

**BICOL
UNIVERSITY**



ISO 9001:2015
TÜV Rheinland ID 910863351

CITIZEN'S CHARTER

2019 Edition

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MESSAGE

Bicol University, as the premier state university in the Bicol region, is, first and foremost, a service provider for the educational needs of the society to which it belongs. With Service as one of its pillars, along with Scholarship, Leadership, and Character, its call to discharge its duties to the satisfaction of its clients is further emphasized.

This revised Citizen's Charter 2019 Edition is a manifestation of the university's desire for sustained improvement of its processes and to fulfil its mandate, to serve the public – the citizens of the country. With its commitment to excellence in instruction, research, and extension, achieved with clientele satisfaction and the adherence to quality standards as embodied in its Quality Policy, Bicol University declares, through this Charter, its eagerness to serve its clients the best way possible.

This revised Charter details the various offices in the institution and the corresponding frontline services they offer. Through this Charter, both clients and service providers, including the Bicol University employees are made fully aware of guidelines, procedures, and mutual expectations towards more efficient and effective transactions.

It is the university's desire to have the best civil servants in the region, if not, the nation. The BU Citizen's Charter serves as a guide towards the continuing quest for establishing a culture of excellence, especially in terms of its services.

ARNULFO M. MASCARIÑAS, Ph.D
SUC President IV



I. BU Vision

“A world-class University producing leaders and change agents for social transformation and development”.

II. BU Mission

“The Bicol University shall primarily give professional and technical training, and provide advanced and specialized instruction in literature, philosophy, the science and arts, besides providing for promotion of scientific and technological researches” (RA 552).

III. Quality Policy

“Bicol University commits to continually strive for excellence in instruction, research and extension by meeting the highest level of clientele satisfaction and adhering to quality standards and applicable and statutory requirements.”

IV. BU's strategic options to achieve its vision:

- Promoting a Responsive and Efficient Academic Governance

Organizational re-structuring, rationalization of personnel assignment, strengthening administrative process, and, innovative mechanism to enhance efficiency of services.

- Enhancing the Resource Endowment of the University

Consolidation of land resources and secure legal ownership, establishment of S & T Hub and commercialization center; partnership with private sector in developing business potential of land assets; enhancing partnership with alumni; fund endowment and research contracts from public/private sector.

- Offering Market-Driven and Relevant Academic Program

Offering of programs responsive to market needs, ASEAN Integration, and K-12; adoption of alternative learning systems (e.g. OL/DE, ETEEAP, MOOCS, & LMS); accreditation of remaining academic programs; adoption of outcome-based education; and establishment of additional COEs/CODs.

- Strengthening the Foundation for Research, Development, and Extension

Creation of additional R & D Centers with TG and TD functions; Enrolling BU with scientific career system of DOST; commercialization of research outputs in partnership with private sector; implementation of community development program using home-grown mature technologies; and RD & E policy enhancements and reforms

- Developing a Critical Mass of Top Students and Outstanding Faculty

Provision of scholarship to highly qualified students; other financial support for poor but deserving students; admission of qualified foreign students in BS/undergraduate; support for cutting edge research of students; sandwich program with other top universities in the world; hiring of highly qualified graduates from top HEIs; scholarship for professional and career enhancement of faculty in top HEIs; support for scholarly/IP work of faculty members; faculty exchange program; and adopt “balik - siyentista” program of CHED and DOST.

- Upgrading/Modernizing Physical/Infrastructure Facilities

Improving academic support for students and faculty; enhancing IT capability making BU a wi-fi zone area; improving teaching – learning and research facilities; build/upgrade facilities for students; and construction of climate – proof, and disaster resilient infrastructure facilities.

V. Performance Pledge

We, the employees of Bicol University, in the spirit of genuine service, commit to serve with utmost dedication and professionalism, guided by this charter and the University’s policies and applicable laws of the land.

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A. ADMISSIONS OFFICE

a. BICOL UNIVERSITY COLLEGE ENTRANCE TEST (BUCET)

Office or Division:	Admissions Office
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	<ul style="list-style-type: none"> • Graduates of High School recognized by the Department of Education may be admitted as freshmen into the University. • High School graduates who have not taken and/or are not taking any college subject. • Holder of the Education Placement Test (PEPT) certificates who are eligible to college.

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Correctly and completely accomplished Application Form (AF).	
Two copies of 1x1 identical recent photograph of the applicant to be attached in the application form.	
First to Third Year high school academic ratings affixed at the reverse side of the AF and duly signed by the school principal and/or photocopy of PEPT results if a qualifier.	
One long-sized window envelope and two (2) pieces of 40.00 pesos worth of stamps for mailing of test results.	
Photocopy of Form 138 for high school graduates who have not taken any subject beyond college. (Original copy of Form 138 should be presented for authentication).	

STEPS AND PROCEDURES		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Secure an Application Form	A. Secure Application Form (BUCET AF) at the BU Admissions Office B. Download the BUCET Application Form (AF) and the information bulletin from the website: www.bicol-u.edu.ph		3 mins.	Admissions Staff



STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
<p>Filing-up of Application Form</p> <p>A. Pay the non-refundable testing fee of One-Hundred Fifty Pesos (P150.00) at the BU General Administration building University Cashier's Office. B. Provide all the information indicated in the application form. If the course(s) you have chosen is/are offered in two or more campuses, you are to indicate the campuses of your chosen course-first campus and the second campus. C. Check that no item is left unanswered in the Application Form. Make sure to indicate/attach the needed requirements upon filing. D. Present the original receipt (OR) to any staff of the Admissions Office and get your test permit</p> <p>For Downloaded AF A. For verification purposes, file the completed AF together with the requirements at the BU Admissions Office two (2) weeks before the scheduled date/s of examination. Please take note that you can only take the BUCET in test centers within or nearest your place of residence. B. Pay the non-refundable testing fee of One-Hundred Fifty Pesos (P150.00) at the BU General Administration building University Cashier's Office. C. Present the original receipt (OR) to any staff of the Admissions Office and get your test permit.</p>			



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STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
<p>For Mailed AF</p> <p>A. Mail the completed AF and attach the testing fee paid in Postal Money Order Payable to Admissions Office, Bicol University, or Bicol University, Legazpi City.</p> <p>B. Test permit will also be mailed to the applicant. (include in the application form (2) long window envelopes with P60.00 stamps)</p> <p>C. Applicants are advised to see or call the Admissions Office a week before the scheduled examination if test permit has not been received.</p>			
<p>Scheduling of BUCET: Applicants scheduled for testing: Test permit released</p>		<p>3-5 mins.</p>	<p>Mr. Napoleon Kris A. Venus Mr. Rey M. Mapusao Ms. Analey E. Encinares Ms. Doris B. Malate</p>

2. HIGH SCHOOL ENTRANCE TEST

Office or Division:	Admissions Office
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	<ul style="list-style-type: none"> • Graduates of Elementary School recognized by the Department of Education.

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Correctly and completely accomplished Application Form (AF)	
Two copies of 1x1 identical recent photograph of the applicant to be attached in the application form	
Original copy of Form 138 should be presented for authentication (after Graduation) o 1 st week of April	

STEPS AND PROCEDURE		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Secure an Application Form	<p>A. Pay the non-refundable testing fee of One Hundred pesos (P100.00) at the BU General Administration building University Cashier's Office.</p> <p>B. Present the original receipt (OR) to secure the HiSET Application Form from the BU Admissions Office</p>	P100.00	3-5 mins.	University Cashier's Office Mr. Napoleon Kris A. Venus Mr. Rey M. Mapusao Ms. Analey E. Encinares Ms. Doris B. Malate
Filing-up of Application Form	<p>A. Provide all the information asked in the application form.</p> <p>B. Check that no item is left unanswered in the Application Form. Make sure to indicate/attach the needed requirements upon filing</p>		3 mins.	Mr. Napoleon Kris A. Venus Mr. Rey M. Mapusao Ms. Analey E. Encinares Ms. Doris B. Malate
	<p>Scheduling of the HiSET</p> <p>Applicants scheduled for testing: test permit released.</p>		3-5mins.	Mr. Napoleon Kris A. Venus Mr. Rey M. Mapusao Ms. Analey E. Encinares Ms. Doris B. Malate

3. KINDERGARTEN ADMISSION TEST

Office or Division:	Admissions Office
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	<ul style="list-style-type: none"> Children who are 4 years and eight months to 5 years and 7 months old by June.

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Correctly and completely accomplished Application Form (AF) 	
<ul style="list-style-type: none"> Two copies of 1x1 identical recent photograph of the applicant to be attached in the application form 	
<ul style="list-style-type: none"> Original copy of Birth Certificate (NSO) should be presented for authentication. 	

STEPS AND PROCEDURES		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Secure an Application Form	<p>A. Pay the non-refundable testing fee of Two Hundred pesos (P200.00) at the BU General Administration building University Cashier's Office.</p> <p>B. Present the original receipt (OR) to secure the KAT Application Form from the BU Admissions Office</p>	P200.00	3-5 mins.	University Cashier's Office Mr. Napoleon Kris A. Venus Mr. Rey M. Mapusao Ms. Analey E. Encinares Ms. Doris B. Malate
Filing-up of Application Form	<p>A. Provide all the information asked in the application form.</p> <p>B. Check that no item is left unanswered in the Application Form. Make sure to indicate/attach the needed requirements upon filing</p>		3 mins.	Mr. Napoleon Kris A. Venus Mr. Rey M. Mapusao Ms. Analey E. Encinares Ms. Doris B. Malate
	<p>Scheduling of the KAT</p> <p>Applicants scheduled for testing: test permit released.</p>		3-5 mins.	Mr. Napoleon Kris A. Venus Ms. Analey E. Encinares Ms. Doris B. Malate

4. BICOL UNIVERSITY SENIOR HIGH SCHOOL ADMISSIONS TEST (SHAT)

Office or Division:	Admissions Office
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	<ul style="list-style-type: none"> • Have completed junior high school • Not have taken senior high school in another school • Have completed Non-formal Education (NFE) Accreditation and Equivalency or Alternative Learning System (ALS) • For Foreign nationals who completed their junior high school education abroad, except from Philippine schools under DepEd.

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Correctly and completely accomplished Application Form (AF)	
Two copies of 1x1 identical recent photograph of the applicant to be attached in the application form.	
Grade 7 to Grade 9 academic ratings affixed at the reverse side of the AF and duly signed by the school principal and/or photocopy of PEPT results if a qualifier	
Original and photocopy of junior highs school grade (Grade 10 report card)	
Certification from the high school Principal stating that the applicant's Form 137-A is still in the school file and has not been forwarded to another school.	
One long-sized window envelope and two (2) pieces of 40.00 pesos worth of stamps for mailing of test results.	
For Foreign National, Scholastic records or transcript of record duly authenticated by the Philippine Embassy in the applicant's country of origin	
Alien Certification of Registration (ACR) or Special Study permit (SSP)	
Original and photocopy of passport and authorized stay	
Photocopy of birth certificate from the country of origin	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Secure an Application Form	P200.00	3-5 mins.	University Cashier's Office
<p>A. Pay the non-refundable testing fee of One Hundred pesos (P200.00) at the BU General Administration building University Cashier's Office.</p> <p>B. Present the original receipt (OR) to secure the SHAT Application</p>			<p>Mr. Napoleon Kris A. Venus</p> <p>Mr. Rey M. Mapusao</p> <p>Ms. Analey E. Encinares</p> <p>Ms. Doris B. Malate</p>



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	Form from the BU Admissions Office			
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STEPS AND PROCEDURES		FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Filing-up of Application Form	<p>A. Provide all the information asked in the application form.</p> <p>B. Check that no item is left unanswered in the Application Form. Make sure to indicate/attach the needed requirements upon filing</p>		3-5 mins.	<p>Mr Napoleon Kris A. Venus</p> <p>Mr Rey M. Mapusao</p> <p>Ms. Analey E. Encinares</p> <p>Ms. Doris B. Malate</p>
	<p>Scheduling of the SHAT</p> <p>Applicants scheduled for testing: test permit released.</p>		3-5 mins.	<p>Mr. Napoleon Kris A. Venus</p> <p>Mr. Rey M. Mapusao</p> <p>Ms. Analey E. Encinares</p> <p>Ms. Doris B. Malate</p>

5. EVALUATION AND PROCESSING OF TRANSFEREES

Office or Division:	Admissions Office
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	<ul style="list-style-type: none"> • A student from any higher learning institution recognized by CHED who has not finished 50 percent or more of the required unit of his present course/program. • Has General Weighted Average (GWA) of 2.0 or 89.00 or its equivalent, or better for all the academic units he/she has earned outside of Bicol University. • No failed subjects.

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Official Transcript of Records or Certification of Grades from the sending school.	
Letter of Intent to Transfer	

STEPS AND PROCEDURES		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Filing of Letter of Intent to Transfer	<p>A. Present Letter of Intent to Transfer</p> <p>B. Present Transcript of Records or Certification of Grades from previous school attended</p>		10 mins.	<p>Mr. Napoleon Kris A. Venus</p> <p>Mr. Rey M. Mapusao</p> <p>Ms. Analey E. Encinares</p> <p>Ms. Doris B. Malate</p>
Securing and filing of application form for transferees	<p>A. Payment of processing fee.</p> <p>B. Provide all the information asked in the application form.</p> <p>C. Check that no item is left unanswered in the Application Form. Make sure to indicate/attach the needed requirements upon filing.</p>	P200.00	30 mins.	<p>Mr. Napoleon Kris A. Venus</p> <p>Mr. Rey M. Mapusao</p> <p>Ms. Analey E. Encinares</p> <p>Ms. Doris B. Malate</p>

STEPS AND PROCEDURES		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Evaluation of grades and verification of the number of units previously taken	A. Present Transcript of Records or Certification of Grades to Evaluator.		30 mins.	Mr Napoleon Kris A. Venus Mr. Rey M. Mapusao Ms. Analey E. Encinares Ms. Doris B. Malate
Administration of required aptitude test by the college	A. Pay required testing fee B. Take the test	P200.00 per test	1.5 hours	Mr. Ray Artimus Hinlo
Endorsement to the college where the transferee wants to enroll in.			5 mins.	Dr. Hennie P. Lomibao

6. EVALUATION AND PROCESSING OF SHIFTERS

Office or Division:	Admissions Office
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	<ul style="list-style-type: none"> • A student of any college in the University who has not obtained two or more failing grades in his present course/program. • The student has not finished 50 percent or more of the required units of his present course. • General Weighted Average must be 2.4 or better • Receiving college must have a slot available for the shifter.

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Letter of Intent to Shift	
Certification of Grades duly signed by the sending College/Unit Registrar	

STEPS AND PROCEDURES		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Filing of Letter of Intent to Shift	A. Present Letter of Intent to Shift B. Present Certification of Grades from previous college attended		10 mins.	Mr. Napoleon Kris A. Venus Mr. Rey M. Mapusao Ms. Analey E. Encinares Ms. Doris B. Malate
Securing and filing of	A. Payment of processing fee.	P100.00	30 mins.	Mr. Napoleon Kris A. Venus Mr. Rey M. Mapusao



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application form for shifters	<p>B. Provide all the information asked in the application form.</p> <p>C. Check that no item is left unanswered in the Application Form. Make sure to indicate/attach the needed requirements upon filing.</p>			<p>Ms. Analey E. Encinares Ms. Doris B. Malate</p>
Evaluation of grades and verification of the number of units previously taken	A. Present Certification of Grades to Evaluator.		30 mins.	<p>Mr. Napoleon Kris A. Venus Mr. Rey M. Mapusao Ms. Analey E. Encinares Ms. Doris B. Malate</p>
Administration of required aptitude test by the college	<p>A. Pay required testing fee B. Take the test</p>	P200.00 per test	1.5 hours	Mr. Ray Artimus Hinlo
Endorsement to the college where the shifter wants to enroll in.			5 mins.	Dr. Hennie Lomibao-Pama

7. PSYCHOLOGICAL TESTING

Office or Division:	Admissions Office
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	<ul style="list-style-type: none"> Any individual or organization, referred or otherwise, that has a need for psychological testing.

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Properly filled-out request form or letter.	
Official receipt of payment of testing fee	

STEPS AND PROCEDURES		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Securing the testing request form	Secure a request form from Psychologist		2 mins.	Client Ray Artimus Hinlo
Filling-in the testing request form	Fill-in the request form properly		10 mins.	Client
Seeking the approval of the BUAO Dean	A. See and consult BUAO Dean with regards to testing needs B. Seek for the approval of the request form		15 mins.	Client Dr. Hennie Pama-Lomibao

STEPS AND PROCEDURES		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Paying the required testing fee	Pay required testing fee	P200.00 to P500.00 per test	15 mins.	Client University Cashier
Test administration	Client takes psychological tests		1 hour to 1 day	Mr. Ray Artimus Hinlo
Test result release	Individual/ group conference conducted for test interpretation		15 mins.	Mr. Ray Artimus Hinlo

B. AUXILIARY SERVICES

HEALTH SERVICES

Office or Division:	Medical and Dental Clinic
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Students and Employees

1. MEDICAL AND DENTAL CONSULTATION

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Student or Employee Identification Card or Certificate of Registration	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
<ul style="list-style-type: none"> Fills up/gets the patient record Interviews and takes the vital signs of the client. 	None	5 minutes	Nurse
<ul style="list-style-type: none"> Examines the client. Gives treatment or prescription. Performs procedure or makes referral if needed. 		30 minutes	Medical Officer
<ul style="list-style-type: none"> Gives medicine/s as a starter dose if available. Conducts health counselling. 		10 minutes	Nurse
<ul style="list-style-type: none"> Writes needed data in the Medical Daily Consultation & Treatment Form. 		1 minute	Client

2. DENTAL CONSULTATION AND TREATMENT

CHECKLIST REQUIREMENTS			WHERE TO SECURE
Student or Employee Identification Card or Certificate of Registration			
STEPS AND PROCEDURES	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
<ul style="list-style-type: none"> Fills up/gets the patient record. Interviews and takes the vital signs of the client. 	None	6 minutes	Dental Aide & Dentist
<ul style="list-style-type: none"> Conducts examination. Gives prescription and starter dose of medicine/s. Performs procedure/s (Oral Prophylaxis or Tooth Extraction) or makes referral if needed. Conducts dental counselling. 		30 minutes to 1 hour	Dentist
<ul style="list-style-type: none"> Writes needed data in the Dental Daily Consultation & Treatment Form. 		1 minute	Client

3. ANNUAL DENTAL EXAMINATION

CHECKLIST REQUIREMENTS			WHERE TO SECURE
Student or Employee Identification Card or Certificate of Registration			
STEPS AND PROCEDURES	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
<ul style="list-style-type: none"> Student presents identification card and Individual Dental Health Record. 	None	2 minutes	Dental Aide
<ul style="list-style-type: none"> Conducts dental examination and counselling. 		5 minutes	Dentist
<ul style="list-style-type: none"> Writes needed data in the Dental Daily Consultation & Treatment Form. 		1 minute	Student

4. MEDICAL AND DENTAL EXAMINATION AND ISSUANCE OF MEDICAL CERTIFICATE FOR INCOMING FRESHMEN, TRANSFEREES AND SHIFTERS

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Student Health Record Form • Chest X-Ray (CXR) • Complete Blood Count (CBC) (CXR & CBC valid within 3 months prior to the scheduled date of examination) • Blood Typing • Hepatitis B Screening (Validity: 45 days upon laboratory examination) 	

STEPS AND PROCEDURES	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
<p>MEDICAL:</p> <ul style="list-style-type: none"> • Download the Student Health Record Form at bicol-u.edu.ph • Accomplish the form completely before proceeding for Medical Examination to your nearest medical clinic. The attending physician will issue an <i>Official Medical Certificate</i> after medical examination with letterhead of his/her clinic name, complete address, contact number, and date of examination. Using the BU Health Service Student Health Record Form, the attending physician will fill up the findings/ management & certification of fitness or unfitness of the student; & must duly sign & affix his/her complete name and license number. • If during the medical examination the student has been found out to have a medical illness which needs treatment, prompt intervention is required, and/or a medical condition, the student should be referred to a specialist. • A certification to enrol must be issued by the disease specialist and is a requirement for validation at BU Health Service. <i>(The student with medical illness/condition should be accompanied by a parent or a guardian during the validation of documents at BU Health Service.)</i> 			<p>Student and his or her Attending Physician and or Disease Specialist</p>



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STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
<p>DENTAL:</p> <ul style="list-style-type: none"> Download the Individual Dental Health Record Form at bicol-u.edu.ph Accomplish the form completely before proceeding for Dental Examination to your nearest dental clinic. Using the BUHS Individual Dental Health Record Form, the dentist must fill out the dental chart with his/her findings and must duly sign and affix his/her complete name and license number at the back of the form. 			Student and his/her Attending Dentist
<ul style="list-style-type: none"> Insert all the documents inside an ordinary long brown envelope properly labelled at the back side, upper left corner using a permanent marker with the format below: <div data-bbox="264 1131 675 1295" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Surname, First Name, Middle Initial</p> <p>Qualified Course (Campus)</p> <p>School Year</p> </div>	None	1 hour	Nurses, Dentist and Medical Officer of BU Health Service
<ul style="list-style-type: none"> Proceed to BU Health Service on your scheduled date for validation of the documents. Release of BU Health Service Individual Medical Certificate for enrolment. 		1 hour	Nurses, Dentist and Medical Officer of BU Health Service
<ul style="list-style-type: none"> Writes needed data at the Medical/Dental Daily Consultation and Treatment Form. 	None	1 minute	Student

5. PHYSICAL EXAMINATION AND ISSUANCE OF INDIVIDUAL MEDICAL CERTIFICATE FOR OJT, RLE, PRACTICE TEACHING, SCUAA, BU OLYMPICS, AND SCHOLARSHIPS

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Student Identification Card • Chest X-ray film and result (All courses) • Hepatitis B screening (for Nursing, Medicine, Entrep., Fisheries, Food Tech., & Food Service Mgt.) • Quantitative Anti HBS result (for Nursing and Medicine) • Fecalysis(for courses : Food Tech., Food Service Mgt., Entrep, and Fisheries) • SCUAA/BU Olympics official form (for athletes) • Official Forms from CHED, DOST, OWWA (for scholarships) 	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
<ul style="list-style-type: none"> • Receives and reviews the requirements. • Interviews and takes the vital signs of the student. 	None	5 minutes	Nurse
<ul style="list-style-type: none"> • Student proceeds to examination room. 		10 minutes	Medical Officer
<ul style="list-style-type: none"> • Writes needed data at the Medical Daily Consultation & Treatment Form. 		1 minute	Student
<ul style="list-style-type: none"> • Released of Individual Medical Certificate. 		1 minute	Nurse

6. PHYSICAL EXAMINATION AND ISSUANCE OF MEDICAL CERTIFICATE FOR TOURS, FIELD RESEARCH, IMMERSIONS AND OTHER GROUP ACTIVITIES OUTSIDE THE UNIVERSITY

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Student Identification Card Approved letter request for Medical examination noted by the Dean and Coordinator.	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
<ul style="list-style-type: none"> • Receives and reviews the requirements. • Interviews and takes the vital signs of the student. 	None	5 minutes	Nurse
<ul style="list-style-type: none"> • Student proceeds to examination room. 		10 minutes	Medical Officer
<ul style="list-style-type: none"> • Writes needed data at the Medical Daily Consultation & Treatment Form. • Signs at the Physical Examination Form. 		2 minutes	Student
<ul style="list-style-type: none"> • Release of Group Medical Certificate once it is complete. 		1 minute	Nurse

7. PHYSICAL EXAMINATION AND ISSUANCE OF MEDICAL CERTIFICATE TO EMPLOYEES

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Employee Identification Card Chest X-ray film/result, CBC, Urinalysis and drug test results for <u>NEWLY HIRED PERSONNEL</u>. Medical Certificate from the attending physician indicating fit to work for <u>REINSTATEMENT FROM SICK LEAVE</u>. Requirements of the embassy for <u>TRAVELS ABROAD</u>. 	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
<ul style="list-style-type: none"> Interviews and takes the vital signs of the employee. Fills up and review the medical certificate form for employees. 	None	5 minutes	Nurse
<ul style="list-style-type: none"> Student proceeds to examination room. 		10 minutes	Medical Officer
<ul style="list-style-type: none"> Writes needed data at the Medical Daily Consultation & Treatment Form. 		1 minute	Employee
<ul style="list-style-type: none"> Release of Medical Certificate. 		1 minute	Nurse

LIBRARY SERVICES

1. CHARGING AND DISCHARGING (Borrowing of Books) - Students

Office or Division:	Library
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Students

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Books	
Cards	
Record for Charged & Discharged Books	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Student presents book/s and validated ID and fills-out the book card/s. Librarian/staff checks the validity of the ID and the book/s to be borrowed.		1 minute	Librarian/ Library staff
Student submits duly accomplished book card/s. Librarian/staff checks the correctness of entry in the book card, writes the due date and checks out the books in the BU-iLib circulation module (if applicable)		3 minutes	Librarian/ Library staff
Student receives the book/s and signs in the Record for Charged & Discharged Books. Librarian/staff returns the ID and files the book card/s		1 minute	Librarian/ Library staff

2. CHARGING AND DISCHARGING (Borrowing of Books) - Personnel

Office or Division:	Library
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Personnel

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Borrower's card	
Book card/s	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Personnel presents book/s and borrower's card. Librarian/staff checks the borrower's card and the book/s to be borrowed and let the personnel fill out the book card/s		1 minute	Librarian/ Library staff
Personnel submits duly accomplished book card/s. Librarian/staff checks the correctness of entry in the book card, indicate the date in the due date slip and in the borrower's card and checks out the books in the BU-iLib circulation module (if applicable)		3 minutes	Librarian/ Library staff
Personnel receives the book/s. Librarian/staff files the borrower's card together with the book card/s.		1 minute	Librarian/ Library staff

3. CHARGING AND DISCHARGING (Returning of Books)

Office or Division:	Library
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Students and Personnel

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Books	
Temporary payment slip from the library	
Official Receipt	
Fines for Overdue Books Sheet	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Client presents the book/s to be returned. The librarian/staff receives and checks-in the borrowed book/s in the BU-iLib and verifies if there is penalty/fine		1 minute	Librarian/ Library staff
If no penalty/ fine, client signs in the Record for Charged & Discharged Books		30 seconds	Librarian/ Library staff
RETURNING WITH PENALTY/ FINES			
For Php50 and above, librarian/staff issues a temporary payment slip and client pays to the Cashier		Time may vary	Librarian/ Library staff/cashier
Client presents the OR and writes in the Fines for Overdue Books Sheet. Librarian/staff records the OR number in the BU-iLib/Fines for Overdue Books Sheet.		2 minutes	Librarian/ Library staff
For fines below Php 50, client pays directly to the person-in-charge and writes in the Fines for Overdue Books Sheet. Librarian/staff receives payment and clears client in the BU-iLib		2 minutes	Librarian/ Library staff/

4. SIGNING OF CLEARANCE (Students)

Office or Division:	Library
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Students

CHECKLIST REQUIREMENTS	WHERE TO SECURE
ID and Clearance form	
Record for Signed Clearances (UG and Graduate), Clearance form	
WITHACCOUNTABILITY	
Temporary payment slip	
Official Receipt, Record for Signed Clearances (UG and Graduate)	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Student presents the ID and clearance form. Librarian/staff receives ID and clearance form and check records/OSCS for accountability.		2 minutes	Librarian/ Library staff
If there is no accountability student signs in the Record for Signed Clearances (Undergraduate and Graduate). Librarian/staff signs & release the clearance.		30 sec	Librarian/ Library staff
WITHACCOUNTABILITY			
If student has accountability, librarian/staff issues temporary payment slip (except for lost books, SEE policies for lost books) Student settles or pays the corresponding amount to the Cashier.		Time may vary	Librarian/ Library staff/Cashier
Student presents Official Receipt of payment and sign in the logbook. Librarian/staff copies the OR number, and clears the student in the List of Accountabilities/BU-iLib/OSCS		3 minutes	

5. SIGNING OF CLEARANCE (Personnel)

Office or Division:	Library
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	BU Personnel

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Clearance form (College and University)	
WITH ACCOUNTABILITY	
Book/s and/or Official Receipt, Record for Signed Clearances for personnel	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Personnel presents the clearance form. Librarian/staff receives the form.		30 sec	Librarian/ Library staff
For college clearance, unit/college librarian checks records for accountability.		2 minutes	Librarian/ Library staff
For University Clearance, the University Librarian advises the personnel to wait for the notification of cleared status from all unit libraries.		2 days	University Librarian
Personnel signs in the Record for Signed Clearances for personnel.		30 sec	
WITH ACCOUNTABILITY			
Librarian/staff issues list of books with corresponding price.		Time may vary	Cashier
Personnel may replace the book or pay the corresponding price as indicated in the list.			
Personnel presents the replacement of the book/s (same title, author, and latest edition) or Official Receipt of payment and sign in the logbook.		3 minutes	Librarian

Fees:

Service	Fee (IN PESOS)
External Researchers Elementary/High School Undergraduate Graduate Walk-in/non-Academe Based	10.00/day or a fraction hereof 30.00/day or 150/month or 300/sem 50.00/day or 300/month or 500/sem 100/day or 500/month or 1,000/sem
Overdue Fines	UNDERGRADUATE General Circulation-2.00/hour Fiction-5.00/day GRADUATE/MEDICINE: General Circulation-5.00/hour Fiction- 5.00/day
Internet	NONE

C. UNIVERSITY REGISTRAR'S OFFICE

1. PROCESSING OF ACADEMIC CREDENTIALS REQUESTED AT THE UNIVERSITY REGISTRAR'S OFFICE

a. 1. Re-Issuance of Official Transcript of Records

This pertains to the 2nd, 3rd or further issuance of transcript for employment, reference, and board examination or enrollment purposes. This issuance does not apply to students or graduates who were already granted a transfer of credential.

a. 2. Re-Issuance of Diploma

This pertains to the 2nd, 3rd or further issuance of diploma unless the 1st issued diploma is lost or damaged.

a. 3. Issuance of Certifications

This pertains to the following certifications: general weighted average, certificate of graduation, good moral character, medium of instruction, honorable dismissal, certification for PD 907 and course description.

a. 4. Issuance of Certification, Authentication and Verification (CAV) for Red Ribbon Purposes

This pertains to the certification needed by the Department of Foreign Affairs for red ribbon purposes.

a. 5. Authentication of Academic Credentials

This pertains to the clear photocopied documents stamped with certified true copy or authenticated copy of the original documents.

Office or Division:	Registrars Office
Classification:	Complex
Type of Transaction:	Government-to-Citizens
Who may Avail:	Students and Graduates of Bicol University

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Duly Accomplished Request Form • 2 pcs of 2x2 latest picture with nametag and with white background • 2 pcs of documentary stamps • Certificate of No Objection if already granted a transfer of credential • Mailing/Postal Stamps (if to be mailed to other schools/univ.) • Original copy of diploma if damaged • Affidavit of Loss if lost • 2 pcs of documentary stamps • For the Honorable dismissal, requirements for the OTR must be submitted • 2 sets of clear photocopied document/s (e.g. OTR, diploma, certification) • Original documents (e.g. OTR, diploma, certification) • Clear photocopied document/s (e.g. OTR, diploma, certification) • Original document/s (e.g. OTR, diploma, certification) • Claim Stub and Valid ID 	



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- Claim Stub, Authorization letter and valid ID (if representative)

STEPS & PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP	
1. Fill-out the Request Form available at the entrance door of URO and at Window 2.	None	None	Receiving Personnel	
2. Get number at the ticketing kiosk and wait for the number to be called.	None	2 minutes	Receiving Personnel	
3. Submit the request form at Window 2 for assessment and evaluation.	None	3 minutes	Receiving Personnel	
4. Pay at Window 4 and present the assessed request form. After paying, return the request form together with the needed requirements at Window 2.	Pls. refer below:		Cashier	
	a1	P30/page	3 hours	Encoder Reviewer University Registrar or Authorized Representative
	a2	P60 (back & non-degree) P100 (masteral and doctoral degree)	3 days	Encoder Reviewer University Registrar Dean/Director University President
	a3	P20/page	2 hours *processing time for the course description will depend on the coverage/ content of the program/ course which may require	Encoder Reviewer University Registrar or Authorized Representative



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			extension of time to encode	
	a4	P80/copy	4 hours	Encoder Reviewer University Registrar or Authorized Representative
	a5	P10/page	30 minutes	Encoder Reviewer University Registrar or Authorized Representative
5. Receive the claim stub that contains the date and time to claim the requested documents.	None		1 minute	Receiving Personnel
6. Present the claim stub and valid ID at Window 3 for the release of the requested document in time of return.	None		5 minutes	Releasing Personnel

2. PROCESSING OF REQUESTS FROM INTERNAL AND EXTERNAL OFFICES

a. 1. Requests from Internal Offices

This pertains to the requests of the offices within Bicol University.

a. 2. Requests from External Offices

This pertains to the requests of the offices outside Bicol University.

a. 3. Requests for Education Verification

This pertains to the requests for academic verification either mail, e-mail or over the counter.

Office or Division:	Registrars Office
Classification:	Complex
Type of Transaction:	Government-to-Citizens
Who may Avail:	Internal and External Offices, Verification Agencies

CHECKLIST REQUIREMENTS			WHERE TO SECURE
a2	Government Agencies	<ul style="list-style-type: none"> Two (2) copies of Letter request approved/ endorsed by the University President 	
a3	Verification Agencies	<ul style="list-style-type: none"> Two (2) copies of Letter Request Company Profile Business Permit SEC Registration Scanned copy of the OTR of the Student/Graduate Signed Authorization Letter/Consent of the Student/ Graduate 	

STEPS & PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Submit two (2) copies of letter request.	None	3 minutes	Receiving Personnel
		3-7 days	Encoder
		30 minutes to 3 days	University Registrar or Authorized Representative
Wait for the response regarding the status of the request.	None	5 minutes	University Registrar
Receive the needed information/ data.	None	5 minutes	Releasing Personnel

3. PROCESSING OF ACADEMIC CREDENTIALS REQUESTED AT THE COLLEGE/CAMPUS

a. 1. 1st Issuance of Official Transcript of Records

This pertains to the first issued transcript being prepared at the respective colleges and transmitted to the University Registrar's office for review, approval and signature.

a. 2. 1st Issuance of Diploma

This pertains to the first issued diploma which is printed in bunch by program, signed by the University Registrar, transmitted to the respective deans/directors, signed by the University President and returned to the University Registrar's office for the university seal.

a. 3. Request for Honorable Dismissal

This pertains to the requests of honorable dismissal in triplicate form which is signed by the Department Chair, Dean/Director, Registrar and University Registrar.

a. 4. Certifications for Signature of the University Registrar

This pertains to the certifications originated/printed at the College Registrar's office and for signature of the University Registrar.

Office or Division:	Registrars Office
Classification:	Complex
Type of Transaction:	Government-to-Citizens
Who may Avail:	Undergraduates and Graduates of Bicol University

CHECKLIST REQUIREMENTS		WHERE TO SECURE
a1	Record Folder with clearance, Official Receipt and complete requirements for OTR.	
a2	Clearance and Official Receipt	
a3	<ul style="list-style-type: none"> • Triplicate Form of Honorable Dismissal signed by the Department Chair, Dean/Director and Registrar • Official Receipt 	
a4	<ul style="list-style-type: none"> • Certification for signature of the University Registrar • Certificate of Registration (if applicable) • Official Receipt (if applicable) • Clearance (if applicable) 	



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STEPS & PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
1. Submit the requirements	None	3 minutes	Receiving Personnel
		3 days	Reviewer University Registrar or Authorized Representative
		1 month	Encoder University Registrar Dean/Director University President
		2 hours	Encoder University Registrar or Authorized Representative
		30 minutes	University Registrar or Authorized Representative
2. Wait for the response regarding the status of the request.	None	5 minutes	Receiving Personnel
3. Receive the needed information/ data.	None	5 minutes	Releasing Personnel

D. FINANCE MANAGEMENT OFFICE

1. ISSUANCE OF THE CERTIFICATE OF AVAILABILITY OF FUNDS (CAF)

Office or Division:	Budget Office
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	End-User

CHECKLIST REQUIREMENTS	WHERE TO SECURE

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Receive the documents	None	within 10-15 minutes or up to 3 hours after receipt of documents	Ms. Ruth Bracamonte or anybody from the Budget Office
Review completeness of the document, allocates fund	None	5 minutes	Budget Officer in charge
Prepare the CAF	None	3 minutes	Ms. Ruth Bracamonte or anybody from the Budget Office
Sign the CAF	None	3 minutes	Budget Officer in charge
Forward the document to the BAC Office or to the next signing officer	None	3 minutes	Ms. Ruth Bracamonte or anybody from the Budget Office

2. ISSUANCE OF OBLIGATION SLIP (BURS/ORS)

Office or Division:	Budget Office
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may avail:	End-User

CHECKLIST REQUIREMENTS	WHERE TO SECURE
First Salary 1. Certified copy of Appointment 2. Certified copy of Oath of Office 3. Statement of Assets & Liabilities 4. Daily Time Record 5. Cert. of First Day of Service	
Subsequent salary 1. General Payroll 2. Daily Time Record 3. Remittance List	
Maternity Leave: (if commutation of salary) 1. Medical Certificate 2. Clearance 3. Approved Form 6 4. Other necessary documents	
Early Reinstatement 1. Certificate of Live Birth 2. Clearance 3. Medical Certificate 4. Reinstatement Letter	
Reinstatement 1. Approved Form 6 2. Approved Reinstatement Letter 3. Certificate of Live Birth 4. Clearance 5. Medical Certificate	
Honorarium 1. Appointment 2. Daily Time Record 3. General Payroll 4. Abstract of Tax Remittance	



CHECKLIST REQUIREMENTS	WHERE TO SECURE
<p>Payment for Supplies, Materials and Services/Capital Outlay (Public Bidding)</p> <ol style="list-style-type: none"> 1. Purchase Request/Job Order 2. Certificate of Availability of Funds (CAF) 3. Invitation to Bid 4. Abstract of Bids 5. Notice of Award 6. Obligation Slip 7. Contract Agreement 8. Notice of Proceed 9. Sales Invoice/Delivery Receipt/Charge Invoice 10. Inspection and Acceptance Report 11. BIR Forms 2306/2307 	
<p>Payment for Supplies, Materials and Services/Equipment (Alternative Mode of Payment)</p> <ol style="list-style-type: none"> 1. Purchase Request/Job Order 2. Certificate of Availability of Funds (CAF) 3. BAC Resolution Resorting to Alternative Mode of Procurement 4. Request for Quotations/Proposals 5. Abstract of Bids 6. BAC Resolution Recommending Award 7. Notice of Award 8. Obligation Slip 9. Letter Order/Purchase Order 10. Sales Invoice/Delivery Receipt/Charge Invoice 11. Inspection and Acceptance Report 12. BIR Forms 2306/2307 	
<p>Cash Advance for Travel</p> <ol style="list-style-type: none"> 1. Appendix A (Itinerary of Travel) 2. Letter/Invitation 3. Travel Order 	
<p>Payment of Wages of Job Order Personnel</p> <ol style="list-style-type: none"> 1. Job Order 2. Letter Order 3. Daily Time Record 4. Accomplishment Report 5. General Payroll 6. Tax Remittance List 	



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CHECKLIST REQUIREMENTS	WHERE TO SECURE
Payment of Bills 1. Bill(Original Copy) 2. BIR Forms 2307/2306	
Payment for Repairs 1. Job Order 2. Pre and Post Inspection Report 3. Bill/Statement of Account	
Reimbursement for Travel 1. Appendix A (Itinerary of Travel) 2. Appendix B (Certificate of Travel Completed) 3. Travel Order 4. Plane Travel Order (if by plane) 5. Certificate of Appearance (original) 6. Used Transportation Tickets 7. RER for Taxi Fare 8. Official Receipt for Reg. Fee	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Receive the documents	None	within 3-10 minutes or up to 3 hours after receipt of documents	Ms. Ruth Bracamonte or anybody from the Budget Office
Review completeness of the document, allocates fund	None	5 minutes	Budget Officer in charge
Prepare the Obligation Slip	None	3 minutes	Ms. Ruth Bracamonte or anybody from the Budget Office
Sign the Obligation Slip	None	3 minutes	Budget Officer in charge
Forward the voucher to the Administrative Office or the next Authorized Signing Official	Noe	3 minutes	Ms. Ruth Bracamonte or anybody from the Budget Office

3. PRE-AUDIT CLAIMS

Office or Division:	Accounting Office
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Students/Outside Creditors/BU Personnel

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Receipts of Claims - Receives and records the claims in the logbook and assign voucher no in chronological and according to fund source	None	5 minutes	Receiving Clerk
Pre-Audit - Ascertain propriety of claims by checking the supporting documents if complete, claim is properly legal and authorized, mathematical computation are correct and cash is available.	None	20 minutes to 24 working hours	Concerned Accountant
Signing of Claims - Affixes signatures in Box B and forward to releasing clerk	None	3 minutes	Concerned Accountant
Endorsement to the Approving Officer - Forward claims and secure the signature of the receiving party in the logbook	None	5 minutes	Receiving Clerk
Endorsement to the Cash Section - Retains are copy of the approved claim document to serve as accounting file and forward to Cashier's Office.	None	5 minutes	Releasing Clerk

4. COLLECTION OF AUTHORIZED FEES AND CHARGES

Office or Division:	Cash
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Internal and External Clients

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Review assessment of fees/order of payment made		3 minutes	Concerned Cashier/ Staff
Receive the payment & issues the corresponding Official Receipt		3 minutes	Concerned Cashier/ Staff

5. PAYMENT OF CLAIMS

Office or Division:	Cash
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Internal and External Clients

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Receive per-audited & properly approved claims from Accounting Office.	None	3-5 minutes	Cashier/ Staff
Does final review to determine completeness of documents & signatures.	None	5-10 minutes	Cashier
Determines the fund source for the claims	None	3-5 minutes	Cashier/ Staff
Prepare the corresponding check	None	3 minutes/ check	Cashier/ Staff
Signs the check & routes it to authorized signatories	None	Within 5-10	Cashier's Staff



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STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Prepares the Advice of Check (if claim is chargeable to FUND 101)	None	5 minutes	Cashier/ Staff
Signs the Advice of Checks	None	5 minutes depending on the availability of the signatories	Cashier
NOTE: Skip Step Nos.6-7, if the claim is chargeable against other funds.			
Pays the client or creditor, requires Official receipt/ acknowledgement		5 minutes	Cashier/ Staff

E. OFFICE STUDENT AFFAIRS AND SERVICES

1. APPLICATION FOR STUDENT LOAN

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Interested Students

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Accomplished BU-OSS Form 2. Certification of grades 3. Affidavit that applicant is not enjoying any scholarship or loan grants. 4. Medical certificate (photocopy) 5. Co-makers GSIS ID cards (photocopy) 6. Signed and notarized Memorandum of Agreement 7. Certification of net pay of co-makers 8. Income tax return of parents 9. Certification that applicant is a regular student 10. Home Sketch 11. Itemized Expenditure 12. Certificate of Registration & Official Receipt	

STEPS AND PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Client submits application for loan together with the supporting documents for the loan being applied.	None	3 minutes	Institutional Student Programs and Services Division (ISPSD) Clerk-in-charge
Orients interested students on the guidelines and specifics of the loan being applied.		45 minutes	ISPSD Clerk-in-charge
Accepts and verifies applications submitted based on the approved guidelines.		10 minutes	ISPSD Clerk-in-charge
The University Scholarship and Financial Grants-in-Aid Officer/ OSAS Dean approves the loan application.	None	10 minutes	ISPSD University Scholarship and Financial Grants-in-Aid Officer (USFGIA)/ Dean OSAS

STEPS AND PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Voucher/ payroll and certification is prepared and forwards documents to concerned offices for processing of the loan grants.	None	15 minutes	ISPSD Clerk-in-charge
Student inquires with their respective cashiers/ University cashier if check is already available for release.		10 minutes	ISPSD Clerk-in-charge

2. APPLICATION FOR SCHOLARSHIP

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may avail:	Student-Grantees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. BU-F-OSAS-36	
2. Certification of Grades	
3. Certificate of Registration	
4. Other documents that the benefactor/sponsor/ agency/ university may require.	

STEPS AND PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Students submits application form with complete supporting documents to the ISPSD staff.	None	3 minutes	Institutional Student Programs and Services Division (ISPSD) Scholarship Clerk-in-charge
Receives accomplished scholarship application form		3 minutes	



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STEPS AND PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Review application form if properly filled-out and supporting documents if compliant to requirements.		7 minutes	
Tags appropriate scholarship and its applicable discount in the scholarship module/ system.		7 minutes	
Issues the Notice of Acknowledgement.		3 minutes	
Student signs in the client serve sheet.		3 minutes	

3. FACILITATING CLAIMS FOR INSURANCE BENEFITS

Office or Division:	Office of Student Affairs and Services
Classification:	Highly Technical
Type of Transaction:	Government-to-Citizens
Who may Avail:	Students/Personnel who have been injured, Got in or Whose death is Due to an Accident

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Student/Personnel Accident Form	
2. Police Report	
3. Medical Certificate	
4. Hospital's Statement of Account with Charge Slip	
5. Statement of Witness/Affidavit	
6. X-ray Report	
7. Physician's prescriptions for medicines & supplies	
8. Certification of EENT, if loss of sight	
9. Birth Certificate (original), for death claims.	
10. Death Certificate (original), for death claims.	
11. Original receipts	
12. Autopsy Report	
13. Certification from the Registrar that student is a bona fide student	
14. Photocopy/Newspaper Clipping	
15. Proof of relationship to the beneficiary	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Client submits the application form and other supporting documents for the claim.	None	3 minutes	ISPSD Clerk-in-charge
Receives application form, checks and verifies if compliant and complete per requirements.		30 minutes	ISPSD Clerk-in-charge
Forwards/ endorses documents to the insurance provider.		1-3 days	ISPSD Clerk-in-charge
Insurance provider accepts and checks submitted documents.			



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STEPS AND PROCEDURES	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Submits additional or supplemental requirements as deemed necessary by the insurance provider for the claim.		2-3 weeks	Insurance Provider

STEPS AND PROCEDURES	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Insurance provider processes the claims. Should there be additional documents that may be requested, the insurance provider informs the OSAS and the student/client.	None		
Insurance provider endorses the check in the name of the client/ student to the OSAS.			
Releases the check to the student/ client.		30 minutes	ISPSD Clerk-in-charge
Receives and signs in the logbook upon claim of the check.		3 minutes	ISPSD Clerk-in-charge

4. APPLICATION FOR PERFORMING ARTS GROUP

Office or Division:	Office of Student Affairs and Services
Classification:	Complex Transaction
Type of Transaction:	Government-to-Citizens
Who may Avail:	Students with Inclination in Music, the Arts and Performance

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Application Form for Performing Arts	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Client submits application to the Office of the University Culture and the Arts Coordinator	None	3 minutes	Institutional Student Programs and Services Division (ISPSD) University Cultural Coordinator
Disseminates information for interested applicants		1 week	
Accepts and verifies application forms for the audition process.		5 minutes	
Conducts initial audition activities.		3 days	
Organizes series of workshops and trainings.		1 week	
The various arts groups perform in activities in the University and outside invitations.			

5. APPLICATION FOR STUDENT ASSISTANTSHIP

Office or Division:	Office of Student Affairs and Services
Classification:	Complex Transaction
Type of Transaction:	Government-to-Citizens
Who may avail:	Interested Students

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Accomplished BU-F-OSAS 15 (Application for Student Assistantship)	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Inquiries from the different offices if SA is needed.		3 minutes	Clerk-in-charge
Receives the application of the student.		3 minutes	Clerk-in-charge
Checks the completeness of the entries, duly signed by concerned officials if signed by the College Registrar, Budget Officer, Dean, and Work Supervisor.		3 minutes	Clerk-in-charge
Sign the application form if the applicant's scholarship/ grant does not exceed P10,000.00 per semester.		3 minutes	Univ. Scholarship and Financial Grant-in-Aid Officer
Endorses and recommends for the approval of the application to the Office of the President thru the VPAA		3 minutes	Dean
Approves the application.		3-7 days	University President
Notifies the student to claim the duly signed and approved application form.		3 minutes	Clerk-in-charge
Registers in the logbook upon claim of the approved SA form.		3 minutes	Clerk-in-charge

6. PROCESSING OF THE UniFAST STUDENT LOAN PROGRAM – SHORT-TERM UNDER RA10931

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Undergraduate and Graduate Students

CHECKLIST REQUIREMENTS	WHERE TO SECURE
a. Duly accomplished UniFAST SLP Short Term Loan Application Form with 1x1 ID picture (picture with printed name and signature at the back)	
b. Photocopy of applicants Certificate of Registration (COR)	
c. Income Tax Return of applicant, if employed or other proof of family income (e.g. Certificate of Employment, Pay slips, Audited Financial Statements)	
d. Income Tax Return or other proof of income of co-maker	
e. Photocopy of school ID of the applicant	
f. Photocopy of the government issued ID of the co-maker	
g. Two (2) copies of 1x1 picture of the applicant and co-maker	
h. Transmittal letter duly signed by the University President	
i. loan application forms and attachments	
j. Indorsed loan applications with complete attachments	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Client submits loan application together with the complete supporting documents required by CHED UniFAST to the RA 10931 Coordinator or Technical Staff assigned	none	5 Minutes	RA 10931 Coordinator or Technical Staff
OSAS submits the accomplished loan applications together with complete attachments to the CHED UniFAST V	none	1 day (the submission is by batch, depending on the deadline set by the CHED UniFAST)	RA 10931 Coordinator or Technical Staff



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STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Evaluation of the loan applications	none	Depending on the date submitted by the CHED	UniFAST V Regional Coordinator
		UniFAST V to the UniFAST Central Office	
Approval and release of the loan	none	Depending on the availability of funds of the CHED UniFAST	CHED UniFAST Central Office

7. APPLICATION FOR RECOGNITION/ RE-ACCREDITATION OF UNIVERSITY AND COLLEGE BASED ORGANIZATIONS

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Existing Student Organizations/Students with Similar Interests who Organized themselves to form a group

CHECKLIST REQUIREMENTS	WHERE TO SECURE
For Recognition Student Organization (New)	
1. Duly filled-out BU-F-OSAS-18 (downloadable)	
2. Organization's Constitution's and By-Laws	
3. Recent Flyer	
4. Program of Activities for the Current School Year	
5. List of members and officers	
For Re-Accreditation of Student Organization	
1. Duly filled-out BU-F-OSAS-18	
2. Accomplishment reports for 2 semesters	
3. Financial Report for the 2 semesters	
4. Revised Constitution and by Laws (if there are changes)	
5. Recent Flyer	
6. Program of Activities for the current school year	



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STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Client submits application form and other requirements to the SDSD Office.	None		
Receives application form and other supporting documents and records particular information in the logbook.	None	15 minutes	SDS Staff
Checks, reviews and evaluates the attached documents in compliance to university policy. Accreditation committee duly signs application forms.	None	3 days	UBO - Dean OSAS, USC Chairperson, Adviser of Org. CBO - CSAC, CSC President, Adviser of Org.

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Prepares and posts/ notifies student organizations of the result of the evaluation for their compliance.	None	3 days	SDS Staff
Prepares and signs the List of Accredited Student Organizations and the Certificate of Accreditation.	None	3 days	SDS Staff
Issues certificates to the newly accredited student organization and returns 2 duly signed copies of their application.	None	30 minutes	SDS Staff Dean, OSAS
Client registers in the logbook upon receipt of the certificate and copies of duly approved application form.			

8. ISSUANCE OF AUTHORITY TO TRAVEL TO STUDENTS

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Students/Class who will be Attending Conventions/Seminars/Trainings and the lie, or Conducting OJT Plant Visits/Immersions

CHECKLIST REQUIREMENTS	WHERE TO SECURE
*For Conduct of Student Activities outside BU premises/ Attendance to Seminars, Conferences, etc.	
Please secure the checklist from the Office of Student Development Services Office, 2nd Floor BU Student Union Center	
**For Conduct of Immersion/ OJT/ RLE	
Please secure the checklist is available as the Student Welfare Services Office, Ground Floor BU Student Union Center	

STEPS AND PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Client submits travel documents to the *SDS or **SWS.	None		SDS or SWS.
Receives and checks documents against checklist per CHED Memorandum Orders and university policies.	None	4 hours	SDS Staff
			SWS Staff
Verifies documents if compliant and in order as checked.	None	1 hour	Director, SDS
			Univ. Placement Coordinator
Prepares endorsement sheet and Travel Order of students.	None	1 hour	SDS Staff
			SWS Staff
Signs the endorsement sheet, checklist and countersigns the travel order.	None	30 minutes	SDS Staff
			SWS Staff
OSAS forwards document to the VPAA or the college/ unit concerned.	None	30 minutes	SDS Staff
			SWS Staff

9. PRINTING OF THE UNIVERSITY IDENTIFICATION CARD

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Freshmen, Transferees, or new Entrants from the Graduate School, College of Medicine, College of Law and Certificate in College Teaching and BU Personnel

CHECKLIST REQUIREMENTS	WHERE TO SECURE
For Freshman students	
Certificate of Registration	
*For Transferees and Students of the Graduate School, College of Medicine, College of Law and those Taking the Certificate in College Teaching	
Certificate of Registration and Official Receipt paid for ID printing	
For BU Personnel (Newly Hired)	
Employee Number issued by the HRMO, GSIS/ SSS,	
BIR Taxpayer's Identification Number, Contact Person in Case of Emergency	

STEPS AND PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
If a student, client prepares the Certificate of Registration and/or Official Receipt to the personnel in-charge. Payment for ID printing should be with the college/ unit where client is enrolled.	*Php 75.00	5 minutes	Technical Staff
Verifies COR whether the client is enrolled as freshman, transferee or new entrant in the Graduate School, College of Medicine, College of Law and Certificate in College Teaching	None		Technical Staff
Encodes client's data in the ID data base/ system	None	10 minutes	Technical Staff



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STEPS AND PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Client checks the data as encoded and signs the card via electronic pad	None	3 minutes	Technical Staff
Affixes the electronic signature in the client's card template.	None	3 minutes	Technical Staff
Prints and releases the printed ID card to the client.	None	3 minutes	Technical Staff
Client registers in the Attendance Sheet.	None	5 minutes	Technical Staff

10. RE- PRINTING OF THE UNIVERSITY IDENTIFICATION CAR (LOST / DEFACED MUTILATED / FADED)

Office or Division:	Office of Student Affairs and Services
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Students and BU personnel who lost their ID or who wish to replace their faded/defaced/mutilated ID Cards

CHECKLIST REQUIREMENTS	WHERE TO SECURE
For Lost ID	
Endorsement from CSAC/ Dean, Affidavit of Loss, and Official Receipt for payment of ID re-printing	
For Defaced/ Mutilated/ Faded ID	
Official Receipt of payment for ID re-printing and client's old issued ID.	

STEPS AND PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
If client is a student, secure documents for the re-printing of ID. Payment for ID-re-printing should be made with the client's respective college/ unit's cashiers.	Php75.00		
If a newly hired BU personnel, client requests for the employee number and ID claim stub from the HRMO, brings the old issued ID.			
Receives and checks documents if complete and in order relative to request.	None	10 minutes	Technical Staff
Searches the client's profile in the ID database.	None	7 minutes	Technical Staff
Makes necessary corrections or if additional information or change is requested.	None	15 minutes	Technical Staff
Prints the ID card of the client	None	5 minutes	Technical Staff
Releases the printed ID to the client.	None	3 minutes	Technical Staff
Client registers in the Attendance/ Registry Sheet	None		

11. STUDENT INDIVIDUAL INVENTORY, COUNSELING SERVICES AND CAREER DEVELOPMENT AND PLACEMENT

Office or Division:	University Student Welfare Services Division
Classification:	Complex Transaction
Type of Transaction:	Government-to-Citizens
Who may Avail:	All Students

CHECKLIST REQUIREMENTS	WHERE TO SECURE
* STUDENT INDIVIDUAL INVENTORY	
Official List of Students (from the Registrar's Office)	
Student Profile Form	
Student Profile Form (completely accomplished by the students)	
* COUNSELING SERVICES	
Referral Slip Form, Call Slip for Student, Call Slip for Parents (if needed) and Logbook (confidential)	
Logbook	
* CAREER DEVELOPMENT AND PLACEMENT (GROUP GUIDANCE ACTIVITY)	
Project Proposal (in accordance with the approved WAFP/PPMP and subject for approval of the President)	
Program of Activities & Memos/Notice of Meetings (to the concerned RGC's and Faculty-in-Charge for Guidance Services)	
Basic communication / invitations for the cooperating agencies and private companies with regards to the activities	
Purchase Requests (for supplies and materials) Job orders (for labor and services as well as catering), with attached PPMP/APP (approved by the proper authority).	

STEPS AND PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
* STUDENT INDIVIDUAL INVENTORY			
Secure the final and official list of enrollees from the Registrar's Office of the Unit / College	None	10 minutes	Office Staff
Distribution of Student Profile Form to all the students who are currently enrolled in a particular Unit / College		30 minutes	RGC's / Faculty-in-Charge for Guidance Services / Office Staff)
Retrieval of the accomplished Student Profile Form from the students		2 days	RGC's / Faculty-in-Charge for Guidance Services / Office Staff)

STEPS AND PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Client referral (from professors/faculty members/administrator) and walk-in students	None	30 minutes	USWSD Director, Registered Guidance Counselor, Faculty-in-Charge/Faculty members/Office Staff
Logbook and Scheduling	No fees	5 minutes	Office Staff
Counseling session (intake interview)	None	1 hour	Registered Guidance Counselor (RGC's)
Assess if there is a need for further session or referral to other professionals		30 minutes to 1 hour (depending on nature the case)	Registered Guidance Counselor (RGC's)
Check on students' condition after the termination of counseling (follow-up)		1 or 2 days (depending on the availability of the client)	Registered Guidance Counselor (RGC's)
Counseling session (termination)		1 hour	Registered Guidance Counselor (RGC's)
Preparation of the Project Proposal with the supplies and materials needed as well as the budget requirements		None	1 hour
Planning of activities / program through meetings/forum with the RGC's and Faculty-in-Charge for Guidance Services		2 days	USWSD Director, RGC's / Faculty-in-Charge for Guidance Services / Office Staff)
Preparation of memos / correspondences / invitations to various cooperating agencies (for both private and government firms)	None	2 days	RGC's / Faculty-in-Charge for Guidance Services / Office Staff)
Preparation of program, flyers / streamers / tarpaulin and other pertinent documents duly required for the activity		3 days	USWSD Director, Registered Guidance Counselor, Faculty-in-Charge/Faculty members/Office Staff

F. BUSINESS AFFAIRS SERVICES

1. RECEIVES/ENDORSES/ERLEASES COMMUNICATIONS

Office or Division:	Business Affairs Office
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Colleges, Units, Agency and Employee of requesting party or Authorized Representative

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Letter and supporting documents (when necessary)	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Receives/Records of communication	None	10 mins	Technical Staff
Acts on the communication	None	5 minutes to 3 days	Director of Business Affairs Office
Prepare endorsement (transmittal) letter to the Office of the President or to Deans/ Heads of Colleges/ Units	None	30 minutes	Technical Staff
Forwards endorsement (transmittal) letter to the respective office	None	10 minutes	Technical Staff
Photocopy the communication then file the copy to the appropriate folder	None	10 minutes	Technical Staff
Records communication in the logbook and then releases it to the concerned College/Unit	None	10 minutes	Technical Staff
Delivers and/or send communication via facsimile or email to the concerned College/Unit/ Office	None	10 minutes	Technical Staff/College Business Manager

2. BUSINESS PERMIT APPLICATION

Office or Division:	Business Affairs Office
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Colleges, Units, Agency and Employee of requesting party or Authorized Representative

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Application Letter and supporting documents	Private Proponent
Business Plan/Proposal	BU College /Unit/Private Proponent

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Receives/ Records Application Letter and/or Business Plan from Private Individual and/or IGP Coordinator	None	10 mins	Technical Staff
Evaluates the proposal and check the site of the Proposed IGP	None	1 day to 5 days	Technical Staff
Recommends approval or disapproval of the proposal to the VP for Planning and Development	None	1 hour	Director of Business Affairs Office
Endorses the Project Proposal to the University President for Approval	None	30 minutes	Vice President for Planning and Development
Preparation of the Memorandum of Agreement	None	1 hour	College Business Manager
Reviews the Memorandum of Agreement	None	2 days	Legal Officer and Staff
Present the Memorandum of Agreement to the Lessee for review, conforme and signature	None	1 day	College Business Manager
Signs of the MOA by the authorized BU Personnel	None	2 days	College Business Manager

STEPS AND PROCEDURES	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Checks the submission of all required documents i.e. health Permit	None	20 minutes	College Business Manager
Releases the signed MOA to the proponent with instructions to return the MOA after notarization	None	3 minutes	College Business Manager

3. MINOTORING BILLING AND COLLECTION OF RENTAL PAYMENT

Office or Division:	Business Affairs Office
Classification:	Simple
Type of Transaction:	Government-to-Business
Who may Avail:	External Clients

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Statement of Account	Business Affairs Office
Official Receipt	BU Unit Cashier

STEPS AND PROCEDURES	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Prepares monthly statement of Account every 5 th day of the month	None	45 minutes to 1 day	College Business Manager
Reviews and approves the Statement of Account	None	30 minutes	Director of Business Affairs Office
Delivers Statements of Account to tenants	Indicated in the SOA	10 minutes	Cashier of the Unit
Submits photocopy of the Official Receipt to the corresponding folder of tenant	None	10 minutes	Tenant
Records and files the photocopy of the Official Receipt to the corresponding folder of tenant	None	10 minutes	College Business Manager

4. RENTAL OF VENUES, VEHICLES, BARRICADES AND OTHER FACILITIES

Office or Division:	Business Affairs Office
Classification:	Simple
Type of Transaction:	Government-to-Business Government-to-Citizens
Who may Avail:	Internal and External Clients

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Statement of Account or Special Permit	
Official Receipt	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Receives letter request from private individual, agency, College or Unit	None	1 minute	College Business Manager
Determines the availability of the facility from concerned unit	None	10 to 20 minutes	College Business Manager
Prepares the Statement of Account or Special Permit	None	5 minutes	College Business Manager
Reviews and Approves the Statement of Account or Special Permit	None	5 minutes	Director of Business Affairs Office
Receives payment and issues Official Receipt	Indicated in the SOA/ Special Permit	3 minutes	Cashier of the Unit
Submits photocopy of the Official Receipts to the Business Affairs Office	None	5 minutes	Client
Files the photocopy of the Official Receipt for refence purposes	None	3 minutes	College Business Manager

5. RENTAL OF BU DORMITORY, GUESTEL AND TRANSIENT HOUSE (STAFF HOUSE)

Office or Division:	Business Affairs Office
Classification:	Simple
Type of Transaction:	Government-to-Business Government-to-Citizens
Who may Avail:	Internal and External Clients

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Application Form	BAO
Official Receipt	BAO
Reservation Form	BAO
Statement of Account	BAO
Official Receipts	BU Cashier

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Submits Application form/ requirements/ reservation	None	5 minutes	Dormitory-in-Charge/ Guestel/ Transient House
Review/Evaluate Application/ Reservation Form	None	10 minutes	Dormitory-in-Charge/ Guestel/ Transient House
Approve application/reservation	None	10 minutes	Dormitory-in-Charge/ Guestel/ Transient House
Prepare statement of account (for Guestel and Transient House), Prepare monthly statement of account every 5 th day of the following month (Dormitory)	None	5 minutes	Dormitory-in-Charge/ Guestel/ Transient House
Review and approve the statement of account	None	5 minutes	Business Affairs Office Director
Receive payment and issues official receipt	As indicated in the SOA	10 minutes	BU Cashier
Release the key to client (Guestel and Transient House)	None	10 minutes	Dormitory-in-Charge/ Guestel/ Transient House
Submits photocopy of the Official Receipt	None	5 minutes	Client
File the photocopy of the OR for reference purposes	None	5 minutes	Dormitory-in-Charge/ Guestel/ Transient House

G. HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT OFFICE

1. RECEIVING, RECORDING AND RELEASING OF COMMUNICATIONS

Office or Division:	HRMDO
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Internal and External Clients

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Electronic Recording System	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
1. Receives and records communication from clients and other agencies	None	1 minute	Ms.Hannah S. Bolon (Admin. Aide IV)
2. Forwards communication to the head of the HRMO	None	1 minute	Ms. Hannah S. Bolon (Admin. Aide IV)
3. Head of the HRMO acts on the communication	None	10 minutes or depending upon the nature of communication	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
4. Releases and disseminates the communication to concerned Offices or staff	None	2 minutes	Ms.Hannah S. Bolon (Admin. Aide IV)
5. Retains copy of communication and supporting documents	None	2 minutes	Ms.Hannah S. Bolon (Admin. Aide IV)
6. Files copy of communication and supporting documents	None	5 minutes	Ms. Hannah S. Bolon (Admin. Aide IV) and Ms. Janice O. Opeña (Admin. Aide VI)

2. PREPARATION AND ISSUANCE OF EMPLOYEE'S SERVICE RECORD

Office or Division:	HRMDO
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Active and Separated Personnel

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Records Request Form	
Documentary Stamp	
Logbook	
Original Service Record (SR)	
Signature of the requesting employee or authorized representative indicating date & time of receipt in the logbook (Authorization Letter & ID are needed if a representative claims for SR)	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
1. Requesting employee fills up and records employee's request for Service Record	None	1 minute	Ms. Hannah S. Bolon (Admin. Aide IV)
2. Retrieves/Pull out from file the original Service Record	None	2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
3. Prepares Service Record	None	5 minutes	Staff-in-Charge of Unit
4. Verifies and affixes the documentary stamp to the printed Service Record	None	3 minutes	Assigned HRMDO Personnel
5. Reviews and signs the printed Service Record	None	2 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
6. Records in the logbook: Date, Name and time and receiving person	None	1 minute	Ms. Hannah S. Bolon (Admin. Aide IV)
7. Issues the printed Service Record to the requesting employee or authorized representative.	None	1 minute	Ms. Hannah S. Bolon (Admin. Aide IV)

3. PREPARATION AND ISSUANCE OF EMPLOYEE'S CERTIFICATE OF EMPLOYMENT

Office or Division:	HRMDO
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Active and Separated Personnel

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Documentary Stamp	
Records Request Form	
Original Service Record	
Signature of the requesting employee or authorized representative indicating date & time of receipt in the logbook	
Authorization Letter & ID are needed if a representative claims for Certificate of Employment	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
1. Receives & Records employee's request for a Certificate of Employment	None	1 minute	Ms.Hannah S. Bolon (Admin. Aide IV)
2. Retrieves/Pull out from files the original Service Record	None	2 minutes	Ms.Hannah S. Bolon (Admin. Aide IV)
3. Prepares Certificate of Employment and prints	None	3 minutes	Assigned HRMDO personnel
4. Affixes documentary stamp to the Certificate of Employment	None	1 minute	Ms.Hannah S. Bolon (Admin. Aide IV)
5. Reviews and signs the Certificate of Employment	None	2 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
6. Records in the logbook: Date, Time, Name, & Receiving Person	None	1 minute	Ms.Hannah S. Bolon (Admin. Aide IV)
7. Releases the certificate of employment to the requesting employee or authorized representative	None	1 minute	Ms.Hannah S. Bolon (Admin. Aide IV)

4. PROCESSING OF APPLICATION FOR LEAVE OF ABSENCE

Office or Division:	HRMDO
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Active and Separated Personnel

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Leave Form (CSC Form 6) attached	
Medical Certificate (If sick leave for more than five days)	
University Clearance (If more than 30 days)	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
1. Receives and records in the logbook the Application for leave (CSC Form 6) submitted by the employee	None	1 minute	Ms.Hannah S. Bolon (Admin. Aide IV)
2. Deducts the number of days applied for leave from the leave balance and records in the leave card and in the leave form and update leave balance and signs certification.	None	3 minutes	Mr. Rey A. Padilla (Admin. Assistant I) (GASS) Ms.Janice O. Opeña (Admin. Aide VI) (BUCAL) Ms.Sierna L. Cedro (Admin. Officer IV)
3. Reviews the processed leave form (leave of more than 60 days and those for travel abroad)	None	2 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
4. Forwards the processed leave form to the CAO/VPA or the President for approval	None	2 minutes	Ms.Rey A. Padilla (Admin. Assistant I) Ms.Hannah S. Bolon (Admin. Aide IV)
5. Receives back signed leave form	None	1 minute	Ms. Hannah S. Bolon (Admin. Aide IV)
6. Releases to concerned AO or employee Approved Form 6	None	10 minutes	Mr. Rey A. Padilla (Admin. Assistant I)

5. PROCESSING AND COMPUTING OF EMPLOYEE'S SERVICE CREDITS

Office or Division:	HRMDO
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Active BU personnel

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Daily Time Record (DTR-Form 48)	
Approved request to render service (i.e. after regular office hours, during Saturdays, Sundays, Holidays and summer vacation)	
Accomplishment Report	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
1. Receives approved Employee's request for service credits by unit/college	None	1 minute	Ms. Hannah S. Bolon (Admin. Aide IV)
2. Reviews computation from Unit/College Administrative Officer and prepares Special Order	None	5 minutes/ employee DTR	Ms. Janice O. Opeña (Admin. Aide VI)
3. Reviews prepared Special Order for Service Credits	None	3 minutes/ employee DTR	Mr. Rey A. Padilla (Admin. Assistant I)
4. Signs prepared & reviewed Special Order for Service Credits	None	2 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
5. Reflects/records in the Leave Card the computed equivalent service credits	None	2 minutes/ employee	Mr. Rey A. Padilla (Admin. Assistant I)
6. Forwards copy of Special Order to the dean of the unit/college	None	1 minute	Ms. Hannah S. Bolon (Admin. Aide IV)

**6. PROCESSING AND FILLING UP OF VACANT POSITIONS
(FOR NON-TEACHING PERSONNEL)**

Office or Division:	HRMDO
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Heads/Chiefs of Unit/Office I

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Initial Request	
Request and Plantilla of Personnel	
Approved Request	
Announcement of Vacancy	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
1. Receives & records request to fill up vacant items / positions (BU MSP Form 01) from respective Colleges / Units	None	1 minute	HRMDO Personnel-in-charge
2. Forwards request to the Head of the HRMDO for review and verification	None	1 minute	Ms. Hannah S. Bolon (Admin. Aide IV)
3. Reviews and verifies request	None	3 minutes	Ms. Alyssa Jane F. Gabo (Admin. Assistant III)
4. Signs request to fill up vacant items/position	None		Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
5. Forwards reviewed and signed request to the Vice President for Administration & Finance	None	1 minute	Ms. Hannah S. Bolon (Admin. Aide IV)
6. Receives & records request to fill up vacant items/positions (BU MSP Form 01) from respective Colleges/Units duly approved by the President	None	1 minute	HRMDO Personnel-in-charge
7. Forwards approved request to the Head of the HRMDO	None	1 minute	HRMDO Personnel-in-charge

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
8. Prepares the Announcement of Vacancy (BU MSP Form 2) and the CSC publication based on the approved request per instruction of the HRMDO Head	None	5 minutes	Ms.Alyssa Jane F. Gabo (Admin. Assistant III) or Ms.Johan Marcela F. Rio (Admin. Assistant III)
9. Reviews and initials Announcement of Vacancy and the CSC publication	None	3 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
10. Forwards prepared Announcement of Vacancy and the CSC publication to the Office of the President for Approval	None	2 minutes	HRMDO Personnel-in-charge
11. Receives Approved Announcement of Vacancy and the CSC publication from Office of the President	None	1 minute	HRMDO Personnel-in-charge
12. Reproduces 19 copies of Announcement of Vacancy for posting	None	2 minutes	Ms.Alyssa Jane F. Gabo (Admin. Assistant III) or Ms.Johan Marcela F. Rio (Admin. Assistant III)
13. Posts the announcement of vacancy in conspicuous places of the University and in the BU website for 10 working days (copy furnished all units/campuses of the University)	None	5 minutes	Ms.Alyssa Jane F. Gabo (Admin. Assistant III) and Ms.Johan Marcela F. Rio (Admin. Assistant III) and Ms.Hannah S. Bolon (Admin. Aide IV)
14. Forwards the prepared publication to the Civil Service Commission, Field Office	None	1 hour	Mr. Rey A. Padilla (Admin. Assistant I)
15. Receives and records application letters and credentials of applicants	None	2 minutes	Ms.Hannah S. Bolon (Admin. Aide IV)

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
16. Prepares initial evaluation of credentials of applicants and those considered next in rank to the published vacant position using Individual Assessment Form	None	30 minutes per applicant	HRMDO Personnel-in-charge
17. Prepares letters to those considered next in rank to submit additional credentials or certificates of trainings to update their records thru mail, text or phone call	None	10 minutes	Ms .Alyssa Jane F. Gabo (Admin. Assistant III) and Ms.Johan Marcela F. Rio (Admin. Assistant III)
18. Sends letters to those considered next in rank	None	30 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
19. Prepares notice and schedule of deliberation with prior consultation with the Chair University Human Resource Merit, Promotion & Selection Board (UHRMPSB) as to availability	None	10 minutes	Ms.Alyssa Jane F. Gabo (Admin. Assistant III) or Ms.Johan Marcela F. Rio (Admin. Assistant III)
20. Deliberates on the vacant items published per college by UHRMPSB	None	2 hours	University Human Resource Merit, Promotion & Selection Board
21. Prepares notice of interview based from the deliberation.	None	10 minutes	Ms. Alyssa Jane F. Gabo (Admin. Assistant III) or Ms.Johan Marcela F. Rio (Admin. Assistant III)
22. Informs applicants of the schedule of interview thru text or phone call	None	3 minutes per applicant	HRMDO Personnel-in-charge
23. Interviews applicants and informs them of the schedule of written and skills test	None	25 minutes per applicant	University Human Resource Merit, Promotion & Selection Board

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
24. Receives result of the Interview and written and skills test	None	1 minute	Ms.Hannah S. Bolon (Admin. Aide IV)
25. Prepares the summary of evaluation, minutes of deliberation and interview using Selection Line – up Assessment Form and Qualification of Candidates	None	2 days	Ms.Alyssa Jane F. Gabo (Admin. Assistant III) or Ms.Johan Marcela F. Rio (Admin. Assistant III) or Ms.Marichu Q. Julio (Admin. Aide VI)
26. Reviews and verifies summary of evaluation, minutes of deliberation and interview for signature of the USB	None	30 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
27. Signs the BU MSP Form 04	None	3 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
28. Prepares the Board Resolution with the list of Recommendees using Appendix H - Ranking of Top Five Applicants deemed most qualified (BU MSP Form 05)	None	10 minutes	HRMDO Personnel-in-charge
29. Signs Board Resolution	None	5 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
30. Records and forwards documents and board resolution together with the supporting documents to the UHRMPSB Committee for signature	None	2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
31. Records and forwards documents and board resolution together with the supporting documents to the President's Office through the Chairman of the UHRMPSB	None	2 minutes	Ms.Hannah S. Bolon (Admin. Aide IV)
32. Coordinates with Admissions Office for the schedule of the psychological test for top 5 ranking applicants and prepares the required request form	None	5 minutes	Ms.Alyssa Jane F. Gabo (Admin. Assistant III) or Ms.Johan Marcela F. Rio (Admin. Assistant III)
33. Signs the request form for Psychological Test	None	1 minute	Jennifer T. Barrameda, Ph.D. (Supervising Administrative Officer)
34. Forwards the request form for Psychological Test	None	2 minutes	Ms.Hannah S. Bolon (Admin. Aide IV)
35. Receives and records the psychological test result from Admissions Office	None	3 minutes	Ms.Hannah S. Bolon (Admin. Aide IV)
36. Receives back the documents and Board Resolution acted/signed by the President from the Office of the Chairman, UHRMPSB	None	1 minute	Ms.Hannah S. Bolon (Admin. Aide IV)
37. Records signed Board Resolution and supporting documents	None	2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
38. Forwards signed Board Resolution and supporting documents to the head of the HRMDO for information and instruction	None	30 seconds	Ms. Hannah S. Bolon (Admin. Aide IV)

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
39. Informs the selected applicant through the unit head or end-user and advises to comply with the required documents per instruction of the Head of the HRMO	None	3 minutes	Ms. Alyssa Jane F. Gabo (Admin. Assistant III) or Ms. Johan Marcela F. Rio (Admin. Assistant III)
40. Prepares appointment of appointee upon compliance of all the requirements	None	10 minutes	Ms. Alyssa Jane F. Gabo (Admin. Assistant III) or Ms. Johan Marcela F. Rio (Admin. Assistant III)
41. Reviews prepared appointment and certifies that all requirements and supporting papers pertinent to the appointment have been complied with, reviewed and found to be in order	None	10 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Administrative Officer)
42. Forwards appointment to the Chairman, UHRMPSB for signature	None	2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
43. Receives back and records the appointment signed by the President	None	1 minute	Ms. Hannah S. Bolon (Admin. Aide IV)
44. Informs the Appointee through the unit head to take her/his Oath of Office to be administered by the University President (as scheduled)	None	3 minutes	Ms. Alyssa Jane F. Gabo (Admin. Assistant III) or Ms. Johan Marcela F. Rio (Admin. Assistant III)
45. Posts the name/s of the newly appointed personnel at the bulletin board	None	2 minutes	Ms. Alyssa Jane F. Gabo (Admin. Assistant III) or Ms. Johan Marcela F. Rio (Admin. Assistant III)
46. Releases original copy of appointment, Oath of Office and instructs appointee to report to his/her Unit Dean/Director	None	3 minutes	Ms. Alyssa Jane F. Gabo (Admin. Assistant III)



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STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
47. Prepares Certificate of Assumption to Duty for signature of his/her Unit Dean/Director	None	1 minute	Ms. Johan Marcela F. Rio (Admin. Assistant III)
48. Receives the signed certificate of Assumption to Duty from the concerned unit	None		Ms.Hannah S. Bolon (Admin. Aide IV)
49. Conducts brief orientation to the newly hired employee on the Vision, Mission, Goals and Objectives of the University, Basic Policies, rules and regulations, benefits and privileges, roles and responsibilities.	None	1 hour	Ms.Johnor F. Bobiles (Admin. Aide VI) or Jennifer T. Barrameda, Ph.D. (Supervising Administrative Officer)

7. PROCESSING AND FILLING UP OF VACANT POSITIONS (FOR TEACHING PERSONNEL)

Office or Division:	HRMDO
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Heads/Chiefs of Unit/Office I

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Initial Request and Plantilla of Personnel	
Approved request	
Announcement of Vacancy	
Original copy of the Approved Announcement of Vacancy	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
1. Receives & records request to fill up vacant item for teaching personnel	None	1 minute	Ms.Hannah S. Bolon (Admin. Aide IV)
2. Forwards request to Head of the HRMDO for review and verification	None	30 seconds	Ms.Hannah S. Bolon (Admin. Aide IV)
3. Reviews and verifies request to fill up vacant item	None	2 minutes	Ms.Alyssa Jane F. Gabo (Admin. Assistant III)
4. Signs the reviewed request to fill up vacant item	None	1 minute	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
5. Forwards reviewed and signed request to the Vice President for Academic Affairs	None	1 minute	Ms.Hannah S. Bolon (Admin. Aide IV)
6. Receives & records approved request to fill up vacant item for teaching personnel	None	1 minute	Hannah S. Bolon (Admin. Aide IV)
7. Instructs the preparation of Announcement of Vacancy	None	1 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
8. Prepares the Announcement of Vacancy	None	5 minutes	Ms.Alyssa Jane F. Gabo (Admin. Assistant III) or Ms.Johan Marcela F. Rio (Admin. Assistant III)

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
9. Reviews Announcement of Vacancy	None	2 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
10. Initials the Announcement of Vacancy	None	1 minute	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
11. Forwards prepared Announcement to the Office of the President for Approval	None	2 minutes	Ms.Hannah C. Bolon (Admin. Aide IV)
12. Receives Approved Announcement of Vacancy from Office of the President	None	1 minute	Ms.Hannah C. Bolon (Admin. Aide IV)
13. Reproduces 19 copies of Announcement of Vacancy	None	2 minutes	Ms .Alyssa Jane F. Gabo (Admin. Assistant III) or Ms. Johan Marcela F. Rio (Admin. Assistant III)
14. Posts the announcement of vacancy in conspicuous places of the University and in the BU Website as well as in FB account for 10 working days (copy furnished all units/campuses of the University)	None	5 minutes	Ms. Alyssa Jane F. Gabo (Admin. Assistant III) and Ms. Johan Marcela F. Rio (Admin. Assistant III) and Ms. Hannah S. Bolon (Admin. Aide IV)
15. Receives and records Application Letters and credentials of Applicants	None	2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV) or Ms. Alyssa Jane F. Gabo (Admin. Assistant III)
16. Forwards Application Letters and credentials of Applicants to Head of the HRMDO	None	30 seconds	Ms. Hannah S. Bolon (Admin. Aide IV)
17. Forwards Application Letters and credentials to the Local Technical Committee thru the Dean for evaluation using the prescribed form (PASUC CCE)	None	2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
18. Conducts Written Test and Demo Teaching of applicants as scheduled by the Local Technical Committee of the requesting College	None	2 hours	Local Evaluation Committee of the Requesting College
19. Receives Result of Summary of Evaluation from the College	None	1 minute	Ms. Hannah S. Bolon (Admin. Aide IV)
20. Forwards Result of Summary of Evaluation to the Head of HRMDO	None	30 seconds	Ms. Hannah S. Bolon (Admin. Aide IV)
21. Reviews and verifies Result of Summary of Evaluation submitted	None	30 minutes per applicant	Ms. Marichu Q. Julio (Admin. Aide VI) and Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
22. Returns the summary of evaluation to the College/Unit if there is/are correction/s to be made	None	5 minutes	Marichu Q. Julio (Admin. Aide VI)
23. Prepares notice of meeting to the University Faculty Merit & Selection Board (UFMSB) for the scheduled interview	None	5 minutes	Ms. Marichu Q. Julio (Admin. Aide VI)
24. Initials the notice of meeting	None	2 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
25. Forwards Notice of Meeting to the VPAA for scheduling and signing of notice of meeting	None	2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
26. Receives signed notice of meeting w/ schedule indicated	None	1 minute	Ms. Hannah S. Bolon (Admin. Aide IV)
27. Forwards to the UFMSB the notice of meeting	None	2 hours	Ms. Hannah S. Bolon (Admin. Aide IV)

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
28. Conducts the interview of applicants	None	30 minutes per applicant	University Faculty Merit & Selection Board
29. Prepares summary of evaluation, interview and Board Resolution	None	15 minutes	Ms. Marichu Q. Julio (Admin. Aide VI)
30. Reviews summary of evaluation, interview and Board Resolution	None	10 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
31. Signs Board Resolution with the recommendees for submission to the President	None	2 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
32. Forwards Board Resolution with supporting documents to the UFMSB for signature	None	5 minute	Ms. Hannah S. Bolon (Admin. Aide IV)
33. Forwards Board Resolution with supporting documents to the Office of the President who shall make the final choice from among the recommendees of the Board	None	2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
34. Coordinates with Admissions Office for the schedule of the psychological test of the recommendees and prepares the required request form	None	5 minutes	Ms. Marichu Q. Julio (Admin. Aide VI) or Ms. Johan Marcela F. Rio (Admin. Assistant III)
35. Prepares the request form for psychological test	None	5 minutes	Ms. Johan Marcela F. Rio (Admin. Assistant III)
36. Signs the request form for psychological test	None	2 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
37. Forwards the request form for psychological test to Admissions Office	None	3 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)



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STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
38. Receives the psychological test result from Admissions Office	None	1 minute	Ms. Hannah S. Bolon (Admin. Aide IV)
39. Records and forwards documents and Board Resolution together with the supporting documents to the President's Office	None	2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
40. Receives back the documents and Board Resolution signed by the President	None	1 minute	Ms. Hannah S. Bolon (Admin. Aide IV)
41. Records signed Board Resolution and Supporting documents	None	2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
42. Forwards signed Board Resolution and supporting documents to the Acting Head of the HRMO for information and instruction	None	30 seconds	Ms. Hannah S. Bolon (Admin. Aide IV)
43. Informs the selected applicant through the unit head or end-user and advises to comply with the required documents per instruction of the Head of the HRMDO	None	3 minutes	Ms. Alyssa Jane F. Gabo (Admin. Assistant III) or Ms. Johan Marcela F. Rio (Admin. Assistant III)
44. Prepares appointment of appointee upon compliance of all documents	None	10 minutes	Ms. Alyssa Jane F. Gabo (Admin. Assistant III) or Ms. Johan Marcela F. Rio (Admin. Assistant III)

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
45. Reviews prepared appointment and Certifies that all requirements and supporting papers pertinent to the appointment have been complied with, reviewed and found to be in order	None	10 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
46. Forwards appointment to Chairman, UFMSB	None	2 minute	Ms. Hannah S. Bolon (Admin. Aide IV)
47. Receives back and records the appointment signed by the President	None	2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
48. Informs the Appointee through the unit head to get the original copy of appointment and to take her/his Oath of Office to be Administered by the University President (as scheduled)	None	3 minutes	Ms. Alyssa Jane F. Gabo (Admin. Assistant III) or Ms. Johan Marcela F. Rio (Admin. Assistant III)
49. Posts the name/s of the newly appointed personnel at the bulletin board	None	3 minutes	Ms. Alyssa Jane F. Gabo (Admin. Assistant III) or Ms. Johan Marcela F. Rio (Admin. Assistant III)
50. Releases original copy of appointment, Oath of Office and instructs appointee to report to his/her Unit Dean/ Director/Head of Office	None	3 minutes	Ms. Alyssa Jane F. Gabo (Admin. Assistant III) or Ms. Johan Marcela F. Rio (Admin. Assistant III)
51. Prepares Certificate of Assumption to Duty for signature of his/her Unit Dean/ Director/Head of Office	None		Ms. Johan Marcela F. Rio (Admin. Assistant III)
52. Receives the certificate of Assumption to Duty from the concerned unit	None	1 minute	Ms. Hannah S. Bolon (Admin. Aide IV)

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
53. Conducts brief orientation to the newly hired employee on the Vision, Mission, Goals and Objectives of the University, Basic Policies, rules and regulations, benefits and privileges, roles and responsibilities.	None	30 minutes	Ms. Johnor F. Bobiles (Admin. Aide VI) or Jennifer T. Barrameda, Ph.D. (Supervising Administrative Officer)

8. PREPARATION AND PROCESSING OF EMPLOYEE'S RETIREMENT DOCUMENTS FOR GSIS PURPOSES

Office or Division:	HRMDO
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	Retiring/retired personnel

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Three (3) copies of the following: - Agency Clearance of No Pending Admin. Case - Certification of Last Day of Service Filled-up application form for retirement from GSIS	
Original service record	
Certificate of Last day of service	
Leave Card	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
1. Receives employee's application for retirement approved by the President	None	1 minute	HRMDO Personnel-in-charge
2. Prints and verifies Service Record of retiring employee indicating last day of service and Leave of Absence Without Pay (LWOP)	None	10 minutes	Employee Assigned



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STEPS AND PROCEDURES	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
3. Reviews and Signs Service Record	None	5 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
4. Prepares Certificate of Leave of Absence Without Pay (if any)	None	10 minutes	Ms. Sierna L. Cedro (Admin. Officer IV) or Ms. Janice O. Opeña (Admin. Aide VI)
5. Reviews and signs the Certificate of Leave of Absence w/o pay	None	5 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
6. Reviews supporting documents	None	5 minutes	Ms. Sierna L. Cedro (Admin. Officer IV) Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
7. Forwards the application for retirement to the President's Office for signature with supporting documents	None	5 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
8. Receives back the documents signed by the President	None	1 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
9. Releases to the concerned employee or to authorized representative together with the attached documents for submission to GSIS	None	1 minute	Ms. Janice O. Opeña (Admin. Aide VI) Ms. Sierna L. Cedro (Admin. Officer IV)

9. PREPARATION / PROCESSING APPLICATION OF EMPLOYEE'S TERMINAL LEAVE BENEFITS

Office or Division:	HRMDO
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may avail:	Retiring/retired personnel

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Affidavit of No Pending Criminal Case	
Leave Form (Form 6)	
University Clearance	
Statement of Assets, Liabilities & Networth	
Leave Cards	
Certificate of Leave Absence	
NOSI/NOSA/Appointment	
Service Record	
Affidavit of No Pending Criminal Case	
SALN	
University/Unit Clearance	
Approved Request to retire	
GSIS Clearance	
If deceased: 1. death certificate 2. cert. of survivorship 3. special power of attorney (SPA) if the legal heirs cannot personally appear to submit / follow-up the claims	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
1. Receives and records employee's application for Terminal Leave	None	2 minutes	Ms. Sierna L. Cedro (Admin. Officer IV) Ms. Janice O. Opeña (Admin. Aide VI)
2. Audits the Leave card of the retiree (a) If non-teaching, prepares statement of vacation and sick leave credits (b) If teaching personnel, prepares certification of leave balance	None	4 hours	Mr. Rey A. Padilla (Admin. Assistant I) Ms. Sierna L. Cedro (Admin. Officer IV) Ms. Janice O. Opeña (Admin. Aide VI)
3. Certifies correctness of the statement of vacation and sick leave credits	None	2 minutes	Ms. Sierna L. Cedro (Admin. Officer IV) Ms. Janice O. Opeña (Admin. Aide VI)

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
4. Checks, verifies, and signs the statement of vacation and sick leave credits	None	5 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
5. Prepares, prints certification of Leave Balances, and affixes the documentary stamp	None	5 minutes	Ms. Sierna L. Cedro (Admin. Officer IV) or Ms. Janice O. Opeña (Admin. Aide VI)
6. Reviews and signs the Certification	None	1 minute	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
7. Forwards to Admin. Office the Terminal Leave papers for adjudication and voucher preparation	None	1 minute	Ms. Hannah S. Bolon (Admin. Aide IV) or Ms. Sierna L. Cedro (Admin. Officer IV)
8. Receives from Administrative Office Terminal Leave papers with voucher and adjudication	None	2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
9. Prepares LARP Form (List of Actual Retirees to be Paid)	None	10 minutes	Ms. Sierna L. Cedro (Admin. Officer IV)
10. Reviews data and computation in the LARP	None	10 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
11. Records and forwards Terminal Leave Papers with LARP to the BU Budget Office for submission to DBM upon verification as to the correctness of the University Accountant and approval of the LARP by the President and to be approved by the Regional Director of the Department of Budget and Management	None	2 minutes	Ms. Sierna L. Cedro (Admin. Officer IV)

10. SPONSORING AND HOLDING OF SEMINARS / WORKSHOPS / TRAININGS

Office or Division:	HRMDO
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	BU Employees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Training Needs Survey Form	
Approved Annual Training Plan	
APP/PPMP	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
1. Determines training needs of the personnel	None	1 hour	Jennifer T. Barrameda, Ph.D. (Supervising Administrative Officer)
2. Prepares training proposal based on the Training Needs Analysis and Approved Annual Training Plan	None	1 day	Jennifer T. Barrameda, Ph.D. (Supervising Administrative Officer) Ms. Johnor F. Bobiles (Admin. Aide VI)
3. Reviews and signs the training proposal	None	1 hour	Atty. Norly P. Reyes (Chief Administrative Officer)
4. Forwards the training proposal to the President's Office through the VPA Office for Recommending approval and signature	None	2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
5. Prepares Job Order request for Catering Services	None	20 minutes	Ms Johnor F. Bobiles (Admin. Aide VI)
6. Reviews and signs the Job Order request for Catering Services		2 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
7. Records and forwards the Job Order request for Catering Services to the Supply Office		2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
8. Coordinates with the identified resource speakers as to their availability in the different topics		3 minutes	Ms. Johnor F. Bobiles (Admin. Aide VI)
9. Drafts communication to speakers, participants, guests and to other offices relevant to the conduct of the seminar/workshop/ training		30 minutes	Ms. Johnor F. Bobiles (Admin. Aide VI)
10. Edits and signs the communication		3 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
11. Records and releases the communication/ invitation		2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
12. Prepares and designs program and certificates for the participants, speakers and facilitators		30 minutes	Ms. Johnor F. Bobiles (Admin. Aide VI) Ms. Jessica A. Cledera (Admin. Aide III)
13. Reviews and approves the design of the program and certificates for the participants, speakers and facilitators		3 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
14. Receives the requested supplies and materials needed in the training		3 minutes	Ms Hannah S. Bolon (Admin. Aide IV)
15. Prints the program and certificates for the participants, speakers and facilitators		6 hours / depends on the number of participants	Ms. Jessica A. Cledera (Admin. Aide III)
16. Forwards the certificates for signature of CAO & HRMDO Head, VPA and President		2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
17. Prepares and prints the Attendance Sheet, Evaluation Sheet and Meal Tickets		15 minutes	Ms. Johnor F. Bobiles (Admin. Aide VI)
18. Prepares the training kits of the participants		4 hours	Ms. Johnor F. Bobiles (Admin. Aide VI)
19. Conducts the Training/ Seminar/Workshop		2 days or depends on the topic for discussion	Assigned HRMDO personnel

H. ADMINISTRATIVE OFFICE

1. PROCESSING OF VARIOUS FINANCIAL CLAIMS

- a.1 Cash Advance for Travel**
- a.2 Reimbursement for Travel*
- a.3 Liquidation of Cash Advance for Travel**
- a.4 Wages of Job Order/Contract of Service Personnel**
- a.5 Payment of Bills/Utilities**
- a.6 Other financial claims**

Office or Division:	University
Classification:	Simple* – a.2 Complex** – a.1, a.3, a.4, a.5, a.6
Type of Transaction:	c.1 Government-to-Citizens c.2 Government-to-Businesses c.3 Government-to-Government
Who may Avail:	d.1 BU Personnel d.2 BU Students d.3 Creditors

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Applicable documentary requirements for processing of financial claims	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
1. Review, receive and record documents submitted	None	5 miutes	Ms. Regine B. Torre Admin. Aide -Job Order or Ms. Gladys F. Villamor Admin. Aide -Job Order (Alternate) or Ms. Ma. Mae M. Lleva Admin. Aide I (Alternate)
2. Prepare Disbursement Voucher (DV) and other necessary documents	None	20 minutes	Ms. Gladys F. Villamor Admin. Aide -Job Order



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STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
3. Record the Disbursement Voucher (DV) and attach Claim Monitoring Sheet	None	10 minutes	Ms. Regine B. Torre Admin. Aide -Job Order or Ms. Gladys F. Villamor Admin. Aide -Job Order <i>(Alternate)</i> or Ms. Ma. Mae M. Lleva Admin. Aide I <i>(Alternate)</i>
4. Review documents and sign Box A of the Disbursement Voucher (DV)	None	20 minutes	Ms. Ma. Myra C. Austero Administrative Officer I Ms. Marietta P. Roda Administrative Officer V Atty. Norly P. Reyes Chief Administrative Officer
5. Forward Disbursement Voucher (DV) to the Budget Office	None	5 minutes	Ms. Regine B. Torre Admin. Aide -Job Order or Ms. Gladys F. Villamor Admin. Aide -Job Order <i>(Alternate)</i> or Ms. Ma. Mae M. Lleva Admin. Aide I <i>(Alternate)</i>

I. BIDS AND AWARDS COMMITTEE

1. PROCUREMENT REQUEST PROCESSING

Office or Division:	Bids and Awards Committee
Classification:	Highly Technical
Type of Transaction:	Government-to-Citizens
Who may Avail:	BU Personnel and Students who are end- users of the procurement

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Approved Procurement Request: <ul style="list-style-type: none"> a. Goods (Supplies, Materials, Equipment) <ul style="list-style-type: none"> - Purchase Request (PR) b. Goods (Services) <ul style="list-style-type: none"> - Job Order (JO) c. Civil Works <ul style="list-style-type: none"> -Certificate of Detailed Engineering Compliance -Scope of Works/Technical Specifications -Approved Agency Estimate, Plans -Approved Plans d. Consulting Services -Certification of HOPE <ul style="list-style-type: none"> -Terms of Reference (TOR) 	
Certificate of Availability of Funds (CAF)	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Receipt of procurement request with the require attachments	None	10 minutes	BAC and BAC Secretariat
Goods	None	Minimum of 28 days and Maximum of 124 days	BAC and BAC Secretariat
Civil Works	None	Minimum of 28 days and Maximum of 113 days	BAC and BAC Secretariat
Consulting	None	Minimum of 34 days and Maximum of 170 days	BAC and BAC Secretariat
Forward procurement documents to the implementing office	None	10 minutes	Procurement management Staff I

2. ISSUANCE OF BID DOCUMENTS (COMPETITIVE BIDDING PROCEDURES)

Office or Division:	Bids and Awards Committee
Classification:	Simple
Type of Transaction:	Government-to-Business
Who may Avail:	Bidder (Supplier/Service Provider/Constructor/Consultant)

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Authorization Letter	
Letter Request	
Payment for the Bid and Other Documents	
Eligibility, Technical, Financial Proposals	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Receipt of authorization letter and issuance of Order of Payment	Min. of P500.00 (pursuant to GPPB Resolution 04-2012)	10 minutes	Procurement Monitoring Staff
Preparation of bidding documents	None	15-30 minutes	Procurement Monitoring Staff
Issuance of bidding documents	None	5 minutes	Procurement Monitoring Staff

3. ISSUANCE OF BID DOCUMENTS (ALTERNATIVE MODE- CANVASS FORMS)

Office or Division:	Bids and Awards Committee
Classification:	Simple
Type of Transaction:	Government-to-Business
Who may Avail:	Bidder (Supplier/Service Provider/Constructor/Consultant)

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Authorization Letter	
Letter Request	
Payment for the Bid and Other Documents	
Eligibility, Technical, Financial Proposals	



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STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Issuance of canvass forms	Min. of P500.00 (pursuant to GPPB Resolution 04-2012)	5 minutes	Canvasser
Retrieval and/or receipt of accomplished canvass forms	None	5 minutes	Canvasser

4. RECEIPT OF BID PROPOSALS (COMPETITIVE BIDDING PROCEDURES)

Office or Division:	Bids and Awards Committee
Classification:	Simple
Type of Transaction:	Government-to-business
Who may Avail:	Bidder (Supplier/Service Provider/Constructor/Consultant)

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Authorization Letter	
Letter Request	
Payment for the Bid and Other Documents	
Eligibility, Technical, Financial Proposals	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Issuance and retrieval of submission form	None	5 minutes	Procurement Monitoring Staff
Receipt of bid proposals	None	5 minutes	Procurement Monitoring Staff

5. RECEIPT OF BID PROPOSALS (CANVASS FORMS)

Office or Division:	Bids and Awards Committee
Classification:	Simple
Type of Transaction:	Government-to-business
Who may Avail:	Bidder (Supplier/Service Provider/Constructor/Consultant)

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Authorization Letter	
Letter Request	
Payment for the Bid and Other Documents	
Eligibility, Technical, Financial Proposals	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Receipt of sealed canvass	None	5 minutes	Procurement Monitoring Staff

6. REQUEST FOR REFUND – BID SECURITY, PERFORMANCE SECURITY, WARRANTY SECURITY

Office or Division:	Bids and Awards Committee
Classification:	Simple
Type of Transaction:	Government-to-business
Who may Avail:	Bidder (Supplier/Service Provider/Constructor/Consultant)

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Authorization Letter	
Letter Request	
Payment for the Bid and Other Documents	
Eligibility, Technical, Financial Proposals	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Receipt and record of the request	None	5 minutes	Procurement Management Staff
Review of the record of the subject transaction	None	5 minutes	Procurement Management Staff
Prepare appropriate endorsement for approval (Bid Security & Performance Security)	None	5 minutes	Procurement Management Staff
Prepare appropriate endorsement for processing (Warranty Security)			
Transmittal of endorsement to approving office	None	5 minutes	Procurement Management Staff
Transmittal of endorsement to implementing office for processing			

J. SUPPLY AND PROPERTY MANAGEMENT OFFICE

1. ISSUANCE OF SUPPLIES AND MATERIALS / EQUIPMENT

Office or Division:	Supply Office
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	End-Users

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<u>Issuance of Supplies</u>	
Stock Card or Bin Card	
Requisition and Issue Slip	
<u>Issuance of Equipment</u>	
Inspection and Acceptance Report, Invoice or Delivery Receipt	
Property Acknowledgement Receipt	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
<u>Issuance of Supplies</u>			
Prepare, Approval and Issuance of the Requisition and Issue Slip	N/A	30 minutes	Staff & Supply Officer (provide logbook for request)
Record the Issuance of supplies in Bin Card and Stock Card	N/A	30 minutes	Staff & Supply Officer (date and time stock card)
<u>Issuance of Equipment</u>			
Prepare and Sign Property Acknowledgement Receipt, assign Property Number and issue/release the equipment to end-user	N/A	30 minutes	Supply Officer (provide date and time on PAR logbook)
Record the issued equipment in the Property Card		30 minutes	Supply Officer (provide date and time on Property Card)

2. CONTRACT IMPLEMENTATION AND PROCESSING OF PAYMENT

Office or Division:	Supply Office
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	End-Users

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Delivery Receipt, Invoice Receipt, PO, LO	
Inspection report	
Job Order	
Purchase Request	
Certificate of Availability of Funds	
BAC Resolutions, RFQ/RFP, Abstract of Bids, Notice of Award, ORS/BURS, LO/PO, DR/Invoice Receipt, RIS/ICS/PAR, Attendance sheet (for catering service)	

STEPS AND PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Receive and Check the delivery of supplies/materials and equipment.	N/A	30 minutes	Staff/ Supply Officer
Prepare the Inspection and Acceptance Report of the delivered supplies and materials and equipment for inspection	N/A	1 hour	Staff/ Supply Officer
Acceptance of inspected supplies, materials and equipment	N/A	30 minutes	Supply Officer
Issue/ Release the supplies and materials & Equipment to end-user (Applicable in supplemental purchase)	N/A	1 hour	Staff/ Supply Officer
Turn-over & Storage of Supplies and Materials (Applicable to Bulk Purchase)	N/A	1 day	Staff/ Supply Officer
Prepare the Disbursement Voucher	N/A	30 minutes	Staff/ Supply Officer

3. PROCUREMENT OF SUPPLIES AND MATERIALS THRU DBM-PS

Office or Division:	Supply Office
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	End-Users

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Approved Purchase Request, APP and CAF	
Price Quotation of PS	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Prepare and Sign the Agency Purchase Request (APR)	N/A	1 hour	Staff /Supply Officer
Submit the approved APR to DBM-PS for quotation	N/A	1 day	Staff /Supply Officer
Prepare the Purchase Order for issuance of ORS / BURS	N/A	1 day	Staff /Supply Officer
Prepare and sign the Disbursement Voucher	N/A	1 day	Staff /Supply Officer
Pick-up the supplies at DBM-PS upon payment	N/A	1 day	Staff /Supply Officer

4. DISPOSAL OF UNSERVICEABLE PROPERTY AND WASTE MATERIALS

Office or Division:	Supply Office
Classification:	Simple
Type of Transaction:	Government-to-Citizens
Who may Avail:	End-Users

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS)	
Property Return Slip (PRS), PAR	
Inventory and Inspection Report of Unserviceable Property / Waste Materials Report	
Request for Quotation, Abstract of Bids, Notice of Award	

STEPS AND PROCEDURES	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE PER STEP
Records and verify the returned unserviceable equipment/property and waste materials in PAR/ICS	N/A	5 days	Staff /Supply Officer
Prepare and Sign the Inventory and Inspection Report of Unserviceable Property and Waste Materials Report	N/A	1 hour	Staff /Supply Officer
Conduct Inspection and Appraisal of Unserviceable Property for Disposal together with the Committee and with the presence of COA representative	N/A	1 day	Staff and Supply Officer (including the Inventory Committee)
Conduct Actual Disposal		1 day	Staff and Supply Officer (including the Inventory Committee)
Prepare the Contract of Sale		1 hour	Staff /Supply Officer
Submit the complete report of Disposal of Unserviceable Property / Equipment, Waste Materials		1 hour	Staff /Supply Officer



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FEEDBACK AND COMPLAINTS MECHANISM



CLIENT FEEDBACK FORM

Please check (✓) appropriate box

Component:	SA	A	DA	SDA	DNK
<small>(SA= Strongly agree, A= Agree, DA = Disagree, SDA= Strongly disagree, and DNK = Do not know)</small>					
Office					
1. The office has clear procedure.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The office is clean.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The office is in order.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employees					
4. The employees provided accurate service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The employees provided prompt services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The employees are helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Over-all					
7. I am satisfied with the service I received.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suggestions:					

Thank You!					
Please return the accomplished form to the guard on duty.					

Republic of the Philippines
BICOL UNIVERSITY

Campus _____

VISITOR'S PASS

Date _____ Gate _____ ID No. _____

Time IN Time OUT

Name _____

Address _____

Contact Number _____

Official Business Personal

Name and Signature of person visited / Authorized representative _____

Office _____

LIST OF BU OFFICIALS

Heads of Offices

Name of Head	Office	Telephone No.	Email
Office of the President (OP)			
Dr. Arnulfo M. Mascariñas	Office of the President	(052) 480-0167	ammascarinas@bicol-u.edu.ph bupresident@bicol-u.edu.ph op@bicol-u.edu.ph
Dr. Reina O. Habalo	Presidential Management Staff Office (PMSO)	(052) 480-0167	reinahabalo@bicol-u.edu.ph
Atty. Norly P. Reyes	University and Board Secretary (UBS)	(052) 480-0181	norlypreyes@gmail.com
Atty. Daryl A. Redoblado	Legal Affairs Office	(052) 480-5464	Bu-legaloffice@bicol-u.edu.ph
Dr. Dimson M. Rivero	International Relations Office (IRO)	(052) 481-1389	internationalrelationsoffice@bicol-u.edu.ph
Dr. Renelyn E. Bautista	Communication and Public Relations Office (CPRO)		renelynbautista428@yahoo.com bu-cpro@bicol-u.edu.ph thebuzzette@bicol-u.edu.ph
Mr. Cyrus A. Barrameda	Internal Audit Service (IAS)	(052) 480-1898	cyrus_bu.14@yahoo.com
Prof. Charina J. Cipcon	Alumni Relations Office (ARO)		cjcipcon@bicol-u.edu.ph
Prof. Laarni D. Pancho	Information and Communication Technology Office (ICTO)	(052) 480-0973	bu-icto@bicol-u.edu.ph
Office of the Vice President for Administration and Finance (OVPAF)			
Atty. Joseph L. Bartolata	Office of the VP for Administration and Finance	(052) 480-0176	bu-vpa@bicol-u.edu.ph
Atty. Norly P. Reyes	Administrative Services	(052) 480-0182	norlypreyes@gmail.com
Dr. Jennifer T. Barrameda	Human Resource Management and Development Office (HRMDO)	0919-000-4921	bu-hrmdo@bicol-u.edu.ph
Mr. Benjamin P. Payonga	Supply and Property Management Office (SPMO)	(052) 480-0451	bppayonga@bicol-u.edu.ph
Mr. Edgardo O. Sevilla	Motorpool Service Office (MSO)	(052) 480-0182	
Dr. Ma. Julieta B. Borres	Procurement Management Office	(052) 742-5922	bu-prmo@bicol-u.edu.ph
Atty. Loyd P. Casais	Financial Management Division (FMD)	(052) 480-7973	loydpcasais_lpc@yahoo.com
Ms. Crisanta A. Botin	Budget Office (BO)	(052) 480-0580	botincrisanta@yahoo.com

Mr. Joseph S. Lopera	Accounting Office (AO)	(052) 480-7973	josephlopera0329@yahoo.com
Ms. Cheryl R. Del Prado	Cashier's Office (CO)	(052) 480-0498	
Mr. Rolly S. Gonzales (OIC)	Security Services Office	0955-996-2466	
Mr. Jessel O. Opeña	General Services Office		
Mr. Lyndon L. Bailon	University Sports Development Program		
Office of the Vice President for Academic Affairs (OVPA)			
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Prof. Alwin Joseph M. Maceres	Planning and Development Office (PDO)		alwinjoseph.maceres@bicol-u.edu.ph
Engr. Ulysses R. Bello	Physical Development and Maintenance Office (PDMO)	(052) 480-0460	ullyses_bello@yahoo.com
Dr. Viola L. Amano	Business Affairs Office (BAO)	(052) 742-2707	viola.amano@yahoo.com.ph
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College of Law			
Atty. Hardy B. Aquende	Dean		
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Jesse M. Robredo Institute of Governance and Development			
Dr. Noemi L. Ibo	Director		nlibo@bicol-u.edu.ph
Dr. Rosemarie T. Frias	Associate Director		