill out Customer Survey Form	None	1 Hour, 30 Minutes (for every succeeding session)	<i>Guidance Coordinator/ Guidance Counselor Guidance & Testing Center</i>
TOTAL:		None	2 Hours, 53 Minutes (for every succeeding session)	

3. Online/Virtual Counseling Intervention Services

Online or virtual counseling is a purposeful and goal-oriented collaboration between a proficiently licensed counselor and an individual in search of professional assistance. The primary objective is to expound facts and address issues, enhancing the individual's ability to adapt effectively to challenging situations. This innovative approach transcends physical boundaries by facilitating therapeutic intervention/s and counseling sessions through digital platforms such as phones or

computers. Communication during these sessions can occur through diverse channels like text messaging, audio calls, video chats, and conferences.

Office or Division:	Guidance and Testing Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Client who are mostly from students, faculty members and administrative employees of the University.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Intake Interview Sheet (Student Counseling google form)	1	Online link posted in the Guidance and Testing Center Facebook page.	
2	Mental Health and Psychosocial Support for Employees Google form	2	Online link posted in the Guidance and Testing Center Facebook page.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Fill out Student counseling google form or MHPS google form to set an appointment posted in the Guidance and testing center Facebook page.	1.1. Verify accomplished Student Counseling google form and MHPS google form	None	3 Minutes	<i>Administrative Aide</i> Guidance & Testing Center
	1.1.1. Schedule the Intake Interview/counseling sessions		2 Minutes	<i>Guidance Coordinator/ Guidance Counselor</i> Guidance & Testing Center
2. Attend to the scheduled intake interview with Guidance Associate.	2.1 Guidance Associate facilitates intake interview and refer the student or employee to the Guidance Counselor.	None	22 Minutes	<i>Guidance Associate</i> Guidance & Testing Center
3. Attend to the scheduled online Counseling Session via Video conference or	3.1 Evaluates counselee's problem, conducts case conceptualization. 3.2 Analyzes pertinent		1 Hour	<i>Guidance Coordinator/ Guidance Counselor</i> Guidance & Testing Center

Audio calling thru Facebook messenger.	data and information of the counselee. 3.3 Plans counseling intervention. 3.4 Sets counseling goals.			
		None	1 Hour, 27 Minutes (for initial session)	
4. Attend to the scheduled online Counseling Session via Video conference or Audio calling thru Facebook messenger	4.1 Conducts series of Counseling Sessions 4.2 Evaluate Progress and Terminate Counseling session 4.3 Request the client to fill out Customer Survey Form	None	1 Hour, 30 Minutes (for every succeeding session)	<i>Guidance Coordinator/ Guidance Counselor Guidance & Testing Center</i>
TOTAL:		None	1 Hour, 27 Minutes (Initial Session) 1 Hour, 30 Minutes (every succeeding session)	

4. Issuance of Class Admission Slip

Issuance of Class Admission Slips to students who incurred absences due to creditable reasons.

Office or Division:	Guidance and Testing Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Client who are mostly from students, faculty members and

		administrative employees of the University.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	University Issued Student ID (1 Original)	1	DHVSU Bona fide Students	
2	Duly Signed Excuse letter (1 Original)	2	Parents/Guardian	
3	Valid Documents supporting the cause of absence/tardiness (all Original)	3	Dean's Office / Principal's Office, Medical/Dental Clinic	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor/ Client Log Sheet and request for class admission slip.	1.1. Checks excuse letter of the student signed by guardian/parent	None	3 Minutes	Guidance Counselor Guidance & Testing Center
2. Present excuse letter and other documents (e.g medical certificate)	2.1. Verify records in the anecdotal index card	None	2 Minutes	
3.Attend Interview with the Guidance Counselor/ Guidance Associate	3. Conducts interview based on the explanation letter and verify supporting documents.	None	10 Minutes	
4. Secure Class admission Slip and accomplish Customer Survey form	4. Issues Class Admission Slip and request student to fill out customer survey form	None	1 Minutes	
TOTAL:		None	16 Minutes	

4. Psychological Testing Services

This outlines the systematic administration of a comprehensive testing battery for prospective student applicants seeking admission, pre-employment assessment of students engaged in work immersion and student internship as well as for the psychometric assessment of DHVSU employment application. This process is an integral component of the overall admission, internship and hiring procedures, ensuring a thorough evaluation of candidates across various criteria.

Office or Division:		Guidance and Testing Center		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		All incoming Junior and Senior High School, transferees, undergraduate, graduate and post graduate school applicant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Request Letter (for OJT)	1	Dean's Office / Principal's Office	
2	Endorsement Letter (for hiring purposes)	2	Administrative Services Office (1 st Floor, Admin Bldg.)	
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Psychological testing and present the Request Letter or Endorsement Letter	1.1 Receives and checks Request letter (for OJT) and endorsement letter from Human Services	None	2 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
2. Register in the Visitor/ Client Log Sheet	2.1 Advise the applicant to register in the Visitor/ Client Log Sheet	None	1 Minute	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
3. Take the battery test at the Guidance and Testing Center and Accomplish customer survey form	3.1. Administers the Test Battery 3.2. Distributes and collects Customer Survey Form	None	1 Hour (OJT) 2 Hours, 30 Minutes (Psychological Assessment) 2 Hours (teaching, non-teaching applicants and newly hired)	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
4. Accomplish the customer Survey Form	Instruct the student/ applicant to accomplish the customer survey form		1 Minute	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>

TOTAL:	None	1 Hour, 4 Minutes (<i>For OJT/Work Immersion</i>)	
		2 Hours, 34 Minutes (Psychological Assessment)	
		2 Hours, 4 Minutes (<i>Teaching and Non-Teaching applicant and newly hired</i>)	

5. Individual Inventory Service Process

This describes the process of distribution, collection, and retrieval of individual inventory sheets for new students. Detailing the systematic procedure involved in disseminating, gathering, and reclaiming the inventory sheets for each specified group ensures a smooth and organized process.

Office or Division:		Guidance and Testing Center		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All incoming Junior and Senior High School, transferees, undergraduate, graduate and post graduate school applicant		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	University Issued Student ID (1 original)		1	Management Information Systems Office Located at the back of Administration Bldg.
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Individual Information Sheet.	1.1 Instructs the student to accomplish the individual information sheet.	None	20 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>

2. Accomplish the Customer Survey form	2.1 Distribute the Customer Survey Form	None	1 Minute	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
TOTAL:		None	21 Minutes	

6. Guidance Program Evaluation

This describes the process of evaluating the different guidance services to assess the effectiveness, how well it achieves its goal and in view of improving the guidance services. The data obtained in this service are being used for innovations in the programs in designing interventions.

Office or Division:		Guidance and Testing Center		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All incoming Junior and Senior High School, transferees, undergraduate, graduate and post graduate school applicant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	University Issued Student ID (1 original)	1	Management Information Systems Office Located at the back of Administration Bldg.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Individual Information Sheet.	1.1 Distribute and Instruct student to accomplish the Guidance Program Evaluation Form.	None	10 Minutes	<i>Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center</i>
TOTAL:		None	10 Minutes	

7. Acceptance of Student Internship

This describes the process of student internship within the Guidance and Testing Center, designed to provide a formal introduction to a real-life workplace

environment. The objective is to facilitate an exploration of the connections between the knowledge and skills acquired during their college education and those essential in a professional work setting.

Office or Division:		Guidance and Testing Center			
Classification:		Simple			
Type of Transaction:		G2C-Government to Citizen			
Who may avail:		College students enrolled in DHVSU and in other Higher Educational Institutions.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Endorsement letter		1	Dean’s office/ Principal’s office/ OJT Coordinator	
2	Student Resumé		2	Student Applicant	
3	Notarized Memorandum of Agreement		3	University/School/College of origin	
4	Non-disclosure Agreement		4	Guidance and Testing Center	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Visitor/Client Log Sheet		1.1 Receives Endorsement Letter from the Dean/OJT Coordinator	None	2 Minutes	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
2.Attend the OJT Orientation		2.1 Orient the OJT Trainees on their task, activities and confidentiality nature of work and information in the Guidance and Testing Center	None	1 Hour	Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center
3. Read and Sign the Non-Disclosure Agreement		3.1 Instructs the trainees to carefully read and sign the Non-Disclosure	None		Administrative Aide Psychometrician Guidance Counselor Guidance Coordinator Guidance and Testing Center

	Agreement			
4. Accomplish the Customer Survey Form	4.1 Distribute Customer Survey Form	None	1 Minute	<i>Administrative Aide</i> <i>Psychometrician</i> <i>Guidance Counselor</i> <i>Guidance Coordinator</i> <i>Guidance and Testing Center</i>
TOTAL:		None	1 Hour, 3 Minutes	

CASHIERING OFFICE

External Services

1. Collection of Fees -Tuition Fee, Graduation Fee, CAV, Certifications, Clear Statement of Account, Transcript, Good Moral, Reprinting of Identification Card, Uniform, Rentals of Stalls and Venues (Gym, Café Honorio, Hostel), Bidding, Issuance of Official Receipt for payment of Fees intended to the University

Office or Division:		Cashiering Office, DHVSU, Bacolor, Pampanga			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All clients who are required to secure Official Receipts for the issuance of certifications.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Student Request Form (1 original)	1	- Registrar’s Office-Tuition Fee, Certifications, CAV, TOR - BAC Office- Bidding Document - Auxiliary Services-Rentals of Stalls and venues, PE Uniforms - Guidance Office- Good Moral - OSA/MIS –reprinting of Identification Card		
2	Official Receipt for Payment Made (1 original)	2	Cashiering Office (1 st Floor Admin. Bldg - Window 11)		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Student Request Form to the Cashiering Office.		1. Verify student request form (Name and student number)	None	45 Seconds	<i>Administrative Officer/Collecting Officer/Sub-Collector</i> Cashiering Office
2. Prepare the exact amount for payment at the Cashiering Office.		2. Receive and ensure accuracy of payment made by the client.	Amount will be determine according to the nature of payment	30 Seconds	<i>Administrative Officer/Collecting Officer/Sub-Collector</i> Cashiering Office
3. Secure Official Receipt for the payment made at the Cashiering Office		3. Issue Official Receipt for the payment made	None	30 Seconds	<i>Administrative Officer/Collecting Officer/Sub-Collector</i> Cashiering Office
4. Fill up Customer’s Survey Form		4.File the Customer’s Survey	None	1 Minute	<i>Administrative Officer/Collecting Officer/Sub-Collector</i> Cashiering Office

TOTAL:		2 Minutes, 45 Seconds	
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2. Issuance of Checks for Infrastructures, Supplies and Materials, scholarship grants, salaries, wages other benefits and incentives.

Payment for the construction of buildings, services, supplies and materials incurred by the university.

Office or Division:		Cashiering Office (1 st Floor Administrative Building-Window 11)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government; G2B – Government to Business		
Who may avail:		Internal and External Contractors and Suppliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE: Cashiering Office (1 st Floor Administrative Building-Window 11)		
Principal				
1	Any valid ID (1 original, 1 photocopy)	1	Any ID issued by public or private company	
Representative				
1	Any valid ID (1 original, 1 photocopy)	1	Any ID issued by public or private company	
2	Duly Signed Authorization Letter (1 original)	2	Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the release of check	1. Ask for Identification Card of the client	None	15 Seconds	<i>Admin Assistant II/Administrative Aide I</i> Cashiering Office
2. Present the valid ID to claim the check at the Cashiering Office. Note: If thru representative, present duly signed authorization letter attached with the photocopy of the owner's ID, and 1 original and one (1) photocopy of the	2. Verify the authentication of the claimant ID or in case of representative verify the owner's photocopy of ID and representative's photocopy of ID	None	1 Minute	<i>Admin Assistant II/Administrative Aide I</i> Cashiering Office

representative's ID at the Cashiering Office.				
3. Issue the corresponding Official Receipt and wait for the check to be released	3.Issue the Voucher with the attached check to the claimant	None	1 Minute	<i>Admin Assistant II/Administrative Aide I</i> Cashiering Office
3. Sign the Disbursement voucher	3.Issue the check to the claimant and attached the official OR to the signed voucher	None	30 Seconds	<i>Admin Assistant II/Administrative Aide I</i> Cashiering Office
4.Fill up/accomplish Customer's Survey Form	4.File Customer's Survey Form	None	1 Minute	<i>Admin Assistant II/Administrative Aide I</i> Cashiering Office
		TOTAL:	3 Minutes, 45 Seconds	

3. Disbursement of Cash for Incentives and scholarship allowance

Payment for cash incentives and scholarship allowance.

Office or Division:		Cashiering Office			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen; G2G-Government to Government			
Who may avail:		All bona fide DHVSU employees and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE: Cashiering Office (1 st Floor Administrative Building-Window 11)			
Principal					
1	Any valid ID (1 original, 1 photocopy)	1	Requesting Party		
Representative					
1	Any valid ID (1 original, 1 photocopy)	1	Requesting Party		
2	Duly Signed Authorization Letter (1 original)	2	Requesting Party		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID to		1.1. Verify the valid ID of	None	1 Minute	<i>Disbursing Officer/Admin Aide</i>

claim for the check at the Cashiering Office. Note: If thru representative, present duly signed authorization letter attached with the photocopy of the owner's ID, and 1 original and one (1) photocopy of the representative's ID at the Cashiering Office.	the Owner			/ Cashiering Office
	<i>For Representative</i> 1.1.1 Verify the following: Owner's ID (1 Original, 1 photocopy); Authorization Letter from the Principal Owner, and Representative's ID (1 Original, 1 photocopy)			
2. Sign the payroll	2. Issue the cash to claimant	None	25 Seconds	<i>Disbursing Officer/Admin Aide</i> / Cashiering Office
3. Receive and count the cash before leaving the counter	3. Marked the name in the payroll indicating that the cash was already claimed by the recipient	None	25 Seconds	<i>Disbursing Officer/Admin Aide</i> / Cashiering Office
4. Fill up/accomplish Customer's Survey Form	4. File Customer's Survey Form	None	1 Minute	<i>Disbursing Officer/Admin Aide</i> / Cashiering Office
		TOTAL:	2 Minutes, 50 Seconds	

COLLEGE / CAMPUS ADVISING PROCEDURE

Student Advising Process

The student advising process is a crucial step among regular students in each department for their enrollment.

Office or Division:		College/Campus		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All regular students of DHVSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Advising Form	Respective Faculty Office of the College/Campus		
2	Student ID	Personal		
3	Transcript of Records (Copy of Grades)	DHVSU - SMS		
4	Letter of Intent	Personal		
5	Customer Survey Form	Respective Faculty Office of the College/Campus		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. Secure the Advising form at the Dean's Office or any Faculty Office		1. Issue Advising Slip and Customer Survey Form	None	2 Minutes
2. Submit the accomplished advising form along with the other requirements to the designated enrollment adviser		2. Check the submissions (number of copies, checklist of requirements)	None	2 Minute
3. Assessment of the submitted requirements and approval of the subjects enrolled and the total number of units of the enrollee		3. Promptly review submitted requirements, approve subjects enrolled and total units and maintain clear communication with students	None	5 Minutes
4. Log the client details and transaction type on the provided log sheet and accomplish Customer feedback and survey form		4. Provide the log book and secure the Customer feedback and survey form	None	1 Minute
TOTAL:			None	10 Minutes

CIVIL SECURITY UNIT

1. Individual and Office Performance Commitment (IPC/OPC) Validation

This describes the validation of the Individual and Office Performance Commitment Forms which should be consistent to the agency's targets and strategic directions.

Office or Division:		Civil Security Unit Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All bona fide DHVSU employees, visitors, and students who may request assistance for CCTV review, assisting visitors, and security assistance during events.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	University issued employee/student ID (1 original)	1	Management Information System (MIS) Office	
2	Client Satisfaction Form	2	Civil Security Unit Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Instruct the client to sign in the log book	None	1 Minute	<i>Administrative Aide I</i> Civil Security Unit
2. Address the concern to the CSU staff	2. Listen and analyze the concern of the client	None	5 Minutes	<i>Administrative Aide I</i> Civil Security Unit
3. Wait for the action of the CSU staff	3. Record all the details needed to take action and proceed for investigation	None	5 Minutes	<i>Administrative Aide I</i> Civil Security Unit
4. Wait for an update through sms message or call from the Officer in Charge	4. Conducting investigation and plan for the client concern	None	1 Day	<i>Officer in Charge</i> Civil Security Unit
TOTAL:		None	1 Day, 11 Minutes	

EXTENSION SERVICES OFFICE

1. Processing of Request of Extension Service

This describes the process of responding and accommodating the request for extension services offered by the university to the general public/requesting client.

Office or Division:		Extension Services Management Office			
Classification:		Simple			
Type of Transaction:		G2C			
Who May Avail:		Community/General Public			
CHECKLIST REQUIREMENTS		WHERE TO SECURE			
1	Request Letter with contact information	Head of the Requesting Community			
2	Customer Survey Form	Extension Service Management Office			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request letter to the President's Office		1. Assess and respond to the request	None	1 Day	<i>Administrative Aide</i> President's Office <i>Secretary, Director</i> Extension Services Office
2. Wait and receive the notification message or response letter from the office of extension regarding the request		2. Meet the extension core staff and implementers for the logistics and feasibility of the extension services to be rendered	None	1 Day	<i>Secretary</i> Extension Services Office
3. Attend the discussion meeting for the Project Proposal plan and MOA and fill up the customer survey form		3. Conduct meeting with the requesting regarding the details of the Plan and MOA	None	1 Day	<i>Director, University Extension Staff</i> Extension Services Office

4. Sign the MOA upon agreement to all stipulated commitment	4. Explain and finalize the provisions of the project plan and MOA	None	1 Day	<i>Director, University Extension Staff</i> Extension Services Office
		TOTAL:	4 Days	

FINANCE MANAGEMENT SERVICES OFFICE

1. Student Advising

The student advising process is a crucial step among students in each department for their enrollment.

Office or Division:		DHVSU – Sto. Tomas Campus (DSTC)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All students of DHVSU – Sto. Tomas Campus		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Advising Form		1	DSTC Admin Office
2	Student ID		2	Personal
3	Transcript of Records (Copy of Grades)		3	DHVSU – SMS Portal
4	Letter of Intent		4	Personal
5	Client Satisfaction Survey Form		5	DSTC Admin Office
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. Secure the Advising form at the DSTC Admin Office		1. Issue Advising Slip and Client Satisfaction Survey Form	None	2 Minutes
2. Submit the accomplished advising form along with the other requirements to the program chair		2. Check the submissions (number of copies, checklist of requirements)	None	1 Minute
3. Assessment of the submitted requirements and approval of the subjects enrolled and the total number of units of the enrollee		3. Promptly review submitted requirements, approve subjects enrolled and total units and maintain clear communication with students	None	8 Minutes
4. Log the client details and transaction type on the provided log sheet and accomplish Client Satisfaction Survey form		5. Provide the log book and secure the Client Satisfaction Survey form	None	1 Minute
TOTAL:			None	12 Minutes

3. PREPARATION OF PROGRAM OF RECEIPTS AND EXPENDITURES (PRE)

This describes the procedure in the preparation of budget for the Program of Receipts and Expenditures for Internally Generated Fund - 05.

Office or Division:		Finance Management Services Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Internal/External Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Request from the DBM		1 Email		
CLIENT STEPS	AGENCY ACTION (STEP/S)	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
DBM requires the submission of Budget Proposal for Internally Generated Fund - 05	1. Administrative Officer V prepares the PRE in accordance with the CMO 20, s.2011, policies and guidelines based on the obtained documents to compute the estimated receipts and expenditures for the year in accordance with GAM and UACS 1.1. AOV after obtaining copy of documents from these respective offices; •Enrollment Projection from the Registrar's Office •Approved Schedule of Fees from the Accounting Dept. •Cash balance for Income Fund(05-IGF) at the Accounting Office •Annual Procurement Plan from Property Supply and Management Office and Office of Physical Plant and Facilities •Budget Proposals from different departments and colleges 1.2. AOV distributes the receipts and expenditures according on its nature and types of expenditures as per the CMO 20, s.2011. 1.3. Prepares the Executive Brief, an attachment to the PRE. 1.4. Forwards the PRE to	None	2 Days	Administrative Officer V Finance Management Services Office

	the Budget Officer for checking			
	2. Checking and verification of PRE. 2.1. The Budget Officer checks and verifies the composition and computation of the PRE based on all obtained documents from all concerned offices, and by affixing his/her signature, the PRE was checked and verified. 2.2. Reviews the Executive Brief in accordance of the PRE. 2.3 Forwards the PRE and Executive Brief to the Director of Finance Management Services Office (FMSO) for review and signing.	None	1 hour 45 Minutes	<i>Budget Officer Finance Management Services Office</i>
	3. Review of PRE and Executive Brief and signing of PRE. 3.1. The Director of FMSO reviews the PRE and Executive Brief, and by affixing his/her signature, the PRE and Executive Brief was reviewed. 3.2. The reviewed and signed PRE and Executive Brief will be send back to AOV.	None	30 Minutes	<i>Chief Administrative Officer Finance Management Services</i>
	4. Forwards the PRE and Executive Brief to the Office of the Vice President for Admin, Finance and to the Executive Vice President for the final review and recommending approval.	None	5 Minutes	<i>Administrative Aide I Finance Management Services Office</i>
2. Fill-up the Online Customer Survey Form	5. Provides the customer/client with DHVSU Customer Survey Form	None	5 Minutes	<i>Administrative Aide I Finance Management</i>

	Retrieval and filing of the Customer Survey Form			Services Office
TOTAL:			2 Days, 2 Hours and 25 Minutes	

4. BUDGET EXECUTION PROCESS

This describes the guidelines in the processing of budget execution documents (BEDs) which are formulated based on the National Expenditure Program (NEP). The annual BEDs which contains the university plans, spending schedules and physical targets are prepared by the university and reviewed by the DBM, to facilitate the release of funds and enable prompt implementation of programs and projects, including the early procurement activities.

Office or Division:		Finance Management Services Office		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Internal and External Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	National Expenditure Program (NEP)	1	Unified Reporting System (URS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DBM requires online data entry and submission of Budget Execution Documents	1. Shall prepare the budget execution based on the National Expenditure Program and accomplishing the following forms: a. BED 1 – Financial Plan b. BED 3 – Monthly Disbursement Program Note: BED 1 shall be prepared by the Budget Officer BED 3 shall be prepared by the Budget Officer 1.1 Shall encode the excel file of BEDs to the Unified Reporting System (URS)	None	6 Days 6 Hours 30 Minutes	Administrative Assistant VI Finance Management Services Office
	2. Shall print the online generated reports of BEDs	None	5 Minutes	Administrative Assistant VI Finance

	2.1 Affixes his/her initials to the budget execution documents 2.2 Forward the online generated report of BEDs to the BEDs to the Budget Officer			Management Services Office
	3. Check and verifies the online generated reports of budget execution documents are based on the figures of National Expenditure Program (NEP) 3.1 Affixes his/her signatures to the online generated reports of BEDs However, if found incorrect and not in conformance with the NEP, it will be returned to the officer in charge for correction. 3.2 Forward the said forms to the Director of Finance Management Services Office (FMSO) for review	None	20 Minutes	<i>Budget Officer</i> Finance Management Services Office
	4. Review and verifies the online generated reports of budget execution documents are based on the figures of National Expenditure Program (NEP) 4.1 Affixes his/her signatures to the	None	25 Minutes	<i>Chief Administrative Officer</i> Finance Management Services Office

	online generated reports of BEDs However, if found incorrect and not in conformance with the NEP, it will be returned to the budget officer for correction. 4.2 Forward the said forms back to the Administrative Assistant VI			
	5. Forward the BEDs to the Office of the Vice President for Administration and Finance for review and approval together with the transmittal letter address to the Director of DBM 5.1 Signed BEDs shall be submitted to DBM for review and release of NCA <i>Note: Obligation of allotment shall start upon the release of General Appropriations Act (GAA) which can be viewed and downloaded at the DBM website for bidding of infrastructure shall start upon the release of National Expenditure Program (NEP) which can be viewed and downloaded at the DBM website for Disbursement and payment of expenses shall start upon issuance of the Notice of Cash</i>	None	2 Hours	Administrative Assistant VI Finance Management Services Office

	<i>Allocations(NCA)</i>			
2. Fill-up the Online Customer Survey Form	6.Provides the customer/client with DHVSU Customer Survey Form. Retrieval and filing of the Customer Survey Form	None	5 Minutes	<i>Administrative Aide I</i> Finance Management Services Office
TOTAL:		None	7 Days, 1 Hour and 25 Minutes	

6. PREPARATION OF QUARTERLY STATEMENT OF APPROVED BUDGET, UTILIZATIONS, DISBURSEMENTS FOR REGULAR AGENCY FUND-01 (FAR 1/FAR 1A), FOR INTERNALLY GENERATED FUNDS- 05 (FAR 2/FAR 2A) AND FOR TRUST RECEIPTS- 07 (FAR 6)

This describes the the procedure in the preparation of Statement of Approved Budget, Utilizations, Disbursements and Balances for Regular Agency Fund-01 (FAR 1 and FAR 1A), for Internally Generated Funds-05 (FAR2 and FAR2A) and for Trust Receipts- 07 (FAR 6)

Office or Division:		Finance Management Services Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Internal/External Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	General Provision of the Annual General Appropriations Act (GAA)	1	Website	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DBM require online data entry and submission of Financial Accountability Report	1. Prepares the excel file of the FAR with its corresponding account, amounts and UACS codes in the Approved Budget / Authorized Appropriation column of the report using the SAOB as basis 1.1 Encodes adjustments for realignments /augmentation if any	None	2 hours	<i>Administrative Assistant VI, Administrative Aide VI, Administrative Aide I</i> Finance Management Services Office
	2. Encodes the amount of obligations incurred for the quarter and reconcile with the Accounting Office 2.1 Gets a copy of the total amount of quarterly disbursements from the accounting office and encode it to the FAR 2.2 Extracts the balances of Unobligated Allotment by	None	1 Day	<i>Administrative Assistant VI, Administrative Aide VI, Administrative Aide I</i> Finance Management Services Office

	deducting the obligations from the approved allotment 2.3 Determines unpaid obligations (Accounts Payable) by deducting total obligations from total disbursements and reconcile with the Accounting Office			
	3. Checks the footings and balances of the amounts before forwarding to the Budget Officer 3.1 Prints and forwards the prepared FAR to the Budget Officer for checking and signature	None	1 Hour	<i>Administrative Assistant VI, Administrative Aide VI, Administrative Aide I</i> Finance Management Services Office
	4. Checks and verify the amounts in the excel file of FAR for the quarter and its supporting documents 4.1 Affixes his/her signature in the certified correct portion of the FAR However, if found incorrect and not in conformance with the supporting documents, it will be returned to the officer in charge for correction 4.2 Forwards the FAR to the Accounting Office for signature by the accountant	None	1 Hour 30 Minutes	<i>Budget Officer</i> Finance Management Services Office
	5. Reviews the FAR and all its supporting documents 5.1 Signs in the recommending approval portion of the FAR	None	1 Hour 30 minutes	<i>Chief Administrative Officer</i> Finance Management Services Office

	However, if found incorrect and not in conformance with the supporting documents, it will be returned to the budget office for correction 5.2 Forwards the FAR back to the Designated Administrative Assistant VI			
	6. Logs in into the URS of DBM website by using the username and password of the designated staff to access the system 6.1 Encodes in the department, agency, budget year, status, FAR type etc 6.2 Encodes the excel file of FAR in the System Checks the accounts and amounts encoded in the system 6.3 Performs series of saving the report from “pending” status to “submitted” status for the report/s to be viewed as “SUBMITTED” by DBM (except for Trust Receipts- 07)	None	6 Hours	<i>Administrative Assistant VI, Administrative Aide VI Finance Management Services Office</i>
	7. Prints hard copies of the report/s encoded in the system Forwards the printed copies for signature, to the Budget Officer, Accountant, Director of FMSO and the President for final approval (except for Trust Receipts- 07)	None	3 Hours	<i>Administrative Assistant VI, Administrative Aide VI Finance Management Services Office</i>

	8. Prepares transmittal letter and submit the printed copies of the reports to DBM	None	30 Minutes	<i>Administrative Assistant VI, Administrative Aide VI, Administrative Aide I Finance Management Services Office</i>
2. Fill-up the Online Customer Survey Form	9. Provides the customer/client with DHVSU Customer Survey Form Retrieval and filing of the Customer Survey Form	None	5 Minutes	<i>Administrative Assistant VI, Administrative Aide VI, Administrative Aide I Finance Management Services Office</i>
TOTAL:		None	2 Days, 7 hours and 35 minutes	

1. Repair and Maintenance Process

This describes the Repair and Maintenance Process of the buildings and facilities of DHVSU Main Campus.

Office or Division:		OPPF-Grounds Improvement and Maintenance Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All employees employed at DHVSU who request minor repairs and improvement of the building.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Approved Letter of Request	1	Request Letter by the requesting employee/office/department	
2	Repair and Improvement and Inspection Form	2	GIMU Office	
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting unit creates a request letter addressed to the OPPF Director		None	2 Minutes	<i>Director</i> OPPF-Grounds Improvement and Maintenance Unit
2. Logbook		None	1 Minute	<i>Administrative Aide</i> OPPF-Grounds Improvement and Maintenance Unit
3. Submit the request letter outlining the repair needs to the GIMU Office		None	2 Minutes	<i>Administrative Aide</i> OPPF-Grounds Improvement and Maintenance Unit
		None	10 Minutes	<i>Supervisor</i> OPPF-Grounds Improvement and Maintenance Unit
		None	2 Hours	<i>Repair and Maintenance Team</i> OPPF-Grounds Improvement and

	repair depending on the availability of the utility and the materials			Maintenance Unit
4. Allow access to the maintenance team as required	4. Complete the repair work according to the scheduled timeline	None	4 Hours	<i>Repair and Maintenance Team</i> OPPF-Grounds Improvement and Maintenance Unit
	4.1 Prepare and submit the Accomplishment Report to the requesting unit		2 Minutes	<i>Repair and Maintenance Team</i> OPPF-Grounds Improvement and Maintenance Unit
5. The requesting unit acknowledges the Accomplishment Report upon completion of the repair	5. Signed, attested, and approved the Accomplishment Report	None	5 Minutes	<i>Repair and Maintenance Staff, Supervisor, Director</i> OPPF-Grounds Improvement and Maintenance Unit
TOTAL:		None	6 Hours, 22 Minutes	

2. Janitorial Services Process

This describes the approval of Janitorial Services and Maintenance of Buildings and Surrounding Areas of DHVSU, Main Campus

Office or Division:		OPPF-Grounds Improvement and Maintenance Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All employees employed at DHVSU who request minor repairs and improvement of the building.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Approved Letter of Request		1	Requesting unit
2	Memorandum		2	GIMU Office
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME
				PERSON RESPONSIBLE

1. The requesting unit creates a request letter addressed to the OPPF Director	1. Approve the request letter of the requesting unit	None	2 Minutes	<i>Director</i> OPPF- Grounds Improvement and Maintenance Unit
2. Memorandum	1.1 Create the memorandum of the concerned utility for his/her assigned area of responsibility 1.2 Sign the memo	None	15 Minutes	<i>Director</i> OPPF- Grounds Improvement and Maintenance Unit
	2. Submit memo to designated offices for approval 2.1 Receive the approved memo and ensure that it was duly signed by the signatories 2.2 Release approved memo to the personnel involved 2.3 Provide the Department Head with a copy of the approved memo 2.4 File a copy of the memo	None	2 Days	<i>Administrative Aide</i> OPPF- Grounds Improvement and Maintenance Unit
	3. Instruct concern utility for his/her area of responsibility	None	5 Minutes	<i>Supervisor</i> OPPF- Grounds Improvement and Maintenance Unit
TOTAL:		None	2 Days, 22 Minutes	

OFFICE FOR PHYSICAL PLANT & FACILITIES – GIMU

1. Repair and Maintenance Process

This describes the Repair and Maintenance Process of the buildings and facilities of DHVSU Main Campus.

Office or Division:		OPPF-Grounds Improvement and Maintenance Unit			
Classification:		Simple			
Type of Transaction:		G2G – Government to Government			
Who may avail:		All employees employed at DHVSU who request minor repairs and improvement of the building.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Approved Letter of Request		1	Request Letter by the requesting employee/office/department	
2	Repair and Improvement and Inspection Form		2	GIMU Office	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting unit creates a request letter addressed to the OPPF Director		1. The OPPF Director signs and approves the request letter	None	2 Minutes	<i>Director</i> OPPF-Grounds Improvement and Maintenance Unit
2. Logbook		2. Ask the client to log in to the logbook for record purposes and contact tracing	None	1 Minute	<i>Administrative Aide</i> OPPF-Grounds Improvement and Maintenance Unit
3. Submit the request letter outlining the repair needs to the GIMU Office		3. GIMU staff receives and logs the request letter from the requesting unit.	None	2 Minutes	<i>Administrative Aide</i> OPPF-Grounds Improvement and Maintenance Unit
		The supervisor instructs the concerned staff (carpenter, mason, plumber, and electrician)	None	10 Minutes	<i>Supervisor</i> OPPF-Grounds Improvement and Maintenance Unit
		Maintenance staff conducts the pre-repair inspection Schedule the work repair depending on the availability of the utility and the materials	None	2 Hours	<i>Repair and Maintenance Team</i> OPPF-Grounds Improvement and Maintenance Unit

4. Allow access to the maintenance team as required	4. Complete the repair work according to the scheduled timeline	None	4 Hours	<i>Repair and Maintenance Team</i> OPPF-Grounds Improvement and Maintenance Unit
	4.1 Prepare and submit the Accomplishment Report to the requesting unit		2 Minutes	<i>Repair and Maintenance Team</i> OPPF-Grounds Improvement and Maintenance Unit
5. The requesting unit acknowledges the Accomplishment Report upon completion of the repair	5. Signed, attested, and approved the Accomplishment Report	None	5 Minutes	<i>Repair and Maintenance Staff, Supervisor, Director</i> OPPF-Grounds Improvement and Maintenance Unit
TOTAL:		None	6 Hours, 22 Minutes	

2. Janitorial Services Process

This describes the approval of Janitorial Services and Maintenance of Buildings and Surrounding Areas of DHVSU, Main Campus

Office or Division:		OPPF-Grounds Improvement and Maintenance Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All employees employed at DHVSU who request minor repairs and improvement of the building.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Approved Letter of Request		1	Requesting unit
2	Memorandum		2	GIMU Office
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting unit creates a request letter addressed to the OPPF Director	1. Approve the request letter of the requesting unit	None	2 Minutes	<i>Director</i> OPPF-Grounds Improvement and Maintenance Unit

2. Memorandum	1.1 Create the memorandum of the concerned utility for his/her assigned area of responsibility 1.2 Sign the memo	None	15 Minutes	<i>Director</i> OPPF- Grounds Improvement and Maintenance Unit
	2. Submit memo to designated offices for approval 2.1 Receive the approved memo and ensure that it was duly signed by the signatories 2.2 Release approved memo to the personnel involved 2.3 Provide the Department Head with a copy of the approved memo 2.4 File a copy of the memo	None	2 Days	<i>Administrative Aide</i> OPPF- Grounds Improvement and Maintenance Unit
	3. Instruct concern utility for his/her area of responsibility	None	5 Minutes	<i>Supervisor</i> OPPF- Grounds Improvement and Maintenance Unit
TOTAL:		None	2 Days, 22 Minutes	

GRADUATE SCHOOL

1. Enrolment Procedure for New Students

This describes the procedure in enrollment for new students

Office or Division:		Graduate School		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		This covers enrollment of new Graduate students in the university.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Admission test result	1	Admissions Office	
2	Advising Slip (DHVSU-QSP-GS-001-FO001-R00)	2	Graduate School Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the directory form for student profiling	1. Ensures that the Graduate School Student (GSS) registers on the log Sheet	None	1 Minute	<i>Faculty in-charge/ Program Chairperson Graduate School Office</i>
2. Secure an advising slip	2. Issues an advising Slip to GSS	None	1 Minute	<i>Faculty in-charge/ Program Chairperson Graduate School Office</i>
3. List the appropriate courses/subjects for the Trimester	3. Requires the GSS to copy the schedule	None	10 Minutes	<i>Faculty in-charge/ Program Chairperson Graduate School Office</i>
4. Present filled-out advising slip (with course name and their respective time) for checking and verification of courses/subjects at the GS office	4.1 Checks and signs the Advising Slip and Advises the GSS to proceed to the Registrar's office 4.2 Ensures that the GSS accomplished the Customer Survey Form	None	1 Minute	<i>Faculty in-charge/ Program Chairperson Graduate School Office</i> <i>Administrative Aide Graduate School Office</i>
TOTAL:			14 Minutes	

2. Enrolment Procedure for Continuing Students

This describes the procedure in enrollment for old students

Office or Division:		Graduate School		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		This covers bonifide Graduate students in the university.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Clearance Form	1	Accounting Office	
2	Advising Slip (DHVSU-QSP-GS-001-FO001-R00)	2	Graduate School Office	
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present signed clearance form		None	2 Minutes	<i>Faculty in-charge/ Program Chairperson Graduate School Office</i>
2. Fill-out the directory form for student profiling then secure an advising slip at the GS office		None	2 Minutes	<i>Faculty in-charge/ Program Chairperson Graduate School Office</i>
3. List the appropriate courses/subjects for the Trimester		None	5 Minutes	<i>Faculty in-charge/ Program Chairperson Graduate School Office</i>
4. Present filled-out advising slip (with course name and their respective time) for checking and verification of courses/subjects at the GS office		None	3 Minutes	<i>Faculty in-charge/ Program Chairperson Graduate School Office</i>
5. Accomplish the Customer Survey Form		None	2 Minutes	<i>Administrative Aide Graduate School Office</i>

TOTAL:	None	14 Minutes	
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KNOWLEDGE MANAGEMENT AND INNOVATION OFFICE

1. Submission of Intellectual Property Applications/Claims

This describes the submission of Intellectual Property Applications/Claims of faculty and student researchers.

Office or Division:		Knowledge Management and Innovation Office			
Classification:		Simple			
Type of Transaction:		Government to Government			
Who may avail:		All DHVSU faculty and student researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Accomplished application form		1	Intellectual Property Unit (2 nd floor, IRTPC Building 1)	
2	Patent Claims (Patent Claim draft; abstract, and claim drawings – if any) Utility Model (Abstract and Claim drawings) Industrial Design (Claim drawings with description) Trademark (Design of the Mark) Copyrights (Notarized deed of assignment; Notarized affidavit of ownership; Photocopy of the Identification card of the author/s; and Authenticated contract of employment of author/s)		2	Intellectual Property Unit (2 nd floor, IRTPC Building 1)	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book		1. Instruct the client to sign in the log book	None	1 Minute	<i>Administrative Aide</i> Knowledge Management and Innovation Office
2. Submit the required documents for review and initial approval		2. Receive the essential documents, thoroughly verify and review for completeness before filling to the IPOPhil.	None	3 Minutes	<i>Center Manager</i> Intellectual Property Unit
3. Sign out the client log book		Instruct the client to sign out in the log book.	None	1 Minutes	<i>Administrative Aide</i> Knowledge Management and Innovation Office
TOTAL:			None	5 Minutes	

1. Student Disciplinary Action

This describes the standard procedure in handling student disciplinary action.

Office or Division:	Laboratory High School			
Classification:	Simple			
Type of Transaction:	G2C, G2G - Government to Citizen, Government to Government			
Who may avail:	Laboratory High School students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Parent's Needed Letter (1 original)	1	Class Adviser of the client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive a complaint	1. Address complaint/s or problems to the Class Adviser	None	10 Minutes	<i>Faculty In Charge</i> Laboratory High School

LABORATORY HIGH SCHOOL

2. Receive a parent's needed letter	2.1 Discusses the complaint to the concerned student 2.2 Release a parent's needed letter to student whose complaint has an effect on the student's behaviour and on academic performance	None	30 Minutes	<i>Respective Class/Section Adviser</i> Laboratory High School
3 Bring his/her parent/guardian	3.1 Discuss the complaint in the presence of the guardian, Discipline Coordinator, Student concerned, and faculty concerned 3.2 Takes account of the complaint and the discussion. 3.3 Discuss the violation and the possible sanction as stated in the Student Manual 3.4 Keep all the agreements and monitors the student 3.5 Endorse the situation to the Principal for final sanction/possible intervention 3.6 Give the sanction/intervention 3.7 Endorse the	None	1 Hour	<i>Discipline Coordinator</i> Laboratory High School or <i>Principal</i> Laboratory High School or <i>Guidance Counselor</i> Laboratory High School

	student with serious/very serious situation/offense to the LHS Guidance Counselor/Guidance Office Staff/OSA Staff 3.8 Monitor and give intervention to student who committed serious or major offense			
TOTAL:		None	1 Hour, 40 Minutes	

LIBRARY SERVICE UNIT

1. Application for New Library Card Procedure

Issuance of a Library card is a requirement for availing of the different services of the library.

Office or Division:		Library Services Office (LSO)			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All bona fide students of Don Honorio Ventura State University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Certificate of Registration (1 original)		1	University Registrar's Office, 1 st Floor DHVSU Admin. Bldg.	
2	Valid ID (1 original)		2	Student Center, beside DHVSU Library Bldg.	
3	Passport size picture (1 original)		3	Any Photoshop near Gate 3 of the University	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the Student Log Sheet 1.1. Get and fills up Library Card Form (LCF)		1. Provides Student Log Sheet 1.1. Gives Library Card Form	None	1 Minutes	<i>Administrative Aide</i> Information Desk, University Learning Resource Center
2. Submit the Library Card Form to library staff together with the COR or Valid ID and one passport-size picture		2. Checks filled up Library Card Form and verify the student Certification of Registration or Valid ID together with 1passport size picture	None	2 Minute	<i>Administrative Aide</i> Information Desk, University Learning Resource Center
		2.1. Type and print a new library card. 2.2. Barcode the library card	None	6 Minutes	<i>Administrative Aide</i> Information Desk, University Learning Resource Center
		2.3. Signs newly processed Library Card of students	None	1 Minute	<i>Director</i> Director Office, University Learning Resource Center

3. Receives Library Card Accomplishes Receiving Log Sheet for Students and Customer Survey Form	3. Releases Library Card Provides Receiving Log Sheet for Students and Customer Survey Form	None	1 Minute	<i>Administrative Aide</i> Information Desk, University Learning Resource Center
TOTAL:		None	11 Minutes	

Office or Division:		Library Services Office (LSO)			
Classification:		Simple			
Type of Transaction:		G2G – Government to Government			
Who may avail:		All bona fide employees of Don Honorio Ventura State University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Valid ID (1 original)		1	Management Information System Office, 1 st Floor MIS Bldg.	
2	1x1 size picture (1 original)		2	Any Photoshop near Gate 3 of the University	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in Employee Log Sheet 1.1. Get and fills up Library Card Form and Library Card for DHVSU Employees 1.2. Submit filled up forms to staff together with the personnel's 1x1 picture		1. Provides Employee Log Sheet 1.1. Gives Library Card Form and Library Card for DHVSU Employees 1.2. Checks filled up Library Card Form and Library Card for DHVSU Employees together with 2pcs of 1x1 picture	None	3 Minutes	Administrative Aide Information Desk, University Learning Resource Center
2. Receives Library Card		2. Paste 1x1 picture to library card Returns 1 copy	None	2 Minute	Administrative Aide Information Desk, University Learning

	of library card to employee Releases Library Card			Resource Center
3. Accomplishes Receiving Log Sheet for Employees Answers the Client Satisfactory Survey form in the designated Client Satisfactions Survey drop box	3. Provides Receiving Log Sheet for Employees and Client Satisfactory Survey Form	None	1 Minute	<i>Administrative Aide</i> Information Desk, University Learning Resource Center
	TOTAL:	None	6 Minutes	

2. Borrowing and Returning of Printed Library Resources Procedure

Borrowing and Returning of books is a mandated function of the library services. As a matter of requirement, students have to secure personal library card to have access on said services.

Office or Division:		Library Services Office (LSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All bona fide students of Don Honorio Ventura State University		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Student's Library card (1 original)	1	University Learning Resource Center, DHVSU Library Bldg.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
BORROWING OF BOOK/S				
1. Personally present his/her library card 1.1. Gets Request form for borrowing materials	1. Verifies student Library Card 1.1. Provides Request form for borrowing library materials	None	Varied 10 Seconds	<i>Librarian</i> Circulation Desk, 2nd Floor University Learning Resource Center
2. Browses card catalog/OPAC 2.1. Find	2. Receives book card and library card 2.1. Files book	None	5 Minutes	<i>Librarian</i> Circulation Desk, 2 nd Floor University Learning

book/s needed from the list 2.2. Fills out request form for borrowing of library materials 2.3. Proceeds to the book shelves to get the desired library resources 2.4. Presents, fills out the book card, and surrenders the library card	card 2.2. Returns Library card to students/s 2.3. Gives the book/s			Resource Center
3. Accomplishes and submits Client Satisfaction Survey Form Drops Client Satisfaction Survey Form in the designated drop box	3. Provides a Client Satisfaction Survey Form	None	2 Minutes	<i>Librarian</i> Circulation Desk, 2 nd Floor University Learning Resource Center
TOTAL:		None	7 Minutes, 10 Seconds	
RETURNING OF BOOK/S				
1. Presents library card together with the books/s borrowed	1. Scans books for any damaged 1.1. Checks in-book 1.2. Returns book card inside the book 1.3. Releases Library card	None	3 Minutes	<i>Administrative Aide</i> Circulation Desk, 2 nd Floor University Learning Resource Center
2. Claims library card and	2. Provides Client Satisfaction	None	1 Minute	<i>Administrative Aide</i>

accomplishes Client Satisfaction Survey Form	Survey Form			Circulation Desk, 2 nd Floor University Learning Resource Center
TOTAL:		None	4 Minutes	

Office or Division:			Library Services Office (LSO)		
Classification:			Simple		
Type of Transaction:			G2G – Government to Government		
Who may avail:			All bona fide employees of Don Honorio Ventura State University		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	DHVSU Employees Library card (1 original)		1	University Learning Resource Center, DHVSU Library Bldg.	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
BORROWING OF BOOK/S					
1. Gets request form in borrowing library materials 1.1. Browses card catalog/OPAC 1.2. Finds book/s needed from the list 1.3. Proceeds to the book shelves to get the desired library resources 1.4. Presents, fills out the book card and surrenders the Library Card		1. Release request form in borrowing library materials 1.1. Receives book card and library card 1.2. Files book card 1.3. Returns Library Card to employee	None	Varied 5 Minutes	<i>Librarian, Administrative Aide</i> Circulation Desk, 2 nd Floor University Learning Resource Center
2. Receives book/s Accomplishes and submits Client Satisfaction		2. Provides Client Satisfaction Survey Form	None	1 Minute	<i>Librarian, Administrative Aide</i> Circulation Desk, 2 nd Floor

Survey Form in the designated drop box				University Learning Resource Center
TOTAL:		None	6 Minutes	
RETURNING OF BOOK/S				
1. Present the library card together with the book/s borrowed	1. Scans books for any damaged 1.1. Checks in-book 1.2. Returns book card inside the book	None	3 Minute	<i>Administrative Aide</i> Circulation Desk, 2 nd Floor University Learning Resource Center
2. Accepts Library Card and fills in Client Satisfaction Survey Form Drops Client Satisfaction Survey form in the designated drop box	2. Releases Library Card and Client Satisfaction Survey Form	None	1 Minute	<i>Administrative Aide</i> Circulation Desk, 2 nd Floor University Learning Resource Center
TOTAL:		None	4 Minutes	

3. Baggage Area Procedure

Baggage area is an area in the library where student/s surrender their bag/s and other things except their valuables before entering the library. Valuables any object that is of value to student/s or may cost money once lost but is not limited to cell phones, wallets, and other gadgets.

Office or Division:		Library Services Office(LSO)			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All bona fide students of Don Honorio Ventura State University and outside researchers who have complied satisfactorily all the requirements imposed by the Office of the University Learning Resource Center			
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE
1	Student's Library card (1 original)		1	University Learning Resource Center, DHVSU Library Bldg.	
2.	Referral Letter (1 original) and Student ID (For Outside Researcher)			Respective School/University/Library	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Library Card (Students) 1.1.Logs in to library log sheet 1.2.Proceeds to baggage area 1.3.Remove valuables from bag 1.4.Surrender bag 1.5.Claims baggage number		1. Checks library card of students 1.1.Puts bag I baggage area shelf 1.2.Provides baggage area number	None	1 Minute	<i>Administrative Aide</i> Baggage Area, 1 st Floor University Learning Resource Center
2. Log in Visitor's Log sheet (Outside Researcher) 2.1.Presents referral letter		2.1.Instruct students to remove valuables from his/her bag	None	2 Minutes and 30 Seconds	<i>Administrative Aide</i> Baggage Area, 1 st Floor University Learning Resource Center

with valid I.D. 2.2. Proceeds to baggage area 2.3. Removes valuables from bag 2.4. Surrenders bag together with I.D. 2.5. Claims baggage number	2.2. Receives student's bag and places bag in baggage area shelf 2.3. Provides baggage area number			
3. Presents baggage number (Students) 3.1. Gets bag 3.2. Receives and accomplished Client Satisfaction Survey form and drop on designated box	3. Gets Baggage number 3.1. Releases bags from baggage area 3.2. Gives Client Satisfaction Survey Form	None	1 Minute	<i>Administrative Aide</i> Baggage Area, 1st Floor University Learning Resource Center
4. Present Baggage number (Outside Researchers) 4.1. Get bag 4.2. Receives and accomplished Client Satisfaction Survey form and drop on designated box	4. Gets baggage number 4.1. Releases bag and ID from the baggage area 4.2. Gives Client Satisfaction Survey Form	None	1 Minute	<i>Administrative Aide</i> Baggage Area, 1st Floor University Learning Resource Center
TOTAL:		None	5 Minutes, 30	

		seconds	
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4. Lost Library Card Procedure

Issuance of Library card is a requirement for availing the different services of the library.

Office or Division:		Library Services Office (LSO)			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All bona fide students of Don Honorio Ventura State University who have complied satisfactorily all the requirements for the issuance of the library card			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Valid ID (1 original)		1	Student Center, beside DHVSU Library Bldg.	
2	Passport size picture (1 original)		2	Any Photoshop near Gate 3 of the university	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get lost card form 1.1.Fills up form 1.2. Submits to library staff together with one (1) passport-size picture and Affidavit of Lost		1. Receives lost library card form with Affidavit of Lost and passport-size picture 1.1.Process new library card: -Types and prints new library card - Bar code new library card 1.2. Signs newly processed library card/s of students. Releases signed library card to the Librarian/library staff 1.3. Receives signed library card. Releases library	None	8 Minutes	Administrative Aide Director Information Desk, 1 st Floor University Learning Resource Center

	card to students.			
2. Receives library card, signs in receiving log sheet, and fills in customer form. Drops Client Satisfaction Survey form in the designated drop box	2. Provide Client Satisfaction Survey form and accomplishes releasing log sheet	None	1 Minute	<i>Administrative Aide</i> Information Desk, 1 st Floor University Learning Resource Center
TOTAL:		None	9 Minutes	

5. Interlibrary Request Letter Procedure

Interlibrary loan is a service whereby a patron of one library can take advantage of services offered by other libraries.

Office or Division:		Library Services Office (LSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All bona fide students of Don Honorio Ventura State University		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Library Card (1 original)	1	Information Desk, ULRC, DHVSU Library Bldg.	
2	2 pcs Long Bond Paper	2	Any supply shop near Gate 3 of the university	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Makes intention to get a letter for interlibrary loan 1.1. Secures and fills up Interlibrary Form 1.2. Submits form to library staff 1.3. Brings bond paper/s for printing of letter/s	1. Receives form together with the bond paper/s 1.1. Encodes requested letter on the specified letter template 1.2. Gives Interlibrary Request Letter Form	None	5 Minutes	<i>Administrative Aide Director</i> Information Desk, 1 st Floor University Learning Resource Center

	1.3 Hands over letter request to Director of Library Services/Campus Librarian for signing 1.4. Receives and signs interlibrary loan letter 1.5 Turn over signed letter to library staff.			
2. Receives interlibrary letter, signs in releasing log sheet and fills in customer survey form 2.1. Drops Client Satisfaction Survey Form in the designated drop box	2. Accepts and releases signed interlibrary letter, release log sheet, and Client Satisfaction Survey form	None	2 Minutes	<i>Administrative Aide</i> Information Desk, 1 st Floor University Learning Resource Center
TOTAL:		None	7 Minutes	

6. Use of Audio-Visual Room

This procedure covers the process of requesting the use of the Audio-Visual Room of the University Learning Resource Center by the faculty and students

Office or Division:		Library Services Office (LSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2G – Government to Government		
Who may avail:		All bona fide students and employees of Don Honorio Ventura State University		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Library Card (1 original)		1	Information Desk, ULRC, DHVSU Library Bldg.
2	Request Letter		2	Personally made letter
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME PERSON RESPONSIBLE

1. Employee 1.1. Gets Request form for Audio Visual Room use 1.2. Fill in form 1.3. Surrenders form and request letter to library staff-in-charge Student 1.1. Gets request form for AVR use Fills in form and presents request letter 1.2. Brings form to faculty in charge to be signed 1.3. Surrenders form with the signature of faculty to library staff-in-charge	1. Receives AVR Request form and letter 1.1. Check AVR schedule for availability 1.2. Inform the Director 1.3. Approved date availability	None	4 Minutes	<i>Administrative Aide</i> <i>Director</i> Information Desk, 1st Floor University Learning Resource Center
2. Receives and fills in customer survey form Drops Client Satisfaction Survey Form in the designated drop box	2. Releases Client Satisfaction Survey Form	None	1 Minutes	<i>Administrative Aide</i> Information Desk, 1st Floor University Learning Resource Center
TOTAL:		None	5 Minutes	

7. Use of Discussion Room

This procedure covers the process of requesting the use of the Discussion Room of the University Learning Resource Center by the faculty and students

Office or Division:		Library Services Office (LSO)			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen G2G – Government to Government			
Who may avail:		All bona fide students and employees of Don Honorio Ventura State University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Library Card (1 original)		1	Information Desk, ULRC, DHVSU Library Bldg.	
2	Request Letter		2	Personally made letter	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee 1.1. Submit a request letter Gets Request form for Discussion and Audio Visual Room Reservation form 1.2. Fill in form 1.3. Submit form to librarian/library staff Student 1.1. Gets request form for AVR use Fills in form and presents request letter 1.2. Brings form to faculty in charge to be signed 1.3. Surrenders form with the signature of faculty to library staff-in-charge		1. Receives Discussion Room Request form 1.1. Check discussion room schedule for availability 1.2. Approves and log discussion room request 1.3. Coordinate schedule to assigned Librarian (2 nd floor and 3rd Floor) 1.4. File form	None	4 Minutes	<i>Administrative Aide</i> <i>Librarian</i> <i>Director</i> Information Desk, 1 st Floor University Learning Resource Center
2. Receives and fills in customer survey form Drops Client Satisfaction Survey Form in the designated drop box		2. Releases Client Satisfaction Survey Form	None	1 Minutes	<i>Administrative Aide</i> Information Desk, 1 st Floor University Learning

				Resource Center
TOTAL:		None	5 Minutes	

8. Signing of Clearance

This procedure covers the process of signing of clearance among bona fide students, academic, academic-related and non-academic personnel in the Library.

Office or Division:		Library Services Office (LSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All bona fide students of Don Honorio Ventura State University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Library Card (1 original)	1	Information Desk, ULRC, DHVSU Library Bldg.	
2	Students Clearance	2	Accounting Office, 1 st Floor Admin Bldg.	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. Logs in respective Student Log Sheet Presents library card and clearance		1. Receives library card and clearance 1.1. Check list of students with overdue 1.2. If the student has no record of unreturned materials, staff signs the clearance 1.3. If the student has unreturned book, staff will instruct student to return first the book before the clearance will be signed 1.4. Stamps the facsimile signature of the	None	3 Minutes
				<i>Administrative Aide</i> Information Desk, 1 st Floor University Learning

	Director of Library Services 1.5. Hand-overs library card, and clearance			
2. Receives clearance and Library card 2.1. Accomplishes Client Satisfaction Survey Form and drops in the drop box	2. Provides Client Satisfaction Survey form	None	2 Minutes	<i>Library Staff</i> Information Desk, 1 st Floor ULRC, DHVSU
	TOTAL:	None	5 Minutes	

Office or Division:		Library Services Office (LSO)			
Classification:		Simple			
Type of Transaction:		G2C – Government to Government			
Who may avail:		All bona fide employee of Don Honorio Ventura State University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Library Card (1 original)		1	Information Desk, ULRC, DHVSU Library Bldg.	
2	Employees Clearance		2	HR Office, 1 st Floor Admin Bldg.	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in Employee Log Sheet 1.1. Present library card 1.2. Presents clearance to Campus librarian/Librarian		1. Receives library card and clearance 1.1. Check library card of DHVSU Employee's library in the Filing tray 1.2. If there are no borrowed books, Campus librarian/librarian countersigned the clearance 1.3. If the DHVSU Employee has unreturned book, librarian will instruct the employee to return	None	3 Minutes	<i>Librarian</i> Circulation Desk, 2 nd Floor University Learning

	the book/s first before the clearance will be countersigned			
2. Presents clearance to Director of Library Services	2. Check and signs DHVSU Employee's clearance 2.1. Releases clearance	None	1 Minute	<i>Director</i> Director Office, 1st Floor ULRC, DHVSU
3. Receives clearance and library card. 3.1. Accomplishes Client Satisfaction Survey Form and drops in the drop box	3. Releases Client Satisfaction Survey Form	None	1 Minute	<i>Administrative Aide</i> Information Desk, 1st Floor ULRC, DHVSU
	TOTAL:	None	5 Minutes	

9. Submission of Thesis/Dissertation Procedure

This procedure covers the process of submitting and accepting copies of thesis and dissertation of students of DHVSU as part of donation of resources

Office or Division:	Library Services Office (LSO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	All bona fide students and employees of Don Honorio Ventura State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Copy of Thesis/Dissertation	1	Personally produced copies	
2	Photocopy of Thesis/Dissertation front page	2	Personally produced copies	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs in respective Log Sheet 1.1. Accomplishes Thesis/Dissertation Receiving Log Sheet 1.2. Gives the copy of thesis/dissertation	1. Receives and signs the receiving copy of the Thesis/dissertation 1.1. Returns the signed	None	4 Minutes	<i>Administrative Aide</i> Information Desk, University Learning Resource Center

on copy to librarian/library staff 1.3. Drop and leave donated thesis in the Book Drop Box	receiving copy to student/employee			
2. Accomplishes Client Satisfaction Survey Form and drops accomplished form in the drop box	2. Hand-overs Client Satisfaction Survey Form	None	1 Minute	<i>Administrative Aide</i> Information Desk, University Learning Resource Center
	TOTAL:	None	5 Minutes	

10. Online Services Procedure

This procedure refers to any information and services provided over the internet. This includes assistance to DHVSU community in retrieving book inquiry and appointment scheduling for thesis and dissertation users.

Book inquiry

Office or Division:		Library Services Office (LSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2G – Government to Government		
Who may avail:		All bona fide students and employees of Don Honorio Ventura State University		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Sends inquiry message thru DHVSU-ULRC fb page or email at ULRC Gmail account	1	Personal Facebook and email account	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
1. Sends inquiry message thru DHVSU-ULRC fb page or email at ULRC Gmail account or respective Official FB page of		1. Answers inquiries raised in Facebook Messenger and email 1.1. Checks book	None	5 Minutes
				<i>Librarians</i> Admin of ULRC FB Page and Gmail account

campus libraries	collection related to inquiry 1.2. Screen captures of scans table of content 1.3. Sends table of content document			
2. Selects chapter or topics relevant to their needed information and send back the page number or topic needed	2. Scans or screen captures the chosen pages needed and sends back to the clientele	None	5 Minutes	<i>Librarians</i> Admin of ULRC FB Page and Gmail account
3. Accomplishes and submits Client Satisfaction survey form	3. Send Client Satisfaction survey form via google form	None	1 Minutes	<i>Librarians</i> Admin of ULRC FB Page and Gmail account
TOTAL:		None	11 Minutes	

Appointment scheduling

Office or Division:		Library Services Office (LSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All bona fide students and employees of Don Honorio Ventura State University		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Sends inquiry message thru DHVSU-ULRC fb page or email at ULRC Gmail account	1	Personal Facebook and email account	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends inquiry message thru DHVSU-ULRC fb page or email at ULRC Gmail account or respective Official FB page of campus libraries	1. Release auto message regarding details of the visit 1.1. Checks availability of preferred	None	10 Seconds	<i>Librarians</i> Admin of ULRC FB Page and Gmail account

	date of the clientele 1.2. Informs clientele on the availability of requested date			
2. Fills up the sent auto message	2. Checks availability of preferred date of the clientele 2.1. Informs clientele on the availability of the requested date 2.2. Schedules and marks the date of visit 2.3. Sends Client Satisfaction survey form (google form)	None	2 Minutes	<i>Librarians</i> Admin of ULRC FB Page and Gmail account
3. Accomplishes and submits Client Satisfaction survey form	3. Plots approved schedules for monitoring	None	1 Minute	<i>Librarians</i> Admin of ULRC FB Page and Gmail account
	TOTAL:	None	3 Minutes ,10 seconds	

Electronic Resources & Thesis and Dissertation

Office or Division:		Library Services Office (LSO)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2G - Government to Government		
Who may avail:		All bona fide students and employees of Don Honorio Ventura State University		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Sends inquiry message thru DHVSU-ULRC fb page or email at ULRC Gmail account	1	Personal Facebook and email account	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PERSON RESPONSIBLE

1. Sends inquiry message thru DHVSU-ULRC FB page or email at ULRC Gmail account or respective Official FB page of campus libraries	1. Release auto message 1.1. Send tab to be selected for Electronic Resources and Thesis/dissertation	None	10 Seconds	<i>Librarians</i> Admin of ULRC FB Page and gmail account
2. Selects the needed material 2.1. Clicks tab for Client Satisfaction Survey Form. Accomplishes and submit Client Satisfaction survey form	2. Provides links on the desired subject 2.1. Sends Client Satisfaction survey form (google form)	None	1 Minute	<i>Librarians</i> Admin of ULRC FB Page and gmail account
	TOTAL:	None	1 Minute, 10 seconds	

11. Selection of Library Resources Procedure

This procedure refers the selection of library resources such as books, newspapers, magazines, and fiction books to provide a well-balanced and wide-ranging collection to support the instructional and research needs of the library clientele.

Office or Division:	Library Services Office (LSO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All bona fide employees of Don Honorio Ventura State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Request for acquisition of library materials	1	Office of the Deans and Campus Directors	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fills out the request form for the acquisition of library resources 1.1. Submits accomplished request form	1. Provides request form for the acquisition of library resources to Deans/Directors/Chairpersons/Faculty 1.1. Collates request form for acquisition of library resources 1.2. Evaluates requested library resources based on the criteria for selection and acquisition	None	3 Minutes	<i>Director Librarian Campus Librarian Director Office ULRC Campus Library</i>
2. Accomplishes Client Satisfaction Survey Form and drops accomplished form in the drop box	2. Provides Client Satisfaction survey form	None	1 Minute	<i>Director Librarian Campus Librarian Director Office ULRC Campus Library</i>
	TOTAL:	None	4 Minutes	

MANAGEMENT INFORMATION SYSTEMS

1. Provision of Technical Assistance

This describes the process of inquiring for the technical assistance of the Management Information System Office for both employees and students at the University.

Office/Division:		Management Information System Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All DHVSU Employees and Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Ticket created from the MIS Service Form	1	For DHVSU Bonafide Students (bit.ly/DHVSUStudentTicketing) For DHVSU Employees (bit.ly/DHVSUMISTicketing)	
2	Screenshot/s of the problem encountered or if employee, screenshot of the letter of request	2	From the device of the client where the problem persists	
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create a ticket from the MIS Technical Assistance Google Form		None	3 Minutes	Administrative Aide, Computer Maintenance Technologist, Information System Analyst & Information Technology Officer I Management Information System Office
2. Kindly wait for the reply for the instructions of the MIS personnel		None	1 Day	Administrative Aide, Computer Maintenance Technologist, Information System Analyst & Information Technology Officer I Management Information System Office
2. Conduct a preliminary inspection and determine the maintenance service required regarding the hardware or software issues/concerns				
• If the MIS Personnel/Staff can resolve the issue via preventive maintenance procedures, the said hardware will be then subjected to preventive maintenance procedures.				

	• Otherwise, it shall be subjected to a thorough inspection and troubleshooting to determine the magnitude of the problem if it is repairable or not. Determine the duration of the repair depending on the issues/concerns such as hardware replacement of the hardware, reformat, operating system updates, warranty, service procurement and the like, and proceeds to repair the ICT equipment if the problem is repairable. Meanwhile, if the ticket does not require face to face technical support and can be resolved through online or phone assistance, the MIS personnel can do so especially for student queries like account/portal problem. • If the equipment/service is unrepairable but under warranty from the supplier, the MIS staff endorses the ICT equipment to the Supply and Procurement Office for servicing • If the equipment/service is unrepairable			
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	and out of warranty, the MIS staff issues the unusable ICT equipment with the ICT Inspection Report Form and the Justification Letter to the end-user for property disposal, and advises the End User to surrender the equipment to the Supply and Procurement Office • If the software is unrepairable, the MIS staff endorses the malfunctioning service/software to the third-party supplier of the software for reevaluation, replacement or reconfiguration			
3. Accepts the restored software and accomplishes Customer Satisfaction Survey Form	3. Upon successful repair, the MIS staff endorses the restored equipment/service to the client	None	3 Minutes	Administrative Aide, Computer Maintenance Technologist, Information System Analyst & Information Technology Officer / Management Information System Office
TOTAL:		None	1 Day, 6 Minutes	

Note: Some ICT problems may take time to be resolved because of various reasons (too many files for backup, availability of spare parts, internet connection in downloading drivers and operating system updates, dealing with old pc, and the like.)

2. ID Printing

This describes the process of ID printing for students and employees of DHVSU.

Office/Division:		Management Information System Office				
Classification:		Simple				
Type of Transaction:		G2C - Government to Citizen				
Who may avail:		All DHVSU Employees and Students				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
1	For <i>students who requests for ID replacement</i> : ID Profiling Form	1	Office of Student Affairs			
2	For <i>students who requests for ID replacement</i> : Official Receipt	2	Cashiering Office			
3	For <i>new employees</i> : Employee ID Profiling Form	3	Administrative Services Office			
4	For <i>employees who requests for ID replacement</i> : Employee ID Profiling Form	4	Administrative Services Office			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For new students						
1. Upload photo, affix e-signature, and edit student information		1. Wait for the confirmation of the student		None	10 Minutes	<i>Administrative Aide & Computer Maintenance Technologist Management Information System Office</i>
2. Validate information before printing		2. Finalize student information before printing		None	3 Minutes	<i>Administrative Aide & Computer Maintenance Technologist Management Information System Office</i>
3. Wait for the ID card, ID case and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form		3. Print and give the issued ID together with ID case and lanyard		None	5 Minutes	<i>Administrative Aide Management Information System Office</i>
TOTAL:				None	18 Minutes	
For students requesting for ID replacement						
1. For loss id, proceed to Office of Student Affairs to report the loss/replacement of		1. Instruct the student to visit the Office of Student Affairs		None	1 Minute	<i>Administrative Aide Management Information System Office</i>

ID				
2. Present receipt and ID Profiling Form to the MIS Personnel	2. Verify ID payment in the receipt	None	2 Minutes	<i>Administrative Aide</i> Management Information System
3. Upload updated photo, affix e-signature and edit information	3. Wait for the confirmation of the student	None	5 Minutes	<i>Administrative Aide</i> Management Information System Office
4. Validate information before printing	4. Finalize student information before printing	None	1 Minute	<i>Administrative Aide</i> Management Information System Office
5. Wait for the ID card, ID case and lanyard, log their name at the logbook and accomplishes Customer Satisfaction Rating Form	5. Print and give the issued ID together with ID case and lanyard	None	5 Minutes	<i>Administrative Aide</i> Management Information System Office
TOTAL:		None	14 Minutes	
For new employees				
1. Go to the Administrative Services Office and secure ID Profiling Form	1. Instruct the newly hired employee to visit and Administrative Services Office and secure the form.	None	1 Minutes	<i>Administrative Aide</i> Management Information System Office
2. Present Employee ID Profiling Form to the MIS Personnel	2. Verify information in the Employee ID Profiling Form	None	2 Minutes	<i>Administrative Aide</i> Management Information System Office
3. Prepare for photo capturing and affix e-signature	3. Capture employee photo and e-signature	None	5 Minutes	<i>Administrative Aide</i> Management Information System Office
4. Validate information before printing	4. Finalize employee information before printing	None	1 Minute	<i>Administrative Aide</i> Management Information System Office
5. Wait for the ID card, ID case and lanyard, log their name at the logbook and accomplishes	5. Print and give the issued ID together with ID case and lanyard	None	5 Minutes	<i>Administrative Aide</i> Management Information System Office

Customer Satisfaction Rating Form				
TOTAL:		None	14 Minutes	
For employees who are requesting for ID replacement				
1. Go to the Administrative Services Office and secure ID Profiling Form and surrender old ID if available	1. Instruct the newly hired employee to visit and Administrative Services Office and secure the form.	None	1 Minute	<i>Administrative Aide</i> Management Information System Office
2. Present Employee ID Profiling Form to the MIS Personnel	2. Verify information in the Employee ID Profiling Form	None	2 Minutes	<i>Administrative Aide</i> Management Information System Office
3. Prepare for photo capturing and affix e-signature	3. Capture employee photo and e-signature	None	5 Minutes	<i>Administrative Aide</i> Management Information System Office
4. Validate information before printing	4. Finalize employee information before printing	None	1 Minute	<i>Administrative Aide</i> Management Information System Office
5. Wait for the ID card, ID case, and lanyard, log their name in the logbook, and complete the Customer Satisfaction Rating Form	5. Print and give the issued ID together with ID case and lanyard	None	5 Minutes	<i>Administrative Aide</i> Management Information System Office
TOTAL:		None	14 Minutes	

3. University’s Official Website or Social Media Accounts Posting

This describes the process of requesting to publish materials on the university’s official website or Facebook page.

Office/Division:		Management Information System Office – Media Affairs Unit				
Classification:		Simple				
Type of Transaction:		G2C - Government to Citizen				
Who may avail:		All DHVSU Employees				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
1	Ticket created from the MIS Service Form	1	For DHVSU Employees (bit.ly/DHVSUMISTicketing)			
2	Copy of Publication material/content to be published (Content must be compliant with the guidelines set by the Data Protection Unit)	2	Client			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create a ticket from the MIS Technical Assistance Google Form		1. Acknowledges the ticket by replying to the ticket		None	3 Minutes	Administrative Aides, Computer Maintenance Technologist, Information System Analyst, Information Officer and Information Technology Officer / Management Information System
2. Wait for the confirmation email about the status of the request		2. Proceeds to the posting of material into the content management system		None	30 Minutes	Administrative Aides, Computer Maintenance Technologist, Information System Analyst, Information Officer and Information Technology Officer / Management Information System
3. Complete the Customer Satisfaction Rating Form				None	5 Minutes	
TOTAL:				None	38 Minutes	

4. Request for University Data, Information, Records, or Documents

The request of university documents from the different departments/offices related to RA 10173 or the Data Privacy Act of 2012

Office/Division:		Management Information System Office - Data Privacy and Protection Unit		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2G - Government to Government		
Who may avail:		All concern stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Data Privacy Request Form (1 original)	1	Data Privacy and Protection Unit Office (Ground Floor, University Learning Resource Center)	
2	DPO Clearance (1 original)	2	Data Privacy and Protection Unit Office (Ground Floor, University Learning Resource Center)	
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Client Data or Records Request Online Form or directly submit the request letter personally or even email the request to odppi@dhv su.edu.ph and wait for confirmation and instructions.		None	1 Minute	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit
2. Accomplishes the Data Privacy Request Form		None	5 Minutes	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit
3. Waits for the review of the request.		None	3 Minutes	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit
TOTAL:		None	9 Minutes	

5. Request for Approval of Posting of Publication Materials

This describes the procedures for requesting approval for the posting of bills, notices, announcements, tarpaulins, posters, and other materials to be posted within the premises of the University.

Office/Division:		Management Information Systems - Data Privacy and Protection Unit		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2G - Government to Government		
Who may avail:		All concern stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Data Privacy Request Form (1 original)	1	Data Privacy and Protection Unit (Ground Floor, University Learning Resource Center)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For DHVSU Employees and Student Clients				
1. Fill up the logbook.	1. Instruct the client to sign in the logbook	None	1 Minute	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit
2. Submit the draft of materials to be posted.	2. Receives the materials to be posted (Personally or thru odppi@dhvsu.edu.ph)	None	1 Minute	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit
3. Wait for the review of the materials.	3. Review the request for posting.	None	5 Minutes	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit
4. Receive the approved materials or posting.	4. Stamps “Approved for Posting” or affixes a watermark approval on the final materials to be posted.	None	1 Minute	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit
5. Accomplish the customer satisfaction survey form.	5. Release the materials for posting and issue customer satisfaction survey form.	None	2 Minutes	Administrative Aide, Data Privacy and Protection Officer Data Privacy and Protection Unit
TOTAL:		None	10 Minutes	
For Clients outside the University				
1. Fill up the logbook.	1. Instruct the client to sign in the logbook	None	1 Minute	Administrative Aide, Data Privacy and Protection Officer

				Data Privacy and Protection Unit
2. Submit the request to the EVP office for approval.	2. Issues the request form for EVP approval	None	1 Day	<i>Executive Vice President</i>
3. Return the approved request to ODPPI and wait for the issuance of DPO clearance	3. Issues the corresponding clearance for the request	None	5 Minutes	<i>Administrative Aide, Data Privacy and Protection Officer</i> Data Privacy and Protection Unit
4. Accomplish the customer satisfaction survey form.	4. Issues the customer satisfaction survey form	None	2 Minutes	<i>Administrative Aide, Data Privacy and Protection Officer</i> Data Privacy and Protection Unit
TOTAL:		None	1 Day, 8 Minutes	

OFFICE OF AUXILIARY SERVICES

6. VENUE RESERVATION PROCESS FOR DHVSU EMPLOYEES

This process is used for proper coordination and scheduling of the different venues of the university.

Office or Division:		Office of Auxiliary Services (OAS) – Rental Management Unit (RMU)				
Classification:		Simple				
Type of Transaction:		G2C – Government to Citizen				
Who may avail:		Different DHVSU stakeholders				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
1	Venue Reservation Form	1	Office of Auxiliary Services (OAS)			
2	Approved Request Letter	2	Client			
3	Venue Ingress and Egress/ Clearance Form	3	Office of Auxiliary Services (OAS)			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry on university venue availability		1. Answer inquiry and provide venue reservation form if date requested is available		None	2 Minutes	<i>Administrative Aide</i> Office of Auxiliary Services
2.Fill-out necessary information on the venue reservation form and submit to OAS for evaluation and pencil booking of the date and preferred venue		2. Evaluate submitted venue reservation form, “pencil book” the client’s preferred date and type of venue, and remind about venue reservation guidelines. Advise to submit a letter of request approved by the university president to confirm the reservation.		None	3 minutes	<i>Administrative Aide</i> Office of Auxiliary Services
3. Submit a copy of the approved request letter to OAS to confirm the reservation.		3. Receive the approved request letter and change the reservation status to “confirmed” and provide a copy of the Ingress and egress/ clearance form and advise to bring the completed form before the event.		None	3 Minutes	<i>Administrative Aide</i> Office of Auxiliary Services
TOTAL:				None	8 Minutes	

7. VENUE RESERVATION PROCESS FOR EXTERNAL CLIENTS

This process is use for proper coordination and scheduling of the different venues of the university.

Office or Division:		Office of Auxiliary Services (OAS) – Rental Management Unit (RMU)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Different government agencies and private companies		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Communication Letter addressed to the University President	1	Office of the University President	
2	Routing slip	2	Office of the University President	
3	Venue/guestroom Quotation	3	Office of Auxiliary Services	
4	Venue/ Guestroom Billing Statement	4	Office of Auxiliary Services	
5	Reservation Payment Slip	5	Office of Auxiliary Services	
6	Copy of Deposit Slip (for bank deposits only)	6	Office of Auxiliary Services	
7	DHVSU Official Receipt	7	University Cashier	
8	Ingress and egress / Clearance form	8	Office of Auxiliary Services	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for a call, email or text message from OAS.	1. Upon receipt of the client communication letter together with the president's routing slip, contact client to confirm details of the request.	None	3 Minutes	<i>Director/ RMU Unit Head</i> Office of Auxiliary Services
2. Wait for the formal venue/Guestroom quotation	2. Send a Formal Venue/Guestroom Quotation to client for review and approval	None	2 Minutes	<i>Administrative Aide</i> Office of Auxiliary Services
3. Advise OAS if quotation is approved or needs revision and wait for the billing statement	3. Once quotation is approved, provide client the billing statement and/or payment reservation slip and the different payment details and reminders Payment Options: 1. University Cashier – for cash payment and	None	2 minutes	<i>Administrative Aide</i> Office of Auxiliary Services

	government checks only. Open from Monday-Friday from 8:00am to 2:00pm 2. Bank Deposit and Online Banking – deposits must be made via DHVSU Landbank account. Clients must provide a copy of the deposit slip or proof of payment and wait for their payment to be posted.			
4. Provide OAS a copy of the proof of payment such as the Official Receipt or deposit slip or any proof of payment to confirm reservation	4. Verify the authenticity and details of the proof of payment and confirm the reservation and provide a copy of the Ingress and egress/ clearance form and advise to bring the completed form upon check-in.	None	5 Minutes	<i>Administrative Aide</i> Office of Auxiliary Services
TOTAL:		None	12 Minutes	

OFFICE OF THE CULTURE AND ARTS

1. AUDITION FOR THE DIFFERENT STUDENT ART ORGANIZATIONS

This describes the process of recruitment and selection of prospective members for the various Art and Cultural groups of the University.

Office or Division:		Office of Culture and the Arts (OCA)				
Classification:		Simple				
Type of Transaction:		G2C – for services whose client is the transacting public				
Who may avail:		All bona fide DHVSU Students with talents in Culture and various Arts				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
1	Certificate of Registration (COR)	1	Office of the University Registrar (OUR)			
2	Validated Student ID	2	Office of the Student Affairs			
3	OCA (face to face/virtual) Audition/Selection Form Revision 002, S.2022	3	OCA/ OCA Official FB Page			
4	OCA Audition Parental Consent Form (face to face/virtual)	4	OCA/ OCA Official FB Page			
5	Uploaded Video recording /YouTube link of performances/Art works (for virtual audition process)/ Music Sheets and/or Portfolios	5	Students online uploads (for online audition/selection) and/or personal manuscripts or portfolios			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration in the client logbook		1. Instruct the client to sign in the logbook		None	3 Minutes	Administrative Aide I OCA
2. Submission of requirements		2. Collect the requirements and check in the registration		None	2 Minutes	Administrative Aide I OCA
3. Assessment of requirements		3. Validate the requirements and check all required information in done correctly and completely; check the authenticity of each document		None	5 Minutes	Administrative Aide I OCA
4. Goes through a preliminary interview process (for face to face audition/selection processes only)		4. Initially interviews the auditionees/ applicants for face to face audition/selection. Recommends the client to a respective Art		None	5 Minutes	Director, OCA

	coordinator or Student leader.			
5. Performs/ presents artworks physically or uploaded video performances/ manuscript to respective Art Group Coordinators	5. Subjects all qualified auditionees/applicants to face to face or virtual audition/ selection process	None	10 Minutes	<i>Art Group Coordinator/President of an organization OCA</i>
6. Wait for the FINAL POSTING of all qualified auditionees/ selected artworks at the OCA Official FB Page	6. Posting of the list of audition/ selection qualifiers at the OCA Official FB Page duly identified by Name, Course, Year Level and Section.	None	5 Days	<i>Administrative Aide I OCA</i>
7. Accomplishes the Customer Satisfaction Survey Form physically or virtually	7. Collects the accomplished Customer Satisfaction Survey Form physically or virtually	None	3 Minute	<i>Administrative Aide I OCA</i>
TOTAL:		None	5 Days, 28 Minutes	

1. Off-campus Activity Application of Student Cultural Artists

This describes the conduct of applications for off-campus activities among official members of the various Art and Cultural groups of the University for them to be able to join official off-campus activities.

Office or Division:		Office of Culture and the Arts (OCA)			
Classification:		Simple			
Type of Transaction:		G2C – for services whose client is the transacting public			
Who may avail:		All DHVSU bona fide student members of the different organizations under the Office of Culture and the Arts			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Certificate of Registration (COR)		1	Office of the University Registrar (OUR)	
2	Validated Student ID		2	Office of the Student Affairs	
3	Waiver		3	Personal/ Provided by the respective art group	
4	Accomplished Off-campus form		4	Office of Culture and the Arts	
5	Executed and Signed “Undertaking of Confidentiality” by Art Group		5	Office of Culture and the Arts	
6	Photocopy of parent’s ID with printed signature and three specimen signatures within the same paper		6	Personal	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration in the client logbook		1. Instruct the client to sign in the logbook	None	3 Minutes	Administrative Aide I OCA
2. Submission of requirements		2. Collect the requirements and check in the registration	None	2 Minutes	Administrative Aide I OCA
3. Assessment of requirements		3. Validate the requirements and check all required information in done correctly and completely; check the authenticity of each document	None	7 Minutes	Administrative Aide I OCA
4. Recommendations		4. Receive the requirements or give recommendations for incomplete requirements	None	3 Minutes	Administrative Aide I OCA

3. Fill out OCA customer Survey Form	3. Instruct the client to fill out and answer the OCA Customer Survey Form	None	5 Minutes	<i>Administrative Aide I OCA</i>
4. Sign out the client logbook	4. Instruct the client to sign out the logbook	None	3 Minutes	<i>Administrative Aide I OCA</i>
TOTAL:		None	23 Minutes	

1. Request form for Museum Visit

This procedure covers the issuance of request form allowing the visit of the students to the Museum

Office or Division:		DHVSU HERITAGE MUSEUM UNIT			
Classification:		Simple			
Type of Transaction:		G2C - Government to Citizen			
Who may avail:		All bona fide students of the university.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Valid ID/ Certificate of Registration	1	MIS Office/ DHVSU Student's Portal		
2	Duly Signed Request Letter	2	Dean's Office (Signed by Adviser, Chairperson or Organization Adviser and Dean)		
3	Request form	3	DHVSU Heritage Museum Office		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID Card for verification.		1.1. Check Valid ID Card for verification. 1.2. Request the Students to register in the logbook.	None	2 Minutes	DHVSU Heritage Museum Staff on duty
2. Submit the duly signed Request Letter to the staff on duty		1. Check and verify the request letter presented by the student.	None	3 Minutes	DHVSU Heritage Museum Staff on duty
3. Wait for the issuance of the printed request form.		3. Issue Request form.	None	5 Minutes	DHVSU Heritage Museum Staff on duty
4. Submission of the Accomplished Request form.		4. Checking of the submitted request form	None	2 Minutes	DHVSU Heritage Museum Staff on duty
5. Fill out OCA costumer Survey Form		5 Instruct the client how to fill out the OCA Survey Form	None	5 Minutes	DHVSU Heritage Museum Staff on duty
TOTAL:			None	17 Minutes	

2. Request form for Guest Museum Visit

This procedure covers the issuance of request form allowing the visit of the guest to the Museum

Office or Division:		DHVSU HERITAGE MUSEUM UNIT			
Classification:		Simple			
Type of Transaction:		G2C - Government to Citizen			
Who may avail:		All Guest who have Official Business and Transaction within the university			
CHECKLIST OF REQUIREMENTS					
1	Any Government Issued ID				
2	Duly Signed Request Letter				
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID Card for verification.		1.1. Check Valid ID Card for verification. 1.2. Request the Guest to register in the logbook.	None	5 Minutes	<i>DHVSU Heritage Museum Staff on duty</i>
2. Submit the duly signed Request Letter to the staff on duty		2. Check and verify the request letter presented by the Guest.	None	5 Minutes	<i>DHVSU Heritage Museum Staff on duty</i>
3. Wait for the issuance of the printed request form.		3. Issue Request form.	None	5 Minutes	<i>DHVSU Heritage Museum Staff on duty</i>
4. Submission of the Accomplished Request form.		4. Checking of the submitted request form	None	3 Minutes	<i>DHVSU Heritage Museum Staff on duty</i>
5. Fill out OCA costumer Survey Form		5 Instruct the client how to fill out the OCA Survey Form	None	5 Minutes	<i>DHVSU Heritage Museum Staff on duty</i>
TOTAL:			None	23 Minutes	

This procedure covers the issuance of request form allowing the guest to conduct benchmarking activity to the Museum

Office or Division:		DHVSU HERITAGE MUSEUM UNIT				
Classification:		Simple				
Type of Transaction:		G2C - Government to Citizen				
Who may avail:		All Guest who have Official Business and Transaction within the university				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
1	Any Government Issued ID					
2	Duly Signed Request Letter	2	Head of Office or Agency			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID Card for verification.		1.1. Check Valid ID Card for verification. 1.2. Request the Guest to register in the logbook.		None	5 Minutes	<i>DHVSU Heritage Museum Staff on duty</i>
2. Submit the duly signed Request Letter to the staff on duty		2. Check and verify the request letter presented by the Guest.		None	5 Minutes	<i>DHVSU Heritage Museum Staff on duty</i>
3. Wait for the issuance of the printed request form.		3. Issue Request form.		None	3 Minutes	<i>DHVSU Heritage Museum Staff on duty</i>
4. Submission of the Accomplished Request form.		4. Checking of the submitted request form		None	3 Minutes	<i>DHVSU Heritage Museum Staff on duty</i>
5. Fill out OCA costumer Survey Form		5. 5 Instruct the client how to fill out the OCA Survey Form		None	5 Minutes	<i>DHVSU Heritage Museum Staff on duty</i>
TOTAL:				None	16 Minutes	

OFFICE FOR INTERNATIONAL PARTNERSHIP & PROGRAMS

1. REQUEST FOR TRAVEL AUTHORITY (OFFICIAL BUSINESS)

This describes the process of requesting Travel Authority for Official Business among uuniversity personnel and staff with Temporary and Permanent status.

Office or Division:		Office for International Partnerships and Programs (OIPP)			
Classification:		Complex			
Type of Transaction:		G2G - Government to Government			
Who may avail:		All bonafide DHVSU Staff and Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Letter of Request (1 original)	1	Requesting Staff/Faculty		
2	Certificate of Personal Travel (1 original)	2	Requesting Staff/Faculty		
3	Travel Request Form (1 original)	3	Office for International Partnerships and Programs (1 st Floor, University Hostel)		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for evaluation		1. Evaluate the submitted documents	None	1 Day	Director OIPP
2. Wait for the approval of the evaluated documents		2.1 Endorse the letter of request and evaluated documents to the Board of Regents for approval 2.2 Forward the approved request to CHED -IAS	None	2 Days	Director OIPP
3. Wait for the approval of the evaluated documents		3. Evaluate, approve/ disapprove the request for travel	None	15 Days	Director, CHED-IAS
4. Receive the approved documents		4. Issue the approved Travel Authority	None	1 Day	Administrative Aide OIPP
5. Accomplish Customer Survey Form		5. Collect the accomplished survey form	None	10 Minutes	Office Secretary OIPP
TOTAL:			None	19 Days, 10 Minutes	

2. REQUEST FOR TRAVEL AUTHORITY (PERSONAL TRAVEL)

This describes the process of requesting Travel Authority for personal travels abroad among university personnel and staff with Temporary and Permanent status.

Office or Division:		Office for International Partnerships and Programs			
Classification:		Simple			
Type of Transaction:		G2G- Government to Government			
Who may avail:		REQUESTING STAFF AND FACULTY			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Letter of Request (1 original)		1	Requesting Staff/Faculty	
2	Certificate of Personal Travel (1 original)		2	Requesting Staff/Faculty	
3	Travel Request Form (1 original)		3	Office for International Partnerships and Programs (1 st Floor, University Hostel)	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents		1. Review the submitted documents	None	5 Minutes	Director OIPP
		1.2. Prepare the endorsement letter and travel authority	None	5 Minutes	Administrative Aide OIPP
		2.2. Sign the documents	None	5 Minutes	Chief Administrative Officer
		2.3. Approve the travel request	None	5 Minutes	University President
2. Receive the documents		2. Issue the travel authority and Certification from the OIPP that he/she will not represent the University on official capacity during his/her approved leave of absence	None	1 Hour	Administrative Aide OIPP
		2.2. Issue a Certification that he/she is cleared from all monetary and property accountability in this university and as per records, there is no pending criminal/ administrative case filed against him/ her	None	1 Hour	Chief Administrative Officer
		2.3. Sign the Travel Authority	None	1 Hour	University President
3. Accomplish Customer Survey Form		3. Collect the accomplished survey form	None	5 Minutes	Office Secretary OIPP
TOTAL:			None	3 Hours, 25 Minutes	

OFFICE FOR PHYSICAL PLANT & FACILITIES

1. Procedure in Processing of Contractor’s Payment Request

This describes the procedure in processing Contractor’ s Payment request at DHVSU Main Campus.

Office or Division:		Office of Physical Plant and Facilities		
Classification:		Complex		
Type of Transaction:		G2B – Government to Business		
Who may avail:		Any contractor with project in the university		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Request Letter, pictures	1	Contractor	
2	SWA, IR, COP, COC and COA	2	OPPF Documentation Section	
3	Logbooks, SPA	3	Contractor	
4	Surety Bond and Affidavit of Labor and Materials	4	Contractor	
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		None	30 Minutes	Administrative Aide Office of Physical Plant and Facilities
		None	30 Minutes	Administrative Aide Office of Physical Plant and Facilities
		None	1 Hour	Administrative Aide Office of Physical Plant and Facilities
Contractor or Contractor’s Representative together with the Technical Staff of OPPF will determine the actual worked accomplished of the project	Perform site inspection together with the Contractor or Contractor’s Representative to determine the actual work accomplished for the project subject for payment	None	2 hours	Technical Staff Office of Physical Plant and Facilities
	Submit manual Statement of Work Accomplished, SWA to the office staff, Documentation Section	None	1 hour	Technical Staff Office of Physical Plant and Facilities

	for the preparation of billing documents			
	Upon receipt of the manual Statement of Work Accomplished prepared by the Engineer in-charge, the office staff, Documentation Section will prepare the encoded Statement of Work Accomplished, SWA, Inspection Report, IR, and Certificate of Payment, COP if the billing payment request is for progress billing.	None	30 minutes	<i>Administrative Aide</i> Office of Physical Plant and Facilities
	If the billing payment request is for final payment, Certificate of Completion, COC and Certificate of Acceptance, COA will be prepared in addition to the billing documents	None	5 minutes	<i>Administrative Aide</i> Office of Physical Plant and Facilities
	All billing documents will be printed and submit to the Office Director, OD for evaluation and approval	None	10 minutes	<i>Administrative Aide</i> Office of Physical Plant and Facilities
	Evaluate the billing documents to determine the percent accomplishment for the project subject for payment	None	20 minutes	<i>Office Director</i> Office of Physical Plant and Facilities
	Instruct the office staff, Documentation Section to print final copies of the billing documents	None	10 minutes	<i>Administrative Aide</i> Office of Physical Plant and Facilities
Contractor or Contractor's Representative will sign the Statement of Work Accomplished	Print final copy of billing documents and Inform the Contractor or its representative for signing of Statement of Work Accomplished, SWA and Certificate of Completion, COC (for	None	1 day	<i>Administrative Aide</i> Office of Physical Plant and Facilities

	final payment only)			
Contractor will submit documents such as Surety Bond, Affidavit of Labor and Materials, 3 sets of As Built Plan, After Construction pictures and 2 sets of Logbook to Office of Physical Plant and Facilities	For final payment, the office staff, Document Section will provide a list for additional requirements such as Surety Bond, Affidavit of Labor and Materials, 3 sets of As Built Plan, After Construction pictures and 2 sets of Logbook	None	3 days	<i>Administrative Aide</i> Office of Physical Plant and Facilities
	Route the billing document for signing to; Engineer in-charge, End-user, Office Director, Cluster Vice President and University President	None	30 minutes	<i>Administrative Aide</i> Office of Physical Plant and Facilities
	Photocopy duly signed billing documents, pictures, surety bond, affidavit of labor and materials	None	5 minutes	<i>Administrative Aide</i> Office of Physical Plant and Facilities
	Submit all original billing documents and other requirements to the Office of the Accountant for the preparation of voucher for payment	None	10 minutes	<i>Administrative Aide</i> Office of Physical Plant and Facilities
	File all billing documents copies	None	10 minutes	<i>Administrative Aide</i> Office of Physical Plant and Facilities
TOTAL:		None	4 Days, 7 Hours, 10 Minutes	

2. Goods and Services Purchase Process

This describes the Goods and Services Purchase Process of individual building and facilities of DHVSU Main Campus.

Office or Division:		Office of Physical Plant and Facilities			
Classification:		Complex			
Type of Transaction:		G2G – Government to Government			
Who may avail:		Deans/ Directors/ Head of Offices/ Unit Heads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Approved Request Letter	1	Office of the End User		
2	Plans	2	OPPF Planning and Design Section		
3	Estimated Cost / Program of Works	3	OPPF Documentation Section		
		4	DHVSU Main Campus		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved request letter		5.1 Receive the approved Request Letter 5.2 Designate a specific Technical Staff for the said project to determine the scope of works.	None	1 Day	<i>Director</i> Office of Physical Plant and Facilities
		5.3 Report the findings relative to the scope of works to the Director.	None	2 Hours	<i>Administrative Aide</i> Office of Physical Plant and Facilities
		5.4 Designate a specific planning staff to do the plan for the said purchase request	None	10 Minutes	<i>Director</i> Office of Physical Plant and Facilities
		5.5 Provide plan for the project and present it to the Director	None	2 Days	<i>Administrative Aide</i> Office of Physical Plant and Facilities
		5.6 Check, approve and forward the plan to Technical Staff for review and preparation of estimate cost for the purchase request.	None	1 Hour	<i>Director</i> Office of Physical Plant and Facilities
		5.7 Provide estimate cost for the purchase request	None	1 Day	<i>Administrative Aide</i> Office of Physical Plant and Facilities
		5.17 Receive and verify the estimated cost for the purchase request	None	30 Minutes	<i>Director</i> Office of Physical Plant and Facilities
		5.8. Present the approved plan and estimated cost to the end user to do the purchase request for approval to supply and	None	1 Hour	<i>Administrative Aide</i> Office of Physical Plant and Facilities

	procurement office, Finance and Head of HOPE			
TOTAL:		None	4 Days, 4 Hours, 40 Minutes	

3. Repair and Improvement Process (Small Value Procurement)

This describes the Repair and Improvement Process (Small Value Procurement) of individual building and facilities of DHVSU Main Campus.

Office or Division:		Office of Physical Plant and Facilities				
Classification:		Complex				
Type of Transaction:		G2G – Government to Government				
Who may avail:		Deans/ Directors/ Head of Offices/ Unit Heads				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
1	Approved Request Letter	1	Office of the End User			
2	Plans	2	OPPF Planning and Design Section			
3	Program of Works	3	OPPF Documentation Section			
4	Actual Pictures	4	DHVSU Main Campus			
		5	Bids and Award Committee (BAC)			
CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved request letter		5.1 Receive the approved Letter of Request		None	1 Day	Director Office of Physical Plant and Facilities
		5.2 Verify the inclusion and budget allotment of the identified project in the APP for the Fiscal Year.				
		5.3 Designate a specific Technical Staff for the said project to determine the scope of works.				
		5.4 Report the findings relative to the scope of works to the Director		None	2 Hours	Administrative Aide Office of Physical Plant and Facilities
		5.5 Prepare draft plan and forward it to the Draftsman		None	1 Hour	Director Office of Physical Plant and Facilities
		5.6 Provide plan for the project and present it to the Director		None	2 Days	Administrative Aide Office of Physical Plant and Facilities
		5.7 Check, approve and forward the plan to Technical Staff for review and preparation		None	1 Hour	Director Office of Physical Plant and Facilities

	of specifications and program of works			
	5.8 Estimate the cost and do the Program of Works then forward it to the Director	None	2 Days	<i>Administrative Aide</i> Office of Physical Plant and Facilities
	5.9 Receive and verify the estimated cost submitted by the Office Staff	None	30 Minutes	<i>Director</i> Office of Physical Plant and Facilities
	5.11 Produce the initial print out of the estimated cost. 5.12 Reproduce three (3) copies for the signed completed output and furnish a copy to BAC	None	1 Hour	<i>Administrative Aide</i> Office of Physical Plant and Facilities
	5.13 Prepare documents for bidding process responsible for posting small value procurement (SVP) and awarding of contract to lowest responsive bidder.	None		Bids and Award Committee (BAC)
TOTAL:		None	5 Days, 5hours, 30 minutes	

3. Repair and Improvement Process (Public Bidding)

This describes the Repair and Improvement Process (Public Bidding) of individual building and facilities of DHVSU Main Campus.

Office or Division:		Office of Physical Plant and Facilities			
Classification:		Highly Technical			
Type of Transaction:		G2G – Government to Government			
Who may avail:		Deans/ Directors/ Head of Offices/ Unit Heads			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Approved Request Letter		1	Office of the End User	
2	Plans		2	OPPF Planning and Design Section	
3	Program of Works		3	OPPF Documentation Section	
4	Actual Pictures		4	DHVSU Main Campus	
			5	DPWH	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved request letter		5.1 Receive the approved Letter of Request	None	1 Day	<i>Director</i> Office of Physical Plant and Facilities

	5.2 Verify the inclusion and budget allotment of the identified project in the APP for the Fiscal Year. 5.3 Designate a specific Technical Staff for the said project to determine the scope of works.			
	5.4 Report the findings relative to the scope of works to the Director	None	2 Hours	<i>Administrative Aide</i> Office of Physical Plant and Facilities
	5.5 Prepare draft plan and forward it to the Draftsman	None	1 Hour	<i>Director</i> Office of Physical Plant and Facilities
	5.6 Provide plan for the project and present it to the Director	None	2 Days	<i>Administrative Aide</i> Office of Physical Plant and Facilities
	5.7 Check, approve and forward the plan to Technical Staff for review and preparation of specifications and program of works	None	1 Hour	<i>Director</i> Office of Physical Plant and Facilities
	5.9 Prepare the Program of Works, ABC, Bar Chart and Specification then forward it to the Director.	None	3 Days	<i>Administrative Aide</i> Office of Physical Plant and Facilities
	5.10 Receive and verify the Program of Works, ABC, Bar Chart and Specification submitted by the Office Staff	None	30 Minutes	<i>Director</i> Office of Physical Plant and Facilities
	5.11 Produce the initial print out of the Program of Works, ABC, Bar Chart and Specifications. 5.12 Provide Soft copy of the plan through CD	None	1 Hour	<i>Administrative Aide</i> Office of Physical Plant and Facilities
	5.13 Forward print out of Program of Works, ABC, Bar Chart and	None	1 Hour	<i>Director</i> Office of Physical Plant and Facilities

	Specifications to head of HOPE for signing.			
	5.14 Submit the Program of Works, ABC, Bar Chart, Specifications signed by the Head of HOPE and Transmittal Office produce by the Head of Hope to DPWH for checking.	None	3 Hours	<i>Administrative Assistant</i> Office of Physical Plant and Facilities
	5.15 Get the Checked POW, ABC, Bar Chart and Specification to DPWH for final editing.	None	3 Hours	<i>Administrative Assistant</i> Office of Physical Plant and Facilities
	5.16 Edit Program of Works, ABC, Bar Chart and Specification checked by DPWH	None	1 Day	<i>Administrative Aide</i> Office of Physical Plant and Facilities
	5.17 Receive and Finalized the Program of Works, ABC, Bar Chart and Specification submitted by the Office Staff	None	1 Hour	<i>Director</i> Office of Physical Plant and Facilities
	5.18 Produce print out of Program of Works, ABC, Bar Chart and Specifications. 5.12 Provide Soft copy of the plan through CD	None	2 Hour	<i>Administrative Aide</i> Office of Physical Plant and Facilities
	5.19 Forward print out of Program of Works, ABC, Bar Chart and Specifications to the head of HOPE for signing.	None	1 Hour	<i>Administrative Aide</i> Office of Physical Plant and Facilities
	5.20 Submit the Program of Works, ABC, Bar Chart, Specifications signed by the Head of HOPE and Transmittal Office	None	3 Hours	<i>Administrative Assistant</i> Office of Physical Plant and Facilities

	produce by the Head of Hope to DPWH for bidding			
	5.21 Prepare documents for bidding process responsible for posting project (Repair and Improvement) and awarding of contract to lowest responsive bidder	None		<i>Department of Public Works and Highways</i>
TOTAL:		None	9 Days, 3 Hour, 30 Minutes	

OFFICE OF STUDENT AFFAIRS

1. ID Validation

This describes the process of validating the Identification Cards of all bona fide students in the University.

Office or Division:		Office of Student Affairs			
Classification:		Simple			
Type of Transaction:		G2C – Government to Client			
Who may avail:		All bona fide DHVSU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Certificate of Registration (COR)	1	DHVSU Office of the University Registrar		
2	Official Identification Card (ID)	2	Management Information System (MIS)		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log sheet		1. Instruct the client to sign in the log sheet	None	35 Seconds	Administrative Aide Office of Student Affairs
2. Submit the required documents to the Administrative Aide in charge for verification		2. Receive the required documents for verification	None	10 Seconds	Administrative Aide Office of Student Affairs
3. Wait for the release of the validated document		3. Validate the ID of the student and mark the COR with OSA rubber stamp	None	30 Seconds	Administrative Aide Office of Student Affairs
4. Receive the validated document		4. Release/return the validated ID to the student	None	5 Seconds	Administrative Aide Office of Student Affairs
5. Fill out the Client Satisfaction Survey Form		5. Provide the Client Satisfaction Survey Form to the student	None	40 Seconds	Administrative Aide Office of Student Affairs
TOTAL:			None	2 Minutes	

2. Replacement of Old/Lost ID

This describes the process of replacing the old or lost Identification Card (ID) of all bona fide students in the University.

Office or Division:		Office of Student Affairs			
Classification:		Simple			
Type of Transaction:		G2C – Government to Client			
Who may avail:		All bona fide DHVSU students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Certificate of Registration (COR)	1	DHVSU Office of the University Registrar		
2	Official Old/Damaged Identification Card (ID)	2	Student’s old/damaged ID		
3	ID Printing Form	3	Office of Student Affairs		
4	Affidavit of Loss Form	4	Office of Student Affairs		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log sheet		1. Instruct the client to sign in the log sheet	None	35 Seconds	Administrative Aide Office of Student Affairs
2. Submit the required documents to the Administrative Aide in charge for verification		2. Receive and verifies the required documents Issue Affidavit of Loss Form Issue ID printing form to the student	None	15 Seconds	Administrative Aide Office of Student Affairs
3. Fill out the Affidavit of Loss Form and ID printing form and submit to the Administrative Aide in charge for checking		3. Instructs the student to fill out all the items needed in the form and checks the completeness of the data needed	None	15 Seconds	Administrative Aide Office of Student Affairs
4. Wait for further instruction on the next step		4. Instruct the student to pay at the Cashier’s Office for payment of the ID Replacement and to present the	None	15 Seconds	Administrative Aide Office of Student Affairs

	Official Receipt at the MIS Office for the printing of the new ID			
5. Fill out the Client Satisfaction Survey Form	5. Provide the Client Satisfaction Survey Form to the student	None	40 Seconds	<i>Administrative Aide</i> Office of Student Affairs
TOTAL:		None	2 Minutes	

3. Accreditation and Re-accreditation of Student Organization

This describes the process of giving due recognition to accredited student organization in the University.

Office or Division:		Office of Student Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All recognized student organizations in the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
	For Re-Accreditation			
1	Accomplishment Report	1	DHVSU Blue Ribbon Committee	
2	Audited Financial Report	2	DHVSU Blue Ribbon Committee	
3	Certificate of Compliance	3	DHVSU University Student Council Office	
	For New Organization			
1	Letter of Intent	1	Student Organization concern	
2	Endorsement Letter	2	College Deans/Campus Directors	
3	List of Elected Officers	3	Student Organization concern	
4	Approved Constitution and By-Laws	4	Student Organization concern	
5	Action Plan	5	Office of the University Student Council	
6	Photocopy of ID's with specimen signature	6	Student Organization concern	
7	Certificate of Oath of Office	7	Office of Student Affairs	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Instruct the client to sign in the log book	None	35 Seconds	<i>Officer in charge</i> BRC Office
2. Submit the required documents to the	2. Receive and review the documents submitted	None	2 Minutes	<i>Officer in charge</i> BRC Office

officer in charge at the BRC office for checking and validation	by the student organization			
3. Wait for the documents to be evaluated for approval	3. Evaluates the documents submitted by the student organization	None	15 Minutes	<i>Officer in charge</i> BRC Office
4. Wait for the approval of the accreditation/re-accreditation of the organization	Approves or disapproves (if necessary) the accreditation or re-accreditation of the student organizations	None	1 Minute	<i>Director</i> Office of Student Affairs
5. Fill out the Client Satisfaction Survey Form	5. Provide the Client Satisfaction Survey Form to the student	None	40 Seconds	<i>Administrative Aide</i> Office of Student Affairs
TOTAL:		None	17 Minutes, 25 Seconds	

4. Lost and Found Services

This describes the process of report lost and found object/item of a student within the premises of the University

Office or Division:		Office of Student Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All bona fide DHVSU students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Incident Report	1	Office of Student Affairs	
2	Claim form	2	Office of Student Affairs	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log sheet	1. Instruct the client to sign in the log sheet	None	35 Seconds	<i>Administrative Aide</i> Office of Student Affairs

2. Report/ surrender the lost/found item to the Administrative Aide in charge	2. Receive the report or surrendered item from the concern student and logs in the log sheet for lost and found item(s)	None	15 Seconds	<i>Administrative Aide Office of Student Affairs</i>
3. Wait for the confirmation/verifi cation of the lost or found item(s)	3. Post the announcement for lost and found item(s) on designated areas Contact the student, in case of the item(s) found and ask them to describe the lost item	None	5 Minutes	<i>Administrative Aide Office of Student Affairs</i>
4. Wait for the release of the item	4. Release/return the item found to the rightful owner after verification	None	30 Seconds	<i>Administrative Aide Office of Student Affairs</i>
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	40 Seconds	<i>Administrative Aide Office of Student Affairs</i>
TOTAL:		None	7 Minutes	

5. Filing and Resolving an Incident Procedures

This describes the process of filing and resolving an incident or case involving a student or group of students, who violated certain provisions on student discipline and are subject to disciplinary action.

Office or Division:		Office of Student Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All bona fide DHVSU students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Incident Report		1	Office of Student Affairs
2	Narrative Report corroborated by two disinterested parties		2	Students involved
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME
				PERSON RESPONSIBLE

1. Sign in the client log sheet	1. Instruct the client to sign in the log sheet	None	35 Seconds	<i>Administrative Aide</i> Office of Student Affairs
2. Submit the Incident Report to the Administrative Aide in charge	2. Receive the Incident Report Form and logs in the Record book for Student cases	None	15 Seconds	<i>Administrative Aide</i> Office of Student Affairs
3. Wait for the issuance of notice from either the prefect of discipline or the OSA Director	3. Issue a memorandum to concern students for initial interview about the case filed against them 3.a 3.b Call for the meeting of the Disciplinary Committee to further investigate and deliberate on the case	None	1 Day 3-5 Days (Depending on the availability of the members of the committee)	<i>Director</i> Office of Student Affairs
4. Wait for the decision of the Disciplinary Committee	4. Deliberate on the case and decide on the sanctions due to the erring student Inform the students concern about the decision thru an issuance of Office Order	None	1 Day	<i>Disciplinary Committee</i> <i>Director</i> Office of Student Affairs
5. Receives the decision from the committee	5. Explain the sanctions due to the involved students	None	5 Minutes	<i>Director</i> Office of Student Affairs
6. Fill out the customer satisfaction rating	6. Provide the Customer Satisfaction Rating form to the student	None	40 Seconds	<i>Administrative Aide</i> Office of Student Affairs

TOTAL:	None	7 Days, 6 Minutes, 30 Seconds	
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6. Insurance Claim

This describes the process of claiming an insurance of a particular student who encountered an accident related case, either in school, or outside the school, and even at home, 24/7.

Office or Division:		Office of Student Affairs			
Classification:		Simple			
Type of Transaction:		G2C – Government to Client			
Who may avail:		All bona fide DHVSU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Police Report or incident report as the case maybe	1	Police station		
2	Certificate of Registration	2	Office of the University Registrar		
3	Photocopy of ID of the Student Claimant	3	Student Concern		
4	Sworn statement of two disinterested parties	4	From two witnesses		
5	Policy contract (photocopy)	5	Office of Student Affairs		
6	Official Receipts for medicines and supplies purchased	6	Drugstores or Pharmacy where the medicines were purchased		
7	Medical Abstract, if hospitalized	7	Hospital where the patient/student was confined		
8	Official Receipts of hospital bills	8	Hospital where the patient/student was confined		
9	Medical Certificate issued by the attending physician	9	From the attending physician during the confinement period		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book		1. Instruct the client to sign in the log sheet	None	35 Seconds	Administrative Aide Office of Student Affairs
2. Report the incident to the Administrative Aide in charge		2. Receive the report and issue the checklist of requirements when claiming for an insurance	None	3 Minutes	Administrative Aide Office of Student Affairs

3. Prepare all the requirements needed as stated in the checklist provided and submit these to the Administrative Aide in charge	3. Receive the requirements submitted Checks the requirements submitted by the student claimant	None	5 Minutes	<i>Administrative Aide</i> Office of Student Affairs
4. Wait for the endorsement from the Office of Student Affairs	4. Issue an endorsement letter to the claimant	None	5 Minutes	<i>Director</i> Office of Student Affairs
5. Fill out the customer satisfaction rating	5. Provide the Customer Satisfaction Rating form to the student	None	40 Seconds	<i>Administrative Aide</i> Office of Student Affairs
TOTAL:		None	14 Minutes, 15 Seconds	

7. Filing of Candidacy

This describes the process of an application for candidacy of aspiring student leaders who are interested to run for a seat in the University Student Council election.

Office or Division:		Office of Student Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All bona fide DHVSU students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Application for candidacy	1	S-COMELEC	
2	Certificate of Registration	2	Office of the University Registrar	
3	Photocopy of ID of the Student Claimant	3	Student Concern	
4	Election forms	4	S-COMELEC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book	1. Instruct the client to sign in the log sheet	None	35 Seconds	<i>Administrative Aide</i> Office of Student Affairs
2. Files his/her candidacy to the S-COMELEC	2. Receive the application for candidacy from the	None	5 Minutes	<i>S-COMELEC</i> Office of Student Affairs

office	student leader Receive documents submitted by the candidates/party list			
3. Wait for the verification of the requirements submitted	3. Evaluates the documents submitted by the candidates/party list	None	10 Minutes	<i>S-COMELEC</i> Office of Student Affairs
4. Wait for the endorsement from the S-COMELEC Chair	4. Endorse the list of approved candidates/party list to the OSA Director	None	10 Minutes	<i>S-COMELEC</i> Office of Student Affairs
5. Wait for the posting of qualified candidates/party list	5. Release/post the list of qualified candidates/party list	None	5 Minutes	<i>S-COMELEC</i> Office of Student Affairs
6. Wait for the schedule of the campaign period	6. Sets the campaign period and the date of election	None	20 Minutes	<i>S-COMELEC</i> Office of Student Affairs
7. Fill out the customer satisfaction rating	7. Provide the Customer Satisfaction Rating form to the student	None	40 Seconds	<i>Administrative Aide</i> Office of Student Affairs
TOTAL:		None	51 Minute, 15 Seconds	

8. Off Campus Activity

This describes the process of issuing the checklist of requirements for Off Campus Activity of all bona fide students in the University

Office or Division:		Office of Student Affairs	
Classification:		Simple	
Type of Transaction:		G2C – Government to Client	
Who may avail:		All bona fide DHVSU students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Certificate of Registration (COR)	1	DHVSU Office of the University Registrar
2	Official Identification Card (ID)	2	Management Information System (MIS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the log sheet	1. Instruct the client to sign in the log book	None	35 Seconds	<i>Administrative Aide</i> Office of Student Affairs
2. Submit the required documents to the Administrative Aide in charge for verification	2. Issue the required documents.	None	30 Seconds	<i>Administrative Aide</i> Office of Student Affairs
3. Wait for the verification of the requirements submitted	3. Evaluates the documents submitted. The OSA Director will sign the documents.	None	2 Minutes	<i>Administrative Aide and Director</i> Office of Student Affairs
4. Receive the Certificate of Compliance	4. Release the Certificate of Compliance	None	30 Seconds	<i>Administrative Aide</i> Office of Student Affairs
5. Listen to the final instruction after the activity.	5. Inform the student to submit the attendance log sheet and a narrative report after the activity.	None	30 Seconds	<i>Administrative Aide</i> Office of Student Affairs
6. Fill out the customer satisfaction rating	6. Provide the Customer Satisfaction Rating form to the student	None	40 Seconds	<i>Administrative Aide</i> Office of Student Affairs
TOTAL:		None	5 Minutes, 15 Seconds	

9. Certificate of Non-Issuance of ID

This describes the process of a certificate of non-issuance of ID of all bona fide students in the University

Office or Division:		Office of Student Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		All bona fide DHVSU students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Certificate of Registration (COR)	1	DHVSU Office of the University Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log sheet	1. Instruct the client to sign in the log sheet	None	35 Seconds	<i>Administrative Aide</i> Office of Student Affairs
2. Submit the required documents to the Administrative Aide in charge for verification	2. Receive the required documents for verification	None	20 Seconds	<i>Administrative Aide</i> Office of Student Affairs
3. Wait for the release of the requested document	3. Prepare the requested document, signed by the Director	None	2 Minutes	<i>Administrative Aide</i> Office of Student Affairs
4. Receive the requested document	4. Stamp with OSA rubber stamp and counter signed by the Administrative Aide in charge with the date of release	None	30 Seconds	<i>Administrative Aide</i> Office of Student Affairs
5. Fill out the Client Satisfaction Survey Form	5. Provide the Client Satisfaction Survey Form to the student	None	40 Seconds	<i>Administrative Aide</i> Office of Student Affairs
TOTAL:		None	4 Minutes, 5 Seconds	

OFFICE OF SPORTS AND DEVELOPMENT

1. Request for the Utilization of the Dr. Ernesto T. Nicdao Sports Center (University Gymnasium)

This describes the procedure in requesting for the utilization of the Dr. Ernesto T. Nicdao Sports Center (University Gymnasium).

Office or Division:		Office of Sports Development		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All DHVSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter Request for University Gym Utilization (1 original)	1	Requesting Party	
2	Identification Card	2	Any ID issued by public and private company	
3	University Gymnasium Reservation Form (1 original)	3	Office of Sports Development, 1 st Floor, Dr. Ernesto T. Nicdao Sports Center (University Gymnasium), Bacolor, Pampanga	
4	Customer Survey Form (1 original)	4	Office of Sports Development, 1 st Floor, Dr. Ernesto T. Nicdao Sports Center (University Gymnasium), Bacolor, Pampanga	
CLIENT STEPS		AGENCY ACTION		PERSON RESPONSIBLE
1. Inquire for the availability of the University Gymnasium		1.1 Check for the reservation matrix schedule of Gymnasium 1.2 Issue Reservation form and Customer Survey Form		<i>Administrative Aide</i> Office of Sports Development DHVSU, Bacolor, Pampanga
2. Submit the accomplished required documents for approval		2.1 Receive and check the accomplished required documents 2.2 Forward the documents to the University Gymnasium Manager for approval		Administrative Aide Office of Sports Development DHVSU, Bacolor, Pampanga
		None		5 Minutes
		None		5 Minutes

3. Wait for the release of the transaction slip	3.1 Approve/Disapprove the application 3.2. Log the approved reservation and release a transaction slip	None	3 Minutes	<i>University Gymnasium Manager</i> Office of Sports Development DHVSU, Bacolor, Pampanga
TOTAL:		None	13 Minutes	

OCCUPATIONAL SAFETY AND HEALTH OFFICE

1. Disaster Preparedness Capacity Building Training

This describes the guidelines and processes in conducting capacity building training as an effective measure taken in advance to increase the level of awareness and enhance the capacity of employees to address the threats and hazards and ensure the readiness of the whole university by equipping the personnel with appropriate action-response to the impact of hazards thus, preventing the adverse effect of natural or man-made disasters.

Office or Division:		Occupational Safety and Health Office		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All bona fide DHVSU employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter of permission	1	Office of the President (2 nd floor, Administrative Building)	
2	Attendance sheet of the participants	2	OSH Office (2 nd Floor, UFC Building)	
3	Attendance sheet of the Trainers	3	OSH Office (2 nd Floor, UFC Building)	
4	Accident waiver and release of liability form	4	OSH Office (2 nd Floor, UFC Building)	
5	Pre-evaluation training form	5	OSH Office (2nd Floor, UFC Building)	
6	Post-evaluation training form	6	OSH Office (2nd Floor, UFC Building)	
7	Trainer evaluation form	7	OSH Office (2nd Floor, UFC Building)	
8	Checklist of every procedure included in the training	8	OSH Office (2nd Floor, UFC Building)	
9	Certificate of completion and participation	9	OSH Office (2nd Floor, UFC Building)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. N/A	Seeks permission from the President	None	10 Minutes	<i>Director</i> Occupational Safety and Health Office
2. Self-preparation	Prepares the necessary			

physically and mentally	communication letters, needed materials relative to training, lectures PowerPoint, manual, and other documents.	None	30 Minutes	<i>Administrative Aide I</i> Occupational Safety and Health Office
3. Self-preparation physically and mentally	Settles the training venue/room and prepares all necessary materials and facilities.	None	15 Minutes	<i>Administrative Aide I</i> Occupational Safety and Health Office
4. Read carefully the waiver form and sign it. Submit the waiver form at the OSHO Office	Secures waiver from the participants and files it.	None	5 Minutes	<i>Administrative Aide I</i> Occupational Safety and Health Office
5. Attend the training	Conduct the 3-day training (face-to-face)	None	3 Days	<i>DRRMU Trainers</i> Occupational Safety and Health Office
6. Evaluate the training proper	Evaluates of the training proper and speakers	None	5 Minutes	<i>Administrative Aide I</i> Occupational Safety and Health Office
TOTAL:		None	3 Days, 1 Hour, 5 Minutes	

2. Request for OSHO Training: Inter-Unit Collaboration for Disaster Resiliency, Workplace Safety, and Health Education Training Program

This describes the guidelines and processes in conducting the Inter-Unit Collaboration for Disaster Resiliency, Workplace Safety, and Health Education Training Program as a measure of disaster preparedness taken in advance to ensure an effective response to the impact of hazards to prevent or minimize the adverse effect of natural or man-made hazards. Further, this program also provides workplace safety and health education. It also empowers and increases the different units' engagement regarding school disaster resiliency measures and intensifies the collaboration of the university in cultivating the disaster resiliency and safety culture among the stakeholders.

This program is provided to all offices in the university if they want to request training or seminars for their personnel on Basic Life Support, Disaster Preparedness, First Aid, Occupational Safety and Health issues, and other related topics.

Office or Division:		Occupational Safety and Health Office		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All bona fide DHVSU employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter of approved request for training	1	Office of the President (2 nd floor, Administrative Building)	
2	Attendance sheet of the participants	2	OSH Office (2 nd Floor, UFC Building)	
3	Attendance sheet of the Trainers	3	OSH Office (2 nd Floor, UFC Building)	
4	Accident waiver and release of liability form	4	OSH Office (2 nd Floor, UFC Building)	
5	Pre-evaluation training form	5	OSH Office (2 nd Floor, UFC Building)	
6	Post-evaluation training form	6	OSH Office (2 nd Floor, UFC Building)	
7	Trainer evaluation form	7	OSH Office (2 nd Floor, UFC Building)	
8	Checklist of every procedure included in the training	8	OSH Office (2 nd Floor, UFC Building)	
9	Certificate of completion and participation	9	OSH Office (2 nd Floor, UFC Building)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a request letter for a training/seminar address to the president Give the	Receive the approved letter and log it	None	5 Minutes	<i>Administrative Aide I Occupational Safety and Health Office</i>

approved request letter to the OSHO				
2. Wait for the evaluation result, keep the line of communication, and be ready to answer the queries	Evaluate and screen the request (specific request and topics included, participants, and purpose)	None	20 Minutes	<i>Safety Officer</i> Occupational Safety and Health Office
3. Receive the confirmation including the date of the training and needed materials	Confirm the commitment to the training provision as per the request	None	5 Minutes	<i>Administrative Aide I</i> Occupational Safety and Health Office
4. The representative may also coordinate with the OSHO secretary to settle the venue	Reserves the training venue	None	5 Minutes	<i>Administrative Aide I</i> Occupational Safety and Health Office
5. Accomplishes the Accident waiver and release of liability form	Asks the participants to accomplish the Accident waiver and release of liability form	None	5 Minutes	<i>Administrative Aide I</i> Occupational Safety and Health Office
6. Attend the training	Conduct the requested seminar or training	None	8 Hours	<i>DRRMU Trainers</i> Occupational Safety and Health Office
7. Evaluates the training	Receives the evaluation and perform post conference	None	30 Minutes	<i>DRRMU Trainers</i> Occupational Safety and Health Office
TOTAL:		None	1 Day, 1 Hour, 10 Minutes	

3. Reporting of the Workplace Hazard Identified

This describes the guidelines and processes on how to report hazards or potential hazards identified categorized as physical, chemical, biological, environmental, and ergonomics in the workplace that need immediate action to ensure the safety and welfare of the stakeholders staying inside the school premises.

Office or Division:		Occupational Safety and Health Office		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All bona fide DHVSU employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Hazard Identification Report form DHVSU-QSP- UOSHO-003-F0001-R00	1	OSH Office (2nd Floor, UFC Building)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the OSHO Office to submit the accomplished report /HIF Or Send the report (accomplished HIF) via the OSHO email address. The HIF shall be properly accomplished with the following: (HIF is available per the Office Focal person) * Kind of workplace hazard identified including the exact location.	Receives the Accomplished Hazard Identification Form Interview the client: Verify the hazard identified including the exact location, date, and time. Ask and clarify the action done initially to control hazards			

date, and time. * the risk associated with the observed hazard, who may be affected * action has been done initially to control hazards (if any) The form shall be signed by the Immediate superior to sign the report and with attachment of a photo of the hazard to the HIF.	Checks the attached photo of the hazard to the HIF.	None	10 Minutes	<i>Safety Officer</i> Occupational Safety and Health Office
2. Wait for the action for the appropriate correction	Review the HIF and take appropriate investigation, action, and endorsement to the appropriate office Makes necessary endorsement and recommendation of action to the responsible unit depending on the hazard identified and the extent of	None	9 Minutes	<i>Safety Officer</i> Occupational Safety and Health Office

	correction (report to GSSO/ OPP)			
3. Gets a copy of the report submitted as received copy	Record and file the report accordingly	None	1 Minute	<i>Administrative Aide</i> Occupational Safety and Health Office
TOTAL:		None	20 Minutes	

4. Reporting Workplace Incident

This describes the guidelines and processes on how to report an incident that happened inside the school premises involving the employees. The purpose of this procedure is to record an incident, determine its possible cause, and degree of injury, document actions taken, and make it known to all the stakeholders. Further, this can be used in the investigation and analysis of an event and serves as the basis for occupational safety and health program development and enhancement.

Office or Division:		Occupational Safety and Health Office		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All bona fide DHVSU employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Incident Report Form (IRF) DHVSU-QSP- UOSHO-006-F0001-R00	1	OSH Office (2nd Floor, UFC Building)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the OSHO Office and reports the incident that happened Provide necessary information	Interview the client, ask questions, and relative information based on the IRF form. Accomplish and complete the IRF : *Ask about the kind of incident, injury, illness, near hit /miss, fire/explosion, property damage, vehicle event, or	None	10 Minutes	<i>Safety Officer</i> Occupational Safety and Health

	environmental event. *Ask the personal details such as name, age, sex, campus, department, and contact number *Ask for the details of the incident such as the date of the incident, time, place (specific location) Nature of the incident and the intervention done by the responders including the details of injury or illness and affected body parts.			Office
2. Describes the incident Provide a sketch or photo as evidence Provides the name of witnesses including the designation and contact number/s	Ask to describe the whole incident and attach a sketch or photo documentation in the report. Ask about the names of witnesses including the designation and contact number/s	None	5 Minutes	<i>Safety Officer</i> Occupational Safety and Health Office
3. Wait for appropriate investigation, endorsement, and action.	Review the IRF and take appropriate investigation, followed by needed action, and endorsement to the appropriate office	None	10 Minutes	<i>Safety Officer</i> Occupational Safety and Health Office
TOTAL:		None	25 Minutes	

5. Request for Safety Officer Assistance During School Events

This describes the guidelines and processes in requesting assistance from OSHO to serve as a safety officer to check the safety of the venue and its facilities before and during the event to prevent the occurrence of any kind of incidents/accidents and health threats.

Office or Division:		Occupational Safety and Health Office		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government		
Who may avail:		All bona fide DHVSU employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Letter of request for assistance with specific details	1	Office of the President (2 nd floor, Administrative Building)	
2	Letter approved by the president to conduct the event	2	Office of the President (2 nd floor, Administrative Building)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the OSHO Office and give the request letter. Attach the approved letter for the event	Receives the request letter and approved letter and log it	None	2 Minutes	<i>Administrative Aide I</i> Occupational Safety and Health Office
2. Wait for the evaluation result, keep the line of communication, and be ready to answer the queries	Evaluate the assistance request (number of personnel needed , date, time and kind of event)	None	10 Minutes	<i>Safety Officer</i> Occupational Safety and Health Office
3. Receives the confirmation via messenger / text message /email	Confirm the commitment to the requested assistance vis messenger / text message / email	None	3 Minutes	<i>Administrative Aide I</i> Occupational Safety and Health Office
TOTAL:		None	15 Minutes	

6. Distribution and Releasing of Safety and Health Requested Supplies

This describes the guidelines and processes on how the OSHO distributes and releases the requested safety and health supplies of each unit/office of the university necessary to ensure the safety and health of the employees and maintain a safe learning environment.

Office or Division:		Occupational Safety and Health Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All bona fide DHVSU employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Requisition and Issue Slip (RIS) (<i>The Form is from the PSMO</i>)	1	OSH Office (2 nd Floor, UFC Building)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the client logbook	1. Instruct the client to sign in the log book	None	10 Seconds	<i>Administrative Aide Occupational Safety and Health Office</i>
2. Request for the needed safety and health supplies by accomplishing the RIS.	2. Ask the requested/ needed safety and health supply to the client. Provide the Requisition and Issue Slip (RIS). Check/ verify the availability and quantity needed from the OSHO inventory supply. Instruct the client on the necessary procedure *secure signature	None	2 Minutes	<i>Administrative Aide Occupational Safety and Health Office</i>

	from immediate supervisor to note the request and * Secure signature from the Executive Vice President for request approval.			
3. Present the approved Requisition and Issue Slip (RIS)	3. Check and verify the RIS. Sign the approved RIS for the distribution and release of the safety and health supplies.	None	20 Seconds	<i>Director</i> Occupational Safety and Health Office
4. Received the requested Safety and Health supplies	4. Issue the needed/requested safety and health supply	None	7 Minutes	<i>Administrative Aide</i> Occupational Safety and Health Office
5. Sign in the Distribution and Releasing of Safety and Health Supplies Logbook	5. Instruct the client to check the received items (quantity and quality). Sign in the safety and health supplies Receiving logbook	None	30 Seconds	<i>Administrative Aide</i> Occupational Safety and Health Office
TOTAL:		None	10 Minutes	

OFFICE OF STUDENT SERVICES

1. MEDICAL CHECK-UP

Perform medical examination to patients and give immediate treatment to their concerns and chief complains regarding health.

Office or Division:		Office of Student Services- Health Services Unit- Medical		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All bona fide DHVSU students with particular emphasis on those facing the greatest health risk.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	University Issued Student ID (1 original)	1	Management Information System (MIS) Office	
2	Client Satisfaction Form	2	Medical Building	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register the patient in the General Gog Book and Department al Log sheet of the Medical Health Unit	1.1. Take patient's data (chief complaint, vital signs)	None	3 Minutes	<i>Nurse</i> Health Services Unit
	1.2. Perform Physical Examination, Diagnosis and treatment	None	8 Minutes	<i>Medical Officer</i> Health Services Unit
	1.3. Give prescribed medicines	None	2 Minutes	<i>Medical Officer</i> Health Services Unit
	1.4. Advice for follow-up check-ups or referral to specialist for severe cases	None	2 Minutes	<i>Medical Officer</i> Health Services Unit
2. Fill out Client Satisfaction Form				
TOTAL:		None	15 Minutes	

2. ORAL CHECK-UP (ORAL EXAMINATION)

Perform oral examination to patients and give immediate solution to their concerns and chief complains regarding oral health.

Office or Division:		Office of Student Services- Health Services Unit- Dental		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All bona fide DHVSU students with particular emphasis on those facing the greatest oral health risk.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	University Issued Student ID	1	Management Information System (MIS) Office	
2	Client Satisfaction Form	2	Medical Building	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the Patient's Daily Record Form at the Dental Health Unit 2. Fill out Client Satisfaction Form	1.1. Gather patient's data (major complaint)	None	2 Minutes	<i>Dental Aide</i> Health Services Unit
	1.2. Perform Oral Examination and treatment planning	None	15 Minutes	<i>University Dentist III</i> Health Services Unit
	1.3. Administer case explanation and give medications	None	2 Minutes	<i>University Dentist III</i> Health Services Unit
	1.4. Advice for follow-up check-ups or referral to specialist for severe cases	None	3 Minutes	<i>Dental Aide</i> Health Services Unit
TOTAL:		None	22 Minutes	

3. ONLINE MEDICAL CONSULTATION

Perform online medical consultations to patients and give immediate treatment to their concerns and chief complaints regarding health.

Office or Division:		Office of Student Services- Health Services Unit- Medical		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All bona fide DHVSU students and employees with particular emphasis on those facing the greatest health risk.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	University Issued Student ID	1	Management Information System (MIS) Office	
2	Client Satisfaction Form	2	Sent thru google form	
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the Patient's Daily Record Form at the Dental Health Unit 2. Fill out Client Satisfaction Form	1.1 Take patient's data (chief complaint, present illness) and refer to the Physician	None	2 Minutes	<i>Nurse</i> Health Services Unit
	1.2 The physician will interview the patient thru phone/video calls to perform Consultations, Diagnosis and Treatment	None	8 Minutes	<i>Medical Officer</i> Health Services Unit
	1.3 Send and discuss e-prescription to the patient via FB Messenger	None	2 Minutes	<i>Medical Officer</i> Health Services Unit
	1.4 Advice for follow- up face to face check-ups or referral to specialist for severe cases	None	2 Minutes	<i>Medical Officer</i> Health Services Unit
TOTAL:		None	15 Minutes	

4. ONLINE DENTAL CONSULTATION

Perform online dental consultations to patients and give immediate treatment to their dental concerns and chief complaints.

Office or Division:		Office of Student Services- Health Services Unit- Dental			
Classification:		Simple			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All bona fide DHVSU students with particular emphasis on those facing the greatest oral health risk.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	University Issued Student ID		1	Management Information System (MIS) Office	
2	Client Satisfaction Form		2	Sent thru google fom	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the Patient's Daily Record Form at the Dental Health Unit 2. Fill out Client Satisfaction Form	1.1 Take patient's data (chief complaint, present illness) and refer to the Dentist		None	2 Minutes	<i>Dental Aide</i> Health Services Unit
	1.2 The Dentist will interview the patient thru phone/video calls to perform Consultations, Diagnosis and Treatment		None	6 Minutes	<i>Dentist</i> Health Services Unit
	1.3 Send and discuss e-prescription to the patient via FB Messenger		None	2 Minutes	<i>Dentist</i> Health Services Unit
	1.4 Advice for follow- up face to face dental check-ups or referral to specialist for severe cases		None	2 Minutes	<i>Dentist</i> Health Services Unit
	1.5 Record patient diagnosis, treatment and other data		None	3 Minutes	<i>Dental Aide</i> Health Services Unit
TOTAL:			None	15 Minutes	

OFFICE OF THE UNIVERSITY REGISTRAR

1. Enrolment for New Students

Office or Division:		Office of the University Registrar (OUR)			
Classification:		Simple			
Type of Transaction:		G2C - Government to Citizen			
Who may avail:		All students who qualified in the University Admission Test			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Form 138/Copy of Grades of Transferee (1 Original)		1	From former school	
2	Certificate of Good Moral Character (1 Original)		2	From former school	
3	Original Transfer Credential/Honorable Dismissal (for transferees)		3	From former school	
4	PSA Birth Certificate (1original and 1 photocopy)		4	Philippine Statistics Authority, Maimpis, San Fernando, Pampanga	
5	Two (2) pcs 2x2 pictures with white background		5	Photo shops located beside Gate 2 & 3 of the university	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the required documents for enrolment to the assigned counter:		1. Check and verify the completeness and accuracy of documents	None	5 Minutes	<i>Program Chair/ Adviser</i> OUR
2. Proceed to the Registrar's Office and claim your Certificate of Registration		2. Issued the Certificate of Registration (COR) of the student via print and online.	None	5 Minutes	<i>OUR Staff</i>

3. Accomplish the Customer Survey Satisfaction Form (CSSF)	3. Receives the Customer Survey Satisfaction Form (CSSF)	None	5 Minutes	<i>OUR Staff</i>
TOTAL:		None	15 Minutes	

2. Enrolment for Regular Students

Office or Division:		Office of the University Registrar (OUR)		
Classification:		Simple		
Type of Transaction:		G2C – Government-to-Citizens		
Who may avail:		Any student who are qualified to re-enroll at DHVSU		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	University issued Student's ID	1	Internet Multimedia Center (IMC),DHVSU, Bacolor, Pampanga	
2	Academic Program Evaluation	2	Respective Colleges	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplish and submit a Letter of Intent (LOI) through Gmail if they intend to enroll	1.Receives the Letter of Intent LOI	None	3 Minutes	<i>Program Chair/ Adviser</i>
	2. Encodes the courses to be enrolled and issue the Certificate of Registration (COR) via online.	None	5 Minutes	<i>OUR Staff</i>
2. Accomplish the Customer Survey Satisfaction Form (CSSF) via online	3. Receives the Customer Survey Satisfaction Form (CSSF)	None	2 Minutes	<i>OUR Staff</i>
TOTAL:		None	10 Minutes	

PLANNING AND DEVELOPMENT OFFICE

1. Individual and Office Performance Commitment (IPC/OPC) Validation

This describes the validation of the Individual and Office Performance Commitment Forms which should be consistent to the agency's targets and strategic directions.

Office or Division:		Planning and Development Office			
Classification:		Simple			
Type of Transaction:		G2G – Government to Government			
Who may avail:		All bona fide DHVSU employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1	Individual Performance Commitment (IPC) Form (1 original, 1 photocopy)		1	DHVSU Official Website, DHVSU FB Page, Planning and Development Office (2 nd Floor, Admin.Bldng)	
2	Office Performance Commitment (OPC) Form		2	DHVSU Official Website, DHVSU FB Page, Planning and Development Office (2 nd Floor, Admin.Bldng)	
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book		1. Instruct the client to sign in the log book	None	1 Minute	<i>Administrative Aide</i> Planning and Development Office
2. Submit the required documents to Counter 1 for initial assessment and verification		2. Receive the required documents and check for completeness before forwarding them to the Planning Director	None	2 Minutes	<i>Administrative Aide</i> Planning and Development Office
3. Wait for the release of the validated document		3. Validate the accuracy and alignment of the success indicators to the agency’s targets and strategic directions	None	5 Minutes	<i>Director</i> Planning and Development Office
4. Receive the validated document		4. Record all the comments, suggestions, and recommendations on the accomplished forms	None	2 Minutes	<i>Administrative Aide</i> Planning and Development Office
TOTAL:			None	10 Minutes	

PROPERTY AND SUPPLIES MANAGEMENT OFFICE

1. Request and Issuance of Supplies and Materials

This describes the procedures in the requisition and issuance of Supplies and Materials

Office or Division:		Property and Supply Management Office (PSMO)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Deans/ Directors/ Head of Offices/ Unit Heads		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Requisition and Issue Slip (RIS) Form - Appendix 63 of GAM for NGAs Volume II (1 original, 2 photocopy)	1	DHVSU Official Website, DHVSU FB Page, PSMO FB Page/GC, PSMO Office (1st Floor, Supply and Procurement Bldg.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the properly filled-up and approved RIS	1. Receive the required document and fill-up the RCC and RIS control number field	None	1 Minute	<i>Section Head of Warehousing and Releasing Section PSMO</i>
2. Wait for the verification of the availability of requested particulars/ items	2. Verify availability of stocks with reference to the Stock Card (SC)/ Inventory Document	None	2 Minutes	<i>Staff In-charge on SC at the Warehousing and Releasing Section PSMO</i>
3. Wait for the preparation of the available items	3.1 Prepare and account the available particulars/items 3.2 Check the accurateness of the requested particulars and sign the initial at the “Issued Portion” of the RIS 3.3 Review the RIS and sign at the “Issued by” portion of the RIS	None	4 Minutes or more (depending on the bulk of requested particulars/items) *If bulk releasing, inform the client to return at a particular time for the releasing of the requested available particulars/items	3.1 <i>Releasing Section Staff In-charge</i> 3.2 <i>Section Head of Warehousing and Releasing Section</i> 3.3 <i>Director of Property and Supply Management Office PSMO</i>

4. Receive the requested available particulars/ items	4. Release accurately the requested available particulars/ items	None	2 Minutes or more (depending on the bulk of requested particulars)	<i>Releasing Section Staff In-charge PSMO</i>
5. Accomplish the "Customer Survey Form"	5. Take note all the comments, suggestions, and recommendations on the accomplished form	None	1 Minute	<i>Releasing Section Staff In-charge PSMO</i>
TOTAL:		None	10 Minutes	

2. Request and Issuance of Semi-Expendable Property and Property, Plant and Equipment (PPE)

This describes the procedures in the requisition and issuance of Semi-Expendable Property and PPE

Office or Division:		Property and Supply Management Office (PSMO)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Deans/ Directors/ Head of Offices/ Unit Heads		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Requisition and Issue Slip (RIS) Form - Appendix 63 of GAM for NGAs Volume II (1 original, 2 photocopy)	1	DHVSU Official Website, DHVSU FB Page, PSMO FB Page/GC, PSMO Office (1st Floor, Supply and Procurement Bldg.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the properly filled-up and approved RIS	1. Receive the required document and fill-up the RCC and RIS control number field	None	1 Minute	<i>Section Head of Warehousing and Releasing Section PSMO</i>
2. Wait for the verification of the availability of requested	2. Verify availability of stocks with reference to the: * Semi-Expendable	None	2 Minutes	<i>Staff In-charge on SPC or PC at the Warehousing and Releasing Section PSMO</i>

property	Property Card (SPC) *Property Card (PC) for PPE			
3. Wait for the preparation of the accountable document subject for signature of the accountable personnel (Deans/ Directors/ Office Heads/ Unit Heads)	3. Prepare the accountable document of available requested property: *Property Acknowledgment Receipt (PAR) for PPE *Inventory Custodian Slip (ICS) for Semi-Expendable Property	None	4 Minutes or more (depending on the bulk of requested property) *If bulk releasing, inform the client to return at a particular time for the release of the accountable document	<i>Staff in-charge on PAR or ICS at Warehousing and Releasing Section</i> PSMO
4. Wait for the preparation of the available property upon return of the signed accountable document	4.1 Prepare and account the available property 4.2 Check the accurateness of the requested particulars and sign the initial at the "Issued Portion" of the RIS 4.3 Review the RIS and sign at the "Issued by" portion of the RIS	None	5 Minutes or more (depending on the bulk of requested property) *If bulk releasing, inform the client to return at a particular time for the releasing of the requested available property	<i>4.1 Releasing Section Staff In-charge</i> <i>4.2 Section Head of Warehousing and Releasing Section</i> <i>4.3 Director of Property and Supply Management Office</i> PSMO

5. Receive the requested available property	5. Release accurately the requested available particulars/ items	None	2 Minutes or more (depending on the bulk of requested particulars)	<i>Releasing Section Staff In-charge</i> PSMO
6. Accomplish the "Customer Survey Form"	6. Take note all the comments, suggestions, and recommendations on the accomplished form	None	1 Minute	<i>Releasing Section Staff In-charge</i> PSMO
TOTAL:		None	15 Minutes	

RESEARCH MANAGEMENT OFFICE
Internal Services

RESEARCH MANAGEMENT OFFICE

1. Research Paper Application

This covers review and endorsement of research proposals and completed outputs for presentation in the University In-House Review

Office or Division:	Research Management Office (RMO)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Faculty Researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1	Research Paper Processing Application Form (1 original)	1	Research Management Office (2 nd Floor, Multidisciplinary Bldng.)	
2	Rubric for Research Paper Evaluation (1 original)	2	Research Management Office (2 nd Floor, Multidisciplinary Bldng.)	
3	Hard and Soft Copies of Research Paper (1 original)	3	Research Management Office (2 nd Floor, Multidisciplinary Bldng.)	
4	RMO Compliance Form (1 original)	4	Research Management Office (2 nd Floor, Multidisciplinary Bldng.)	
5	Enhanced Research Paper (1 original)	5	Researcher	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements to the Research Coordinator for the endorsement to the Dean/ Campus Director/ Secondary School Principal	1. Check the submitted documents; Review the content of the proposals/ completed papers through the College Specialist/s	None	3 Days	<i>Research Coordinator, College Specialists Research Management Office</i>
2. Comply with the recommendations of the College Specialist/s	2. Review the revised paper based on the recommendations of College Specialists; Submit the endorsement with the documentary requirements to the Research Management	None	1 Day	<i>Research Coordinator, College Specialists, Research Center Manager, Research Management Office</i>

	Office (RMO) through its Research Centers			
3. Wait for the result of the review process of the RMO through its Research Centers and Mentoring Session	3. Facilitate the review process	None	12 Days	<i>RMO Director, Research Center Manager, Research Center Specialist Research Management Office</i>
4. Comply with the recommendations of the RMO	4. Review the compliance of the researcher/s; Endorse for presentation in the University In-House Review	None	1 Day	<i>RMO Director, Research Center Manager, Research Center Specialist Research Management Office</i>
TOTAL:		None	17 Days	

2. Monitoring of Internally-Funded Research

This includes all research papers presented and approved in the University In House Review

Office or Division:	Research Management Office (RMO)		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Faculty Researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1	Research/Project Implementation Agreement (1 original)	1	Research Management Office; Research Coordinator
2	Status/Progress Report Form (1 original)	2	Research Management Office; Research Coordinator
3	Work and Financial Plan (1 original)	3	Research Management Office; Research Coordinator
4	Terminal Report(1 original)	4	Research Management Office; Research Coordinator
5	Research Paper Processing Application Form (1 original)	5	Research Management Office; Research Coordinator
6	Hard and Soft Copy of the Research Paper	6	Researcher
7	Rubric for Research Paper Evaluation	7	Research Management Office; Research Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Research/Project Implementation Agreement Form from the RMO, Status/Progress Report on a monthly/quarterly/ biannual basis and submit to the Research Coordinator following the Status Report Guidelines	1. Validate the Status/ Progress Report; Facilitate proper endorsement	None	4 Days	<i>RMO Director, Research Center Manager, Research Center Specialist, Research Coordinator</i> Research Management Office
2. Submit Terminal Report along with the completed manuscript with Abstract (hard and soft copies) to the Research Coordinator	2. Validate the submitted documents; Facilitate proper endorsement; Subject for review (plagiarism scan, technical soundness, content)	None	12 days	<i>RMO Director, Research Center Manager, Research Center Specialist, IPO Staff, Technical Writers, Research Coordinator</i> Research Management Office
TOTAL:		None	16 Days	

RECORDS MANAGEMENT UNIT

Receiving Document/s for Safekeeping

This process involves the safekeeping of documents submitted by different offices/unit/campuses

Office or Division:	Records Management Unit, DHVSU, Bacolor Pampanga			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All the Units/Offices/Campuses in DHVSU			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Form 2A (For Safekeeping)	Records Management Unit (2 nd Floor, Procurement and Supply Building)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the logbook provided in the receiving area by writing the: • Date of the submission • Name of the personnel submitting the document/s • Description of the document/s	1.The Records Management Unit personnel shall check the details written in logbook	None	3 Minutes	Administrative Aide Records Management Unit
2. Provide receiving copy of the submitted document/s	2. The Records Management Unit personnel shall check and verify the form it is matches all the submitted documents and records.	None	2 Hours	Administrative Aide Records Management Unit
	3.Once verified, The Records Officer certifies the correctness of the form by signing the Form 2A	None	5 Minutes	Administrative Aide Records Management Unit
	4. File the FORM 2A and the submitted records for safekeeping	None	2 Minutes	Records Management Unit
TOTAL:		None	2 Hours, 10 Minutes	

Releasing/Retrieval of Document/s

This process involves the process of requesting and releasing University records

Office or Division:	Records Management Unit, DHVSU, Bacolor Pampanga			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All the Units/Offices/Campuses in DHVSU			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Form 1 (Document Request Form)	Records Management Unit (2 nd Floor, Procurement and Supply Building)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up the logbook provided in the	1.The Records Management Unit	None	3 Minutes	

receiving area by writing the: • Date of request • Name of personnel requesting document • Purpose of request	personnel shall check the details written in the logbook			<i>Administrative Aide</i> Records Management Unit
2. Submit Form 1	2.The Records Management Unit personnel shall check the document request form for the purpose of the requested document	None	2 Minutes	<i>Administrative Aide</i> Records Management Unit
	3. The Records Officer will re-check and sign the document request form if approved for release	None	5 Minutes	<i>Records Officer</i> Records Management Unit
	3.The Data Protection Officer inspects the request if it is in compliance of the Data Privacy Act	None	5 Minutes	<i>DPO/PIO</i> Director MSI Office
	4.The Records Management Unit personnel searches for the requested document and release the document	None	2 Hours	<i>Administrative Aide</i> Records Management Unit
TOTAL:		None	2 Hours, 15 Minutes	

Receiving Document/s for Disposal

This process involves the disposal of documents submitted by different offices/unit/campuses

Office or Division:	Records Management Unit, DHVSU, Bacolor Pampanga			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All the Units/Offices/Campuses in DHVSU			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Form 2B (For Disposal)	Records Management Unit (2 nd Floor, Procurement and Supply Building)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the logbook provided in the receiving area by writing the: • Date of the submission • Name of the personnel submitting the document/s	1.The Records Management Unit personnel shall check the details written in logbook	None	3 Minutes	<i>Administrative Aide</i> Records Management Unit

Description of the document/s				
2. Submit form 2A together with the documents to be dispose	2.The Records Management Unit Personnel shall check and verify the form if it matches all the submitted documents and records	None	2 Hours	<i>Administrative Aide</i> Records Management Unit
	3.Once verified, The Records Officer certifies the correctness of the form by signing the Form 2B	None	5 Minutes	<i>Records Officer IV</i> Records Management Unit
	4. Issues Records Disposal Certificate to the requesting office or unit	None	10 Minutes	<i>Records Officer IV</i> Records Management Unit
	4. File the Form 2B	None	2 Minutes	Records Management Unit
TOTAL:		None	2 Hours, 20 Minutes	

SENIOR HIGH SCHOOL

1. Enrolment Process for Senior High School

This describes the guideline and procedure for the enrollment of Senior High School students.

Office or Division:		Senior High School (SHS)			
Classification:		Simple			
Type of Transaction:		G2C - Government to Citizen			
Who may avail:		All bonafide SHS students of DHVSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Enrolment Procedure For Grade incoming Grade 11					
Present photocopy and original copy for authentication and reference purposes the following credentials for enrolment: The enrollee should be on the list of qualifiers posted by the SHS Principal:					
1	Form 138 (1 Original and 1 photocopy)	1	School – where he/she completed Grade 10		
2	PSA Birth Certificate (Original and 2 Photocopy)	2	Philippine Statistics Authority (PSA)		
3	Certificate of Good Moral (1original and 1 photocopy)	3	School – where he/she completed Grade 10		
4	2x2 picture with white background and nametag (2 copies)	4	Preferred Photo studio		
5	School ID (Original and 2 photocopies)	5	School- Previous school attended		
6	Diploma	6	School- Previous schools attended		
7	Pre-Assessment Form	7	University Cashier’s Office		
8	Certificate of Registration (COR)	8	Office of the University Registrar		
	For Grade 12				
1	Form 138 (Original)	1	SHS Class Adviser		
2	Clearance (Original)	2	Accounting Office		
3	Accomplished Pre-Registration Form	3	Principal’s Office c/o SHS Secretary		
4	Pre-Assessment Form	4	Cashier’s Office		
5	Certificate of Registration (COR)	5	Office of the University Registrar		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for evaluation		1. Receive and check the student’s documents for evaluation	None	5 Minutes	Assigned Faculty SHS Faculty Office

2. Submit the accomplished pre-registration form for evaluation	2. Issue Pre-Registration and feedback forms to students	None	5 Minutes	<i>Assigned Faculty SHS Faculty Office</i>
3. Submit the evaluated pre-registration form to the Academic Instruction Chair	3. Receive the Pre-Registration and feedback forms to students	None	4 Minutes	<i>Academic Chairperson SHS Faculty Office</i>
4. Proceed to the Office of the Registrar, Accounting and Cashier's Office for enrollment proper	4. Evaluate/ Review and Advise the section to be enrolled by the students	None	4 Minutes	<i>Assigned Staff of the University Registrar Registrar Office</i>
5. Proceed to the Accounting and Cashier's Office for Payment	5. Receive payment for enrollment and issue Certificate of Registration	PHP 8,750 Gr. 11 PHP 8,405 (for non-voucher recipient) Gr. 12	4 Minutes	<i>Assigned Staff of the Accounting and Cashier Office Accounting Office</i>
TOTAL:		PHP 8,750 Gr. 11 PHP 8,405 Gr. 12	22 Minutes	

SCHOOL OF LAW

1. Enrolment Procedure for New Students

This describes the procedure for enrollment for new students

Office or Division:		School of Law		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		This covers the enrollment of new Juris Doctor students in the university.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Admission test result and Test Boo	1	Admissions Office	
2	Advising Slip	2	School of Law Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the student log sheet	1. Ensures that the Juris Doctor (JD) student registers on the log sheet	None	1 Minute	<i>Administrative Staff-in-Charge</i> School of Law Office
2. Secure an advising slip	2. Issues an advising Slip to JD students	None	1 Minute	<i>Administrative Staff-in-Charge</i> School of Law Office
3. List the appropriate courses/subjects for the Semester	3. Requires the JD students to copy the desired schedule	None	5 Minutes	<i>Administrative Staff-in-Charge</i> School of Law Office
4. Present filled-out advising slip for checking and verification of courses/subjects at the SOL office	4. Checks and approves Advising Slip and photocopy advising slip.	None	3 Minutes	<i>Area Chairperson/Staff-in-Charge</i> School of Law Office
5. Proceed to Deans office	5. Approves Advising Slip. Instructs student to proceed staff for the photocopying of their advising slip	None	1 Minute	<i>Dean, SOL</i> School of Law Office
	Photocopies advising slip and instructs the students to proceed to the Registrar’s office for Assessment and Cashiering Office for Payment. Instructs JD students to return to SOL office once payment is done.	None	1 Minute	<i>Administrative Staff-in-Charge</i> School of Law Office
6. Proceed to Registrar’s Office and present the Advising Slip	6. Issues Assessment Form	None	3 Minutes	<i>Staff-in-Charge</i> Registrar’s Office

7. Proceed to Cashiering Office and present Assessment Form	7. Receives payment and issues Official Receipt (OR)	Amount varies	5 Minutes	<i>Staff-in-Charge</i> Cashiering Office
8. Present Official Receipt at the Registrar's Office	8. Issues Certificate of Registration (COR)	None	3 Minutes	<i>Staff-in-Charge</i> Registrar's Office
9. Proceed to the School of Law Office and present COR and OR	9. Photocopies COR and OR. Files individual student documents	None	1 Minute	<i>Administrative Staff-in-Charge</i> School of Law Office
10. Accomplish the Customer Survey Form	10. Ensures that the JDS accomplished the Customer Survey Form	None	1 Minute	<i>Administrative Staff-in-Charge</i> School of Law Office
TOTAL:		Varied amount	25 Minutes	

TRAINING SERVICES OFFICE

Request for Training Services

This describes the request for training services prior to its approval for implementation.

Office or Division:		Training Services Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All bona fide DHVSU employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1	Request Letter	1	Training Services Office (1 st floor, RITE Bldg.)	
2	Training Proposal	2	Training Services Office (1 st floor, RITE Bldg.)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book. Submit the required documents for review and initial approval	1. Instruct the client to sign in the log book. Receive the essential documents, thoroughly verify and review for completeness, and then endorse to the Training Director.	None	4 Minute	<i>Administrative Aide</i> <i>Center Manager</i>
2. Wait for the release of the approved document	2. Evaluate and sanction the document in alignment with its inherent nature and intended purpose.	None	4 Minutes	<i>Director,</i> Training Services Office
3. Receive the approved document	3. Coordinate and arrange the requirements of the training activities regarding the request.	None	2 Minutes	<i>Administrative Aide</i> <i>Center Manager</i>
TOTAL:		None	10 Minutes	

REENGINEERING PROCEDURES



Republic of the Philippines
DON HONORIO VENTURA STATE UNIVERSITY
Bacolor, Pampanga

DHVSU Reengineering of Procedures Report for F.Y. 2024

Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
Issuance of Certificate of Payment for Graduation Fee	3	3 Minutes	P50	0	1 Minute	Accounting Office	External Clients	3	2 Minutes
Issuance of Clearance (for Students with Outstanding Balance)	3	4 Minutes	See Schedule of Fees	0	1 Minute, 30 Seconds	Accounting Office	External Clients	3	2 Minutes, 30 Seconds
Issuance of Clearance (for Students without Outstanding Balance)	2	2 Minutes	None	0	1 Minute	Accounting Office	External Clients	2	1 Minute
Issuance of Clearance (2nd Copy)	3	4 Minutes	P50	0	1 Minute, 30 Seconds	Accounting Office	External Clients	3	2 Minutes, 30 Seconds
Issuance of Statement of Account (SOA)	4	8 Minutes	P50	0	3 Minutes	Accounting Office	External Clients	4	5 Minutes



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Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
University Admission Test (UAT) Administration Process	4	1 hour, 15 minutes (for non-board) 2 hours, 30 minutes (For board programs) 3 hours, 30 minutes (for BS Nursing and Graduate School and Juris Doctor Applicants)	None	0	1 hour, 6 minutes (for non-board) 2 hours, 21 minutes (For board programs) 3 hours, 21 minutes (for BS Nursing and Graduate School and Juris Doctor Applicants)	Guidance and Testing Center	Citizen	0	1 Hour, 9 minutes (for non-board) 2 Hours, 9 minutes (For board programs) 3 Hours, 9 minutes (for BS Nursing and Graduate School and Juris Doctor Applicants)
Counseling Intervention Process A. Walk-In	3	3 Hours, 53 Minutes	None	0	1 Hours, 53 minutes	Guidance and Testing Center	Citizen	0	2 Hours, 53 Minutes
B. Referrals	4	3 Hours, 53 Minutes	None	0	1 Hours, 53 Minutes	Guidance and Testing	Citizen	0	2 Hours, 53 Minutes (for

						Center			
Online Counseling Intervention Services	4	2 Hour, 27 Minutes (Initial Session) 2 Hour, 30 Minutes (every succeeding session)	None	0	1 Hour, 27 Minutes (Initial Session) 1 Hour, 30 Minutes (every succeeding session)	Guidance and Testing Center	Citizen	0	1 Hour, 27 Minutes (Initial Session) 1 Hour, 30 Minutes (every succeeding session)
Issuance of Class Admission Slip	4	18 Minutes	None	0	2 Minutes	Guidance and Testing Center	Citizen		16 Minutes
Psychological Testing Services	4	2 hour, 4 minutes (For OJT/Work Immersion) 3 hours, 34 minutes (Psychological Assessment) 3 hours, 4 minutes (Teaching and Non-Teaching applicant and newly hired)	None	0	1 hour, 4 minutes (For OJT/Work Immersion) 1 hours, 34 minutes (Psychological Assessment) 1 hours, 4 minutes (Teaching and Non-Teaching applicant and newly hired)	Guidance and Testing Center	Citizen	0	1 Hour, 4 Minutes (For OJT/Work Immersion) 2 Hours, 34 Minutes (Psychological Assessment) 2 Hours, 4 Minutes (Teaching and Non-Teaching applicant and newly hired)



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Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
Collections of Fees - Tuition fees - Graduation Fee - Certifications (COE and COG) - Clearance - Statement of Account (SOA) - Transcript (TOR) - Good Moral - Reprinting of Identification Card - Bid Docs - PE Uniform - Rentals of Stalls	4	1 Minute 1 Minute 1 Minute	None	-	15 Seconds	Cashiering Office	Internal/External Clients	4	45 seconds 30 Seconds 30 Seconds 1 Minute

Disbursement of Checks for Goods and services acquired by the University	4	1 Minute 1 Minute 2 Minutes 1 Minute	None	-	45 Seconds	Cashiering Office	Internal/External Clients	4	15 Seconds 1 Minute 1 Minute 30 Seconds 1 Minute
Disbursement of Cash Incentives to selected University students and cash allowances to University scholars.	3	2 Minutes 25 Seconds 30 Seconds			5 Seconds			4	1 Minute 25 Seconds 25 Seconds 1 Minute



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DHVSU Reengineering of Procedures Report for F.Y. 2024
College/Campus-Advising Procedure

Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
Student Advising Procedure	4	12 Minutes	None	0	2 Minutes	Administrative Aide	Students	4	10 Minutes



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DHVSU ESO Streamlined Procedure Report for F.Y. 2023

Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
Request of Extension Service	5	5 Days	None	1	1 Day	Extension Services Office	Partners / Beneficiaries	4	4 Days



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Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
1. Enrolment Procedure for New Students	5	17 Minutes	N/A	1	3 Minutes	Graduate School Office	Citizen	4	14 Minutes
2. Enrolment Procedure for Continuing Students	5	17 Minutes	N/A	0	3 Minutes	Graduate School Office	Citizen	5	14 Minutes



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Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
Submission of Applications for Patent, Utility Model, Industrial Design, Trademarks, and Copyrights	3	10 minutes	None	2	5 minutes	Knowledge Management and Innovation Office/ Intellectual Property Unit	Faculty and student Researchers	3	5 Minutes



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Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
Student Disciplinary Action	3	1 Hour, 40 Minutes	None	1	30 Minutes	Prefect of Discipline	Students	2	1 Hour, 10 Minutes



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DHVSU Reengineering of Procedures Report for F.Y. 2024
LIBRARY SERVICES OFFICE

Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
Application for New Library Card Procedure									
Students	4	14 Minutes	None	1	3 Minutes	Library Services Office	Citizen	3	11 Minutes
Employees	4	8 minutes	None	1	2 minutes		Government	3	6 minutes
Baggage Area Students	4	6 Minutes	None	0	30 Seconds	Library Services Office	Citizen	4	5 Minutes, 30 seconds
				0					
Lost Library Card Procedures	4	10 Minutes	None	2	1 Minute	Library Services Office	Citizen	2	9 Minutes
Interlibrary Request Letter Procedure						Library Services Office			

Students	4	8 Minutes	None	2	1 Minute		Citizen	2	7 Minutes
Employee	4	4 Minutes	None	2	1 Minute		Government	2	7 Minutes
Use of Audio-Visual Room/Discussion Room	3	6 Minutes	None	1	1 Minute	Library Services Office	Citizen & Government	2	5 Minutes
Signing of Clearance Students	3	6 Minutes	None	1	1 Minute	Library Services Office	Citizen Government	2	5 Minutes
Employee	3	6 Minutes		0	1 Minute			3	5 Minutes
Submission of Thesis/Dissertation Procedure	4	6 Minutes	None	2	1 Minute	Library Services Office	Citizen	2	5 Minutes
Online Services Procedure Book Inquiry	4	13 Minutes	None	1	2 Minutes	Library Services Office	Citizen	3	11 Minutes



DHVSU MIS Streamlined Procedure Report for F.Y. 2023

Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
Request for University Data, Information, Records, or Documents	4	10 Minutes	None	1	1 Minute	Management Information System-Data Privacy and Protection Unit	Citizens	3	9 Minutes
Request for Approval of Posting of Publication Materials									
a. For DHVSU Employee and Student Clients	8	13 Minutes	None	3	3 Minutes	Management Information System-Data Privacy and Protection Unit	Citizens	5	10 Minutes
b. For Clients	4	1 Day, 10	None	4	2 Minutes	Management	Citizens	4	1 Day, 8

outside the University		Minutes				Information System-Data Privacy and Protection Unit			Minutes
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DHVSU Reengineering of Procedures Report for F.Y. 2024
Office of Auxiliary Services

Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
Venue Reservation Process for External Clients	10	52 Minutes	None	6	40 Minutes	Office of Auxiliary Services	G2C Government to Citizen	4	12 Minutes



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Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
Travel Authority (Personal)	3	7 Hours, 10 Minutes	None	0	4 Hours, 15 Minutes	Office for International Partnerships and Programs	All bona fide DHVSU Staff and Faculty	3	3 Hours, 25 Minutes



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Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
ID Validation	5	2 Minute and 30 Seconds	N/A	0	30 Seconds	Office of Student Affairs	All bona fide DHVSU Students	5	2 Minutes



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OFFICE OF SPORTS DEVELOPMENT
Reengineering of Procedures Report for F.Y. 2024

Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
Utilization of the Dr. Ernesto T. Nicdao Sports Center (University Gymnasium)	4	15 minutes	None	3	2 minutes	Director's Office, Office of Sports Development	DHVSU Employees	4	15 minutes



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Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
1. Disaster Preparedness Capacity Building Training	10	3 Days, 5 Hours, 30 Minutes	None	4	4 Hours, 25 Minutes	Occupational Safety and Health Office	DHVSU Employees	6	3 Days, 1 Hour, 5 Minutes
2. Request for OSHO Training: Inter-Unit Collaboration for Disaster Resiliency, Workplace Safety, and Health Education Training Program	12	1 Day, 5 Hours and 40 Minutes	None	5	4 Hours, 30 Minutes	Occupational Safety and Health Office	DHVSU Employees	7	1 Day, 1 Hour, 10 Minutes
3. Reporting of the Workplace Hazard Identified	9	24 Minutes	None	6	4 Minutes	Occupational Safety and Health Office	DHVSU Employees	3	20 Minutes
4. Reporting Workplace Incident	9	54 Minutes, 10 Seconds	None	6	29 Minutes, 10 Seconds	Occupational Safety and Health Office	DHVSU Employees	3	25 Minutes
5. Request for Safety Officer	3	15 Minutes	None	None	None	Occupational Safety and	DHVSU Employees	3	15 Minutes

Assistance During School Events						Health Office			
6. Distribution and Releasing of Safety and Health Requested Supplies	5	10 Minutes	None	None	None	Occupational Safety and Health Office	DHVSU Employees	5	10 Minutes



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Office of Student Services

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Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
Online Medical Consultation	4	17 Minutes	None	0	2 Minutes	HSU-Medical	Citizen	4	15 Minutes
Online Dental Consultation	5	16 Minutes	None	0	1 Minute	HSU-Dental	Citizen	5	15 Minutes



DHVSU PSMO Streamlined Procedure Report for F.Y. 2023

Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
Request and Issuance of Supplies and Materials	5 steps	11 minutes	None	3	1 minute	Property and Supply Management Office	DHVSU Accountable Officers including their office personnel	5	10 minutes
Request and Issuance of Semi-Expendable Property and Property, Plant and Equipment (PPE)	6 steps	16 minutes	None	3	1 minute	Property and Supply Management Office	DHVSU Accountable Officers including their office personnel	6	15 minutes



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DHVSU ESO Reengineering of Procedures Report for F.Y. 2024

Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
Research Paper Application	4	21 days	None	0	4 days	Research Management Office	Faculty Researchers	4	17 days
Monitoring of Internally-Funded Research	2	20 days	None	0	4 days	Research Management Office	Faculty Researchers	2	16 days



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Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
Enrolment Process for Senior High School	5	22 Minutes	PHP 8,750 Gr. 11 PHP 8,405 Gr. 12	1	7 Minutes	Senior High School Office	Students	4	15 Minutes



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Priority Services	Current Status			Projected Reduction		Office/Unit Responsible	Clients	Total Number of Steps	Total Processing Time
	Number of Steps	Processing Time	Cost	Steps	Time				
Request for Training Service	4	1 Day, 1 Hour, 5 Minutes	None	1	1 Day, 55 Minutes	TSO	DHVSU employees	3	10 Minutes